

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE
U

PAGE OF PAGES
1 2

2. AMENDMENT/MODIFICATION NO.
16

3. EFFECTIVE DATE
30-Jan-2019

4. REQUISITION/PURCHASE REQ. NO.
N4993319RCE7004

5. PROJECT NO. (If applicable)
N/A

6. ISSUED BY CODE

N00189

7. ADMINISTERED BY (If other than Item 6)

CODE

S0701A

NAVSUP FLC Norfolk, Detachment Philadelphia
700 Robbins Avenue, Bldg. 2B
Philadelphia PA 19111-5083

DCMA HARTFORD
130 DARLIN STREET
EAST HARTFORD CT 06108-3234

SCD: C

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and Zip Code)

SCIENCE APPLICATIONS INTERNATIONAL CORP
12010 Sunset Hills Road
Reston VA 20190

9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

[X]

10A. MODIFICATION OF CONTRACT/ORDER NO.

N00178-04-D-4119-EX10

10B. DATED (SEE ITEM 13)

04-Aug-2015

CAGE CODE
6XWA8

FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

[] The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [] is extended, [] is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

SEE SECTION G

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(*) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

[] B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

[] C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

[X] D. OTHER (Specify type of modification and authority)
52.232-22 Limitation of Funds

E. IMPORTANT: Contractor [X] is not, [] is required to sign this document and return ___ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

SEE PAGE 2

15A. NAME AND TITLE OF SIGNER (Type or print)

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

15B. CONTRACTOR/OFFEROR

15C. DATE SIGNED

16B. UNITED STATES OF AMERICA

16C. DATE SIGNED

(Signature of person authorized to sign)

BY

(Signature of Contracting Officer)

30-Jan-2019

NSN 7540-01-152-8070

30-105

STANDARD FORM 30 (Rev. 10-83)

PREVIOUS EDITION UNUSABLE

Prescribed by GSA
FAR (48 CFR) 53.243

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 2 of 2	FINAL
----------------------------------	---	----------------------------------	----------------	-------

GENERAL INFORMATION

The purpose of this modification is to incrementally fund CLINs 7010 and 7011. All other terms and conditions remain unchanged. Accordingly, said Task Order is modified as follows: A conformed copy of this Task Order is attached to this modification for informational purposes only.

The Line of Accounting information is hereby changed as follows:

The total amount of funds obligated to the task is hereby increased from \$12,967,922.95 by \$2,092,416.58 to \$15,060,339.53.

CLIN/SLIN	Type Of Fund	From (\$)	By (\$)	To (\$)
701003	O&MN,N	0.00	2,002,000.00	2,002,000.00
701102	RDT&E	0.00	90,416.58	90,416.58

The total value of the order is hereby increased from \$16,876,853.81 by \$0.00 to \$16,876,853.81.

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 1 of 36	FINAL
----------------------------------	---	----------------------------------	-----------------	-------

SECTION B SUPPLIES OR SERVICES AND PRICES

CLIN - SUPPLIES OR SERVICES

For Cost Type Items:

Item	PSC	Supplies/Services	Qty	Unit	Est. Cost	Fixed Fee	CPFF
7001	D318	Base: IT & IT Related Support IAW the PWS in Section C (excluding task 4.4 for Development Services) (O&MN,N)	1.0	LO	██████████	██████████	\$3,783,188.67
700101	D318	Funding in support of CLIN 7001 - RCP N4496615RC00006 \$671,839.67 ACRN AA (O&MN,N)					
700102	D318	Funding in support of CLIN 7001 - RCP N4496616RCIT002 \$1,700,000.00 ACRN AC (O&MN,N)					
7002	D318	Support for Task 4.4 for Development Services (RDT&E)	1.0	LO	██████████	██████████	\$230,008.54
700201	D318	Funding in support of CLIN 7002 - RCP N4993315RCZ0000 \$100,000 ACRN AB (RDT&E)					
7003	D318	Base: Technical Data - Not Separately Priced (O&MN,N)	1.0	LO	\$0.00	\$0.00	\$0.00
7004	D318	OPT I: IT & IT Related Support IAW the PWS in Section C (excluding task 4.4 for Development Services) (O&MN,N)	1.0	LO	██████████	██████████	\$3,818,754.26
700401	D318	(O&MN,N)					
700402	D318	(O&MN,N)					
7005	D318	OPT I: Support for Task 4.4 for Development Services (RDT&E)	1.0	LO	██████████	██████████	\$231,581.04
7006	D318	OPT I: Technical Data - Not Separately Priced (O&MN,N)	1.0	LO	\$0.00	\$0.00	\$0.00
7007	D318	OPT II: IT & IT Related Support IAW the PWS in Section C (excluding task 4.4 for Development Services) (O&MN,N)	1.0	LO	██████████	██████████	\$3,856,828.93
700701	D318	(O&MN,N)					
700702	D318	(O&MN,N)					
7008	D318	OPT II: Support for Task 4.4 for Development Services (RDT&E)	1.0	LO	██████████	██████████	\$233,389.65
7009	D318	OPT II: Technical Data - Not Separately Priced (O&MN,N)	1.0	LO	\$0.00	\$0.00	\$0.00
7010	D318	OPT III: IT & IT Related Support IAW the PWS in Section C (excluding task 4.4 for Development Services) (O&MN,N)	1.0	LO	██████████	██████████	\$3,899,942.01

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 2 of 36	FINAL
----------------------------------	---	----------------------------------	-----------------	-------

Item	PSC	Supplies/Services	Qty	Unit	Est. Cost	Fixed Fee	CPFF
701001	D318	(O&MN,N)					
701002	D318	(O&MN,N)					
701003	D318	(O&MN,N)					
7011	D318	OPT III: Support for Task 4.4 for Development Services (RDT&E)	1.0	LO	██████████	██████████	\$235,614.58
701101	D318	(RDT&E)					
701102	D318	(RDT&E)					
7012	D318	OPT III: Technical Data - Not Separately Priced (O&MN,N)	1.0	LO	\$0.00	\$0.00	\$0.00
7013	D318	OPT IV: IT & IT Related Support IAW the PWS in Section C (excluding task 4.4 for Development Services) (O&MN,N)	1.0	LO	██████████	██████████	\$3,953,417.26
		Option					
7014	D318	OPT IV: Support for Task 4.4 for Development Services (RDT&E)	1.0	LO	██████████	██████████	\$238,701.43
		Option					
7015	D318	OPT IV: Technical Data - Not Separately Priced (O&MN,N)	1.0	LO	\$0.00	\$0.00	\$0.00
		Option					

For FFP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
8001	D318	Transition IAW Task 4.2 of the Performance Work Statement in Section C. The transition plan submitted in response to this RFQ may be incorporated into the resultant Order. (O&MN,N)	1.0	LO	\$144,160.33	\$144,160.33

For ODC Items:

Item	PSC	Supplies/Services	Qty	Unit	Est. Cost
9001	D318	ODC in support of CLIN 7001 & 7002 (O&MN,N)	1.0	LO	\$102,875.50
9002	D318	Travel Costs in support of CLIN 7001 & 7002 (O&MN,N)	1.0	LO	\$10,650.00
9003	D318	ODC in support of CLIN 7004 & 7005 (O&MN,N)	1.0	LO	\$102,872.80
900301	D318	(O&MN,N)			
9004	D318	Travel in support of CLIN 7004 & 7005 (O&MN,N)	1.0	LO	\$10,640.00
		Option			
9005	D318	ODC in support of CLIN 7007 & 7008 (O&MN,N)	1.0	LO	\$102,870.10
9006	D318	Travel in support of CLIN 7007 & 7008 (O&MN,N)	1.0	LO	\$10,630.00

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 3 of 36	FINAL
----------------------------------	---	----------------------------------	-----------------	-------

Item	PSC	Supplies/Services	Qty	Unit	Est. Cost
9007	D318	ODC in support of CLIN 7010 & 7011 (O&MN,N)	1.0	LO	\$102,867.40
9008	D318	Travel in support of CLIN 7010 & 7011 (O&MN,N)	1.0	LO	\$10,620.00
9009	D318	ODC in support of CLIN 7013 & 7014 (O&MN,N) Option	1.0	LO	\$102,867.40
9010	D318	Travel in support of CLIN 7013 & 7014 (O&MN,N) Option	1.0	LO	\$10,620.00

LEVEL OF EFFORT (COST TYPE CONTRACT)(JUN 1995)

(a) The level of effort for the performance of this task order during the period from the start of performance to twelve months thereafter is based upon [REDACTED] estimated manhours of direct labor. If all options are exercised by the government, the level of effort for the performance of this task order will be increased by an additional [REDACTED] estimated manhours of direct labor, for a total level of effort of [REDACTED] estimated manhours of direct labor.

(b) The estimated composition by labor category of the Estimated Total Hours is as follows:

LEVEL OF EFFORT EXCLUDING TASK 4.4 (O&M,N):

CLINs 7001, 7004, 7007, 7010, & 7013

LEVEL OF EFFORT EXCLUDING TASK 4.4 (O&M,N):	BASE	OPT I	OPT II	OPT III	OPT IV
ACTR Help Desk (Tier 2)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Administrative Assistant	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Application Developer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
C&A Specialist III	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CSR - Wireless (Tier 2)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CSR/VTC	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Cyber Security Administrator	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Database Administrator	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
IA II	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Local IT Administrator (Tier 1)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Principle System Engineer/ SARMIS SME	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Program Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Senior Application Developer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Senior Help Desk Help/Tier 3	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Senior Systems Administrator	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Sharepoint Administrator	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Sharepoint Developer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
SME III (Average)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Systems Administrator	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Technical Writer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Web Designer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Web Developer	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

TOTAL:					
---------------	--	--	--	--	--

LEVEL OF EFFORT FOR TASK 4.4 (RDT&E):

CLINs 7002, 7005, 7008, 7011, & 7014

LEVEL OF EFFORT FOR TASK 4.4 (RDT&E):					
Senior Database Administrator					
Database Administrator					
Senior Application Developer					
Application Developer					
TOTAL:					

(c) The Estimated Total Hours include overtime* and subcontracting hours but exclude holidays, sick leave, vacation days and other absences.

(d) The number of manhours expended per month shall be commensurate with the effort ordered and the required delivery date of such effort. The number of manhours expended per month may fluctuate in pursuit of the technical objective, provided that such fluctuation does not result in the utilization of the total manhours of effort prior to the expiration of the term thereof. The number of manhours for any labor category may be utilized by the contractor for any other labor category if necessary in performance of the contract.

(e) The contractor shall not be obligated to continue performance beyond the Estimated Total Hours, except that the Contracting Officer may require the contractor to continue performance in excess of the Estimated Total Hours until the total estimated cost has been expended. The government will not be obligated to pay fee on any hours expended in excess of the Estimated Total Hours. Any hours expended in excess of the Estimated Total Hours shall be excluded from all fee computations and adjustments. The Contracting Officer may also require the contractor to continue performance in excess of the total estimated cost until the Estimated Total Hours have been expended. In no event, however, will the Contracting Officer, pursuant to this paragraph (e), require the contractor to continue performance in excess of the Estimated Total hours if the Contracting Officer is requiring or has required the contractor to continue performance in excess of the total estimated cost. Nor will the Contracting Officer, pursuant to this paragraph (e), require the contractor to continue performance in excess of the total estimated cost if the Contracting Officer is requiring or has required the contractor to continue performance in excess of the Estimated Total Hours. The Contracting Officer may extend the period of performance in order to expend either the total estimated cost or the Estimated Total Hours. If this contract is subject to the Service Contract Act, in no event will the Contracting Officer, pursuant to this paragraph (e), extend the period of performance such that the period of performance, as extended, will exceed five years.

(f) If at any time during the performance of this task order the contractor expends in excess of 75% of the available estimated manhours of direct labor, the contractor shall immediately notify the Contracting Officer in writing. Nothing herein shall be construed to alter or waive any of the rights or obligations of either party pursuant to the clause entitled "Limitation of Cost" and/or "Limitation of Funds."

PAYMENT OF FIXED FEE

The fixed fee for work performed under this order is \$** provided that approximately ** hours of technical effort are employed by the contractor in performance of this order. If substantially fewer than ** hours of technical effort are employed, the fixed fee shall be equitably reduced to reflect the reduction of work. The Government shall make monthly payments of the fixed fee at the rate of \$** per direct labor hour invoiced by the contractor. All payments shall be in accordance with the provisions of FAR 52.216-8, "Fixed Fee," and FAR 52.216-7, "Allowable Cost and Payment." Payments shall be subject to the withholding provisions of Paragraph (b) of FAR 52.216-8, provided that the total of all such monthly payment shall not exceed eighty-five (85%) percent of the fixed fee. Any balance of fixed fee due the contractor shall be paid to the Contractor, and any over-payment of fixed fee shall be repaid to the Government by the Contractor, or otherwise credited to the Government at the time of final payment.

Period	CLIN	Total Fee	Hours	Fee Per Hour
Base	7001			
Base	7002			
Opt I	7004			
Opt I	7005			

Opt II	7007	██████████	██████	████
Opt II	7008	██████████	██████	████
Opt III	7010	██████████	██████	████
Opt III	7011	██████████	██████	████
Opt IV	7013	██████████	██████	████
Opt IV	7014	██████████	██████	████

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 6 of 36	FINAL
----------------------------------	---	----------------------------------	-----------------	-------

SECTION C DESCRIPTIONS AND SPECIFICATIONS

Performance Work Statement DON/AA ITD Support Services

1.0 PURPOSE.

The Department of Navy Assistant for Administration's (DON/AA) Information Technology Division (ITD) is seeking contractor support to maintain and operate DON/AA-owned systems and applications, provide and maintain Secretariat customer support services, provide support and Subject Matter Experts (SMEs), Information Assurance (IA), information technology/information management (IT/IM), Document Management (DM), Records Management (RM), Knowledge Management (KM) and other related tasks, to the Secretary of the Navy (SECNAV) Headquarters. The following Performance Work Statement (PWS) provides the requirements of the Task Order.

2.0 BACKGROUND.

DON/AA provides a wide array of Information Technology (IT) oriented services to its 4,000 customers. These services include: incident and request support; conducting program analysis and studies; developing, operating, and maintaining IT systems and applications; maintaining vigilance with regard to information assurance including compliance with the Federal Information Security Management Act (FISMA); interfacing with the Next Generation Enterprise Network (NGEN) Program Office (currently PMW-205); and acting as the Customer Technical Representative (CTR) on the NGEN contract for the Secretariat. These IT services are deployed either directly or indirectly to support DON/AA customers across the Navy Headquarters within the National Capital Region (NCR) including sites located at the Pentagon, Washington Navy Yard, Joint Base Anacostia-Bolling, Arlington Annex and Crystal City. The contractor shall provide onsite services to all changed or additional DON/AA sites within 25 miles of the NCR, based upon facility realignment or consolidations.

The NGEN contract continues to use the name Navy Marine Corps Intranet (NMCI) to refer to the Navy enterprise network. Use of the term NMCI in this contract may refer to the network, services that support the network, or other NGEN uses.

ITD serves as the liaison between the DON/AA Claimancy, the Office of the Department of the Navy Chief Information Officer (DON CIO), and Commander, US 10th Fleet (C10F) / US Fleet Cyber Command (FLTCYBERCOM). ITD must track and report to DON CIO IT user compliance with mandated annual IA awareness training and all other mandated reportable FISMA requirements. ITD is also responsible for coordinating with the DON/AA Claimancy and FLTCYBERCOM to ensure that each software application, system, and network obtains a valid certification and accreditation (C&A) approval from the appropriate source(s).

This task order shall be used to facilitate a wide array of contracted resources to achieve IT, DM, RM and KM related requirements.

As ITD continues to refine its execution strategies, key elements to its overall success are the knowledge of the ITD business plans, the understanding of the DON/AA's business requirements and continuity of the service provided once support has begun.

3.0 SCOPE.

The contractor shall provide IT and IT-related support services to over 4,000 customers within the Navy Secretariat and OPNAV within the NCR in the following areas: customer services (including help desk, desktop, ACTR services, conferencing, telephony and wireless services), database administration, software development, system and application support, system rationalization and consolidation, information assurance, certification and accreditation (C&A), portfolio management, NMCI tech refreshes, mobile device services, inventory logs, maintenance of SharePoint sites, portal upgrades, program analysis, system analysis, development of Plan of Action and Milestones (POA&Ms), engineering, installation, integration, training, research, development, testing, assessing, tracking, managing and/or operating DON/AA Claimancy/SECNAV Headquarters' hardware, software and related systems. The contractor shall provide support services onsite (Government) facilities with Government furnished equipment. When deemed necessary by the Government, the

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 7 of 36	FINAL
----------------------------------	---	----------------------------------	-----------------	-------

contractor shall be required to work offsite at a non-government location within 25 miles of the NCR.

The contractor shall track, monitor and submit for payment Research, Development, Test and Evaluation (RDT&E) support separately from operations and maintenance (O&M) services. An estimated ratio of time between O&M / RDT&E is provided throughout this PWS and in the LOE for estimation purposes.

When system rationalization and/or consolidation must occur, the Contractor shall assist in the transition of the system into approved Navy hosting environments and other hosting sites as required. The contractor shall be responsible for completing the transition of a variety of systems and applications, including operating, maintaining and managing those systems in their current configuration, until the transition has been successfully completed and Authority to Operate (ATO) is achieved. The transition services shall include inventorying current server and software applications, assisting the customer with the transition, virtualization and disposal of old systems following DoN guidance, and other transition activities as defined by ITD. During transition periods, the contractor shall work to ensure continuity of operations, minimizing any disruption to the existing operations, and maximizing use of existing assets.

3.1 Critical and Sensitive.

Due to the volatility, and sometimes immediate emergence of requirements based upon political, time sensitivities and senior levels of the Secretariat, efficient and effective services are required. The contractor shall provide high quality support, on time, the first time. The contractor shall provide personnel capable of effectively and professionally communicating and servicing the highest level seniors within the Department of Navy. The contractor shall provide personnel that meet the personnel qualifications included in this solicitation.

3.2 Support Coverage.

Continuous help desk services are required Monday through Friday (except federal holidays) between 6:30 AM ET to 6:00 PM ET. During this timeframe, the contractor shall provide onsite, staggered support to sustain normal business operations. Occasionally, the contractor may be required to support ad hoc services due to emerging mission requirements, after hours, weekends and holidays. The contractor shall not charge for services after hours, weekends and holidays without prior approval from the Contracting Officer's Representative (COR).

3.3 Technical Instruction (TI).

TIs shall be issued by the COR to the contractor for tasking and/or special project requests that require significant resources and/or time. The contractor shall officially respond within the time noted in the TI for acceptance or clarifications (usually 5 (five) business days). Usual, regular and common services will not have TIs issued. All TIs issued will comply with NAVSUP Clause 5252.242-9402 "Technical Direction" included in Section H of this solicitation/order.

3.4 Constraints.

The contractor shall be knowledgeable about applicable laws, guidance and policies affecting service requirements stated herein. The contractor shall comply with all laws, guidance and policies regardless if this document does not specifically state the requirement. The contractor shall not interpret laws, guidance and policies to minimize or eliminate the support to the Government. Two examples are cited:

Example One: The contractor shall issue equipment as necessary. If the equipment being loaned is a portable hard drive, then the Data At Rest (DAR) requirement is mandatory. Although Vulnerability Management does not specifically state DAR compliance, it is expected that the contractor knows the requirement and ensures compliance before loaning the device.

Example Two: The contractor shall provide application development and maintenance for current and future systems as requested. If this is a website, then the programming of the code shall include assistive technology such as Public Law 508. Although the contract does not specifically state all Public Law, it is expected that the contractor know the requirement and complies.

4.0 PERFORMANCE WORK STATEMENT.

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 8 of 36	FINAL
----------------------------------	---	----------------------------------	-----------------	-------

The contractor shall provide technical and professional support as required to satisfy the Scope stated in paragraph 3.0 of this PWS and as further detailed in the taskings below.

The requirements stated in this PWS are derived from within the following areas:

- Task 4.1: Program Management
- Task 4.2: Transition Plans
- Task 4.3: Applications Development and Maintenance Services
- Task 4.4: Development Services
- Task 4.5: System and Application Services
- Task 4.6: System Support
- Task 4.7: Information Assurance Support
- Task 4.8: Customer Services Support
- Task 4.9: Engineering/Integration Support
- Task 4.10: Business and Technical Analysis and Planning
- Task 4.11: Other Direct Costs
- Task 4.12: Liaison Services

4.1 PROGRAM MANAGEMENT

The contractor's program management team is responsible for ensuring that costs are contained within the budget parameters established by approved work plans, as discussed below. The contractor is also responsible for ensuring that required quality levels are met. The contractor shall provide onsite Program Management support for execution of this contract. The contractor shall provide all necessary personnel, administrative, financial, and managerial resources necessary for the support of this task order. The contractor shall designate a Program Manager (PgM) who shall act as the single point of contact (POC) for the purpose of communicating issues, concerns, or problems arising during the performance of this task order. The PgM shall have the ultimate authority to commit the contractor and make decisions for the contractor in response to Government issues, concerns or problems. The PgM shall be readily available to respond to ITD questions, concerns, and comments, and be proactive in promptly alerting the Government to potential contractual and programmatic issues. Although Government staff may coordinate with contractor staff, the PgM shall serve as the single contractor representative responsible for resolving all issues, concerns, and problems. Management and other status reports shall not be used as a means of notifying ITD of a problem, concern, issue, or plan that has not already been brought to the attention of ITD management. The contractor shall attend meetings and provide the ITD Program Manager (ITD PgM) and/or the ITD PgM's designees with briefing information in the form of presentations, papers and/or analyses as directed by the ITD PgM. Presentations shall be scheduled by the ITD PgM, in coordination with the contractor and shall consider the contractor's schedule of activities and deliverables, which may result in briefings to the ITD PgM. The contractor may be required to attend or schedule ad hoc meetings to discuss accomplishments, issues and planned activities.

4.1.1 Prepare a Program Management Plan (PgMP) and Administrative Management Plan (AMP)

The Contractor shall develop and maintain throughout the task order performance period, a Program Management Plan (PgMP) that shall be used as a foundation for technical direction and resource management planning. The PgMP shall consist of a project and administrative management plan. These plans shall minimally consist of:

1) Project Management Plan (PMP) relative to planned initiatives and projects:

- a) Work Breakdown Structure (WBS) to the Work Package (WP) Level
- b) Schedule and Critical Milestones
- c) Task dependencies and interrelationships
- d) Expected at Completion (EAC)
- e) Risk Management
- f) Risk Identification
- g) Risk Mitigation Planning (including any conflict of interest issues)

2) Administrative Management Plan (AMP), relative to contract administrative management:

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 9 of 36	FINAL
----------------------------------	---	----------------------------------	-----------------	-------

- a) Staffing, including Subcontract Management
- b) Contractor/Government Organizational relationships, including subcontractors and problem
- c) Escalation
- d) Key deliverables
- e) Budget information (initiatives and projects)
- f) Risk Management
- g) Risk Identification
- h) Risk Mitigation Planning (including any conflict of interest issues)
- i) Risk Management, including risk ID, and mitigation
- j) Recommended GFE/GFI replacement
- k) Quality Assurance (QA)/Quality Control (QC)

The PgMP shall be coordinated with, approved and signed by the COR and the ITD PgM (or designee) *before* implementing the PMP or AMP. The contractor shall not deviate from the PgMP without prior authorization from the COR and ITD PgM. Where the contractor identifies necessary deviations from the PgMP, the contractor shall provide the supporting rationale necessitating the deviation, in a written submission to the COR and ITD PgM. The Contractor shall keep the PgMP up-to-date, and be prepared to brief any plan content to ITD at short notice (within 24 hours). Projects and tasks shall be identified and reported in accordance with Information Technology Infrastructure Library (ITIL) v.3 standards. The PgMP shall be used as a foundation for the Monthly Status Report. The contractor shall structure the PMP WBS allowing for Technical Instructions (TIs) to be cross-referenced to a specific WBS task. The WBS shall be identified to at least the subtask level (as identified within the context of this Task Order), to include planned projects and initiatives, in order to discretely identify schedule, performance, and cost.

4.1.2 Contract Status Reports: Monthly (MSR) and Quarterly (QSR)

The contractor shall deliver a Monthly Status Report (MSR). The MSR shall focus on contractual successes and issues, such as finances, performance, personnel, innovative ideas and schedules, and recap all problems, issues, concerns, and actions taken over the report period. The basis of the MSR shall be the PgMP. The contractual finance information in the MSRs shall coincide with the contractor's invoices to include all financial information reported. The format of the MSRs shall be agreed to after contract award. The contractor shall provide a MSR within three (3) working days of the contractor's accounting system close, but no later than the 15th day of the following month, that:

- Summarizes projects, costs, schedules, activities, travel, and actions taken
- Identifies concerns, issues, risks, and resolutions of identified problems or concerns

At the end of each quarter throughout the fiscal year, the contractor shall deliver a Quarterly Status Report (QSR). The QSR shall be a modified MSR, and also contain an aggregate quarterly review and synopsis, based upon the previous quarter(s).

4.1.3 Configuration Management (CM)/Non-NMCI Inventory

The contractor shall maintain the system configuration and inventory of all equipment, parts, supplies and software under this Task Order. The contractor shall maintain the inventory for all virtualized and non-virtualized resources to include the Virtual Machine (VM) or server properties, RAM, storage quotas, PKI certificate expiration dates, software lists and expiration dates. The contractor shall make the effective use of the Defense Property Accountability System (DPAS). All NMCI inventory are listed in NMCI databases. A single database for all other Government assets and resources shall be required. The contractor shall assist in maintaining a complete and accurate CM/non-NMCI inventory. The maintenance process shall include the in-processing and out-processing of assets (ex: DRMO). CM taskings shall include:

- Development and maintenance of system configuration documentation describing hardware and software environment, configuration, patches, services, network dependencies and operational procedures
- Semi-Annual CDs containing all internally developed source code and documentation used in the production environment
- The contractor shall provide the following ancillary equipment support material, as an integral component of configuration management, as part of normal commercial best practices:
 - Technical Documentation, such as Technical Manuals, Standard Operating Procedures, operating instructions, etc.
 - Software licenses, which shall be transferable to the Government upon acceptance
 - Warranties, which shall be transferable to the Government upon acceptance

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 10 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

- Maintenance agreements, which shall be transferable to the Government upon acceptance

4.2 TRANSITION SUPPORT

Because it is vital to ensure a seamless continuation of services without interruption when transitioning between contractors there will be transition periods. In order to maintain continuity of services, the following requirements shall be performed by the incumbent and/or transitioning contractor:

The incumbent contractor will continue to perform all services as prescribed within its existing PWS without reduction of manpower, quality of services and interruption to customers up to and including the end date of the incumbent contract Period of Performance (PoP), currently 4 September 2015. For a maximum of thirty (30) days prior to the end of the incumbent Order PoP, the incumbent contractor will provide support to the transitioning contractor to enable the transitioning contractor to learn the procedures and processes associated with the tasks of this PWS. The transitioning contractor shall be responsible for full performance of the PWS tasks at the end of the transition period.

The Contractor shall deliver their Transition Out Plan 4 weeks prior to contract end date. The Government will review the Transition Out Plan, and provide to the Contractor, within 10 working days, a statement of requested changes, rejection, or approval of the Transition Out Plan.

TASK 4.3 APPLICATIONS DEVELOPMENT AND MAINTENANCE SERVICES

The contractor shall provide a range of support for prototypes, graphic designs, piloting applications, enhancements to existing systems and full engineering projects. The contractor shall manage and implement these efforts under “normal” work or as a project/TI. The contractor shall manage projects through the project management and lifecycle development approach, producing management plans and system documentation. The contractor shall be capable of developing in SQL, Oracle, SharePoint, ColdFusion, C#.NET, JAVA and accommodate evolving technologies. The contractor shall design using Adobe Creative Suite, CSS, HTML, Javascript and accommodate evolving technologies. The contractor staff shall have experience with development, design, programming, branding, documentation, training and basic taxonomy. The contractor shall work onsite providing direct support to the DON/AA applications development effort. Priorities shall be provided to the contractor by the onsite Government Applications Development Lead. All Application and Database Source Code, graphics and training documentation developed/updated/augmented by the contractor shall be provided to the Government as completed.

4.3.1 Applications Development and Maintenance

The contractor shall provide application development and maintenance for current and future systems, as requested. This includes developing an application from inception or upgrading an existing application into a current/different technology. The contractor shall collect requirements from the user and form a solution that best meets the need. The contractor shall provide documentation and training, as needed, to the users of the application. Maintenance shall be performed regularly to include improvements to the functional capabilities of the application and any updates relevant to the respective technology being utilized by the application. Duties include branding, graphics, taxonomy and overall ability to document work performed. The contractor shall create web graphics from scratch and/or in collaboration with users to meet their desired needs. The contractor shall implement graphics into a SharePoint environment and conform to Public Law 508 compliance. In addition to web graphics, the contractor shall create custom Power Point templates, data sheets, slick sheets and advertisements. The contractor shall design in the adopted technology based on requirements gathered and provided by the Government applications development lead.

The contractor shall provide developer personnel using the adopted technologies of the DON/AA ITD applications development initiative. The majority of development is Web technologies. The contractor shall provide Web and Application Developers to code in the respective programming language, have extensive knowledge of the functionality of the technology, and have the overall ability to document work performed, all the while conforming to 508 compliance, DOD policy and DON policy. The contractor shall perform a code review on new and existing code to ensure there are no security vulnerabilities. The contractor shall be able to determine technology limitations and provide expert knowledge to the Government applications development lead. The contractor shall be capable of developing in the adopted technology

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 11 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

based on requirements gathered and provided by the Government applications development lead. The contractor shall offer guidance on the policy and governance of any application that is developed or utilized. The contractor shall be knowledgeable of rules and policies released by DOD and the DON and adhere to those policies when developing an application or system. The contractor shall develop to the standards and follow all processes outlined by the Government applications development lead.

The contractor shall provide personnel that have policy, training, and documentation experience using the adopted technologies of the DON/AA ITD applications development initiative. Duties include training, development of policy, documentation and gathering end-user requirements. The contractor shall work with the applications development team to help fully document processes and functionality of applications being developed.

4.3.2 Database Administration and Maintenance

The contractor shall provide database administration and maintenance for current and future systems as requested. The contractor shall provide database administration (DBA) support for Oracle and Microsoft SQL base systems and applications. The contractor shall support ad hoc trouble tickets that do not require a lifecycle development approach. This includes troubleshooting portal sites and user accounts, making modifications to an existing portal site, and managing permissions of portal sites. The contractor shall perform DBA tasks, such as performance tuning and database maintenance, performing system management and administrative functions and maintaining a complete and accurate library of system documentation.

TASK 4.4 DEVELOPMENT SERVICES (**RDT&E - CLINS 7002, 7005, 7008, 7011, & 7014**)

The contractor shall provide database development for legacy and future systems as requested. This includes developing an application from inception. The contractor shall perform database administration (DBA) tasks, creating databases as required. The contractor shall be capable of developing in the adopted technology based on requirements gathered. Furthermore, the contractor shall provide DBA support for Oracle and Microsoft SQL base systems and applications.

The contractor shall provide a range of support for prototypes, piloting applications, and for full engineering projects. The contractor shall manage projects through the project management and lifecycle development approach, producing management plans and system documentation. The contractor shall offer guidance on the policy and governance of any item is developed, as well as fully document processes and functionality of items being developed. All Application and Database Source Code developed by the contractor shall be provided to the Government as completed.

TASK 4.5 SYSTEM AND APPLICATION SERVICES

The contractor shall provide systems administration and engineering support to current and new systems as required. All systems must comply with information assurance standards to maintain C&A. The contractor shall implement proactive measures to ensure all systems remain operational, with no impact to DON/AA or its customers.

4.5.1 Application Maintenance

The contractor shall provide maintenance support for Secretariat applications. This includes performing such functions as performance tuning, administration of applications, application enhancement/development and web hosting.

4.5.2 Systems Administration Support

The Contractor shall provide system administration for all systems and applications supported by DON/AA. This work includes testing and implementing IAVM requirements, assisting with software upgrades and maintaining a healthy system. The contractor shall ensure all servers are virtualized and maintain accurate diagrams of the server configurations. The contractor shall provide system administration for applications residing in commercial and Government cloud based environments. The contractor shall assist the Government with consolidation and rationalization efforts that could include the need to migrate applications to an approved Navy hosting environment.

4.5.2.1 Backup and Restoral

The contractor shall ensure that daily and weekly backups have been conducted by the off-site storage provider of all

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 12 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

production and development servers. Server and file restoration shall be provided on an as needed basis, within 24 hours of the request. Restoration process shall be tested quarterly.

4.5.2.2 Disaster Planning and Disaster Recovery

In support of DON/AA IT systems, the contractor shall support disaster planning activities, consisting of developing, testing or performing several layers of disaster procedures. These procedures include, but are not limited to: off-site storage and recovery processes, server and application reconstitution processes and business recovery processes. The contractor shall also provide input and assist, as required, with periodic training and disaster recovery drills. The contractor shall update and maintain the Disaster Recovery Plan.

4.5.2.3 Software Patches and Upgrades

During the “normal” course of system support, the contractor shall test software patches and upgrades. The contractor shall test patches and upgrades prior to production rollout and make recommendations to the Government. Whether this is a problem resolution, vendor supplied patch, security patch, total rebuild or reconfiguration, the contractor shall detail the contractor plan of action, method of testing, back out process, customer notification plan and schedule. The contractor shall assist the Government with adhering to Secure Technical Implementation Guides (STIG), Communication Task Orders (CTO) and Information Assurance Vulnerability Alerts (IAVAs).

4.5.2.4 Problem Resolution

The contractor shall provide problem resolution to restore services that have been degraded or have experienced a mission impacting service outage. During normal business hours, the contractor shall immediately begin the resolution process, which is to include Government notification within thirty minutes of detection. The contractor shall provide, at a minimum, a plan of action to resolve the problem within two hours of the notification. The contractor shall provide a Root Cause Analysis (RCA) for all events where a “mission impacting” service outage was experienced. The Government PgM may request an RCA for other events as required.

4.5.2.5 Monitoring

The contractor shall use Government-provided tools to perform application/system monitoring of all services, including customer-provided applications. The contractor shall provide monthly reports of performance metrics and capacity planning within five business days of each month for the activities of the previous month. The contractor shall take proactive measures to prevent any foreseeable system degradation or outages.

4.5.2.6 Operating Procedures

The contractor shall develop and maintain a “library” of standard operating procedures (SOPs) for all activities and services performed by the contractor under this task order. These procedures shall be reviewed and revised upon any system configuration change, maintained online and be available for Government review upon request. The contractor shall adhere to the change management process as defined by the Government lead.

4.5.3 Systems Engineering Services

The contractor shall provide Systems Engineering Services in support of DON/AA requirements. The contractor shall be responsible for gathering desired outcomes/objectives and translate those requirements into solutions. The contractor shall be responsible for the design and operations of complex systems from the conceptual phase through product deployment. The contractor shall develop processes and procedures to maintain the integrity of systems engineering hardware and software in accordance with acceptable enterprise architecture guidance.

TASK 4.6 SYSTEM SUPPORT

A primary goal of DON/AA is the timely and responsive management of resources authorized for use in the execution of Secretary of the Navy programs. This goal is realized through support provided by DON/AA's ITD team. In addition to the operations and maintenance of systems hosted by ITD, DON/AA has full program responsibility for two specific systems.

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 13 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

The contractor shall provide application development and test, operations, maintenance and SME support for the following systems:

4.6.1 Secretariat Automated Resource Management Information System (SARMIS)

The contractor shall provide specialized SME support to DON/AA's Financial Management Division (FMD). The contractor shall support the division's analysts and central application, Secretariat Automated Resource Management Information System (SARMIS). In order to achieve the greatest effectiveness and efficiencies in meeting the goals of DON/AA, SARMIS was developed to allow for the formulation, archival and reporting of program budget authority granted to the Secretary. In addition, SARMIS is used to prepare budget exhibits and track budget execution, civilian resources and military manpower requirements for the DON/AA claimancy. Monthly management reports are also produced that provide managers with information as to how resources are being executed against financial plans. As such, a Principle System Engineer/ SARMIS SME is required in planning, analyzing, designing, evaluating, testing, maintaining, loading, implementing, enhancing and deploying the SARMIS Application and supporting the SARMIS users. The scope of the work shall include:

- Assist SARMIS staff in registering application/system information in DADMS and the DoD Information Technology Portfolio Repository – DON (DITPR-DON)
- Application maintenance
- Database administration
- Task management
- Customer support
- Documentation

The SME shall provide, as needed, technical support for the SARMIS modules scalability, traceability and audit readiness with in-house and contracting teams working for or collaborating with DON/AA.

4.6.2 Financial Management Office Website Development and Maintenance and IT Security

The contractor shall serve as the principle web-based developer for the Financial Management Office's (FMO) Public Website and Application Website, as required, described below:

- Provide primary design and functionality enhancements for the FMO Public Website and for an FMO Secure Website that provides icons for initial access to FMO Web Applications
- Provide Webmaster functions, updates to website content, reevaluation and enhancement of website functionality, verifying website links, and verifying compliance with Section 508 of the Rehabilitation Act
- Analyze software upgrades and provide recommendations for implementation. Include an estimated cost of implementation. FMO approved software upgrades shall be funded separately. The contractor shall maintain the DON's Transportation Incentive Program (TIP) web application as described below:
- Update homepage and links monthly
- Keep documents, such as, the monthly newsletter up to date
- Provide Technical help desk support

Contractor shall also perform IT security for FMO:

- Act as FMO's Information Systems Security Officer (ISSO)
 - Perform and maintain any required certification/accreditation, in coordination with FMO System developers and the Navy's DAA, for network connectivity, (interim) authority to operate (IATO/ATO) or any related security requirements at the application level.
 - Assist FMO staff in registering application/system information in the DON Applications and Database Management System (DADMS) and the DoD Information Technology Portfolio Repository –DON (DITPR-DON)
- Provide management and engineering analysis services to assist with DoD/DON statutory and regulatory requirements for IT portfolio management in all life cycle stages.

To include:

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 14 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

- Provide management with engineering services related to network system design server consolidation, Information Assurance, and application development
- Provide program level support in the development and implementation of engineering changes, testing and evaluation documentation, fielding procedures and plans, risk assessments and various decision briefings

Contractor shall perform Help Desk and administrative functions to include but not limited to:

- Maintain FMO IT issued and inventory equipment database
- Submission of IT/phone repair tickets
- Troubleshoot and provide technical help desk support and resolution to personnel
- Provide support as needed to Business Operations Office and other administrative tasks

The contractor shall utilize an existing SharePoint automated system for all Help Desk requests in order to track tickets and resolution. Additionally, the contractor shall be able to provide administrative, development and testing support within Cold Fusion and Project Server systems. The contractor shall provide weekly status reports on any and all issues related to this task by Tuesday of the following week for the previous week.

4.7 INFORMATION ASSURANCE SUPPORT (IA)

The contractor shall provide IA support under this contract for DON/AA claimancy applications, systems and networks.

4.7.1 Certification and Accreditation (C&A)

The contractor shall provide all phases of the Federal Information Security Management Act (FISMA) C&A process as outlined in the DoD Information Assurance C&A Process (DIACAP) and the DoD Information Assurance Risk Management Framework (DIARMF) The contractor shall assist in the pre-screening of certification & accreditation packages that are to be entered into the required C&A processing system (currently the Enterprise Mission Assurance Support Service (eMASS)). The contractor shall provide a C&A writer to author the artifacts required by DIACAP for submittal to the validator. The contractor shall provide fully qualified Navy validator(s) (FQNV) to ensure that site and system C&A packages meet current specifications, per requirements of DIACAP and DoDI 8510. The contractor shall provide assistance to the Echelon I Information Assurance Manager (IAM) to review all Secretariat packages for collaboration and maintaining current FISMA compliance for approximately fifty systems and applications. The contractor shall provide a POA&M for each C&A package, in order for progress to be tracked and for the customer to know if on schedule and deliver a monthly POA&M report to the IAM.

4.7.1.1 Navy Certification & Accreditation (C&A) System Documentation

The contractor shall follow current (DoD 8510.1-M) guidelines and contain those sections that are appropriate to the System Program Manager's (SPM) accreditation requirement for DIACAP. The contractor shall provide appropriate follow-on assistance during and after the Navy CA liaison and Office of Designated Approval Authority (ODAA) representative review process to ensure that an Interim Authority to Operate (IATO)/ Authority to Operate (ATO) is obtained and maintained from the ODAA. The contractor shall ensure that Navy CA liaison and ODAA issues, if any, are properly answered in a timely manner with the originator so that when the Validator, Navy CA liaison and ODAA reviews are complete a Navy CA liaison and ODAA recommendation to the DAA is obtained, allowing the package to be certified. The contractor shall provide a weekly report of the C&A status of all Secretariat systems.

4.7.2 Protect Information and Information Systems

The contractor shall assist in the risk management process by gathering relevant threat information to assist in defining system security requirements, and recommending the appropriate Mission Assurance Category, Confidentiality Level (CL), and impact level for all applications, systems and networks within the DON/AA claimancy. This information shall be properly documented. The contractor shall recommend and execute Government approved IA actions required to protect, monitor, analyze, detect and respond to unauthorized activity within Navy IS and legacy computer networks. These recommendations shall include, at a minimum, host intrusion detection, host intrusion prevention, system compliance profiling, rogue system detection, application blocking, and Information Operation Condition (INFOCON) base lining in accordance with DON and DoD policy.

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 15 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

4.7.3 Computer Network Vulnerability Testing

The contactor shall serve as the computer network vulnerability testing agent for Secretariat IS and networks. This includes Technical Evaluations, Operational Evaluations, System vulnerability scans and Verification of Correction of Deficiencies. The contractor shall ensure compliance with IA and Computer Network Defense (CND), tracking and reporting claimancy IAVM and Command Tasking Orders (CTO) status.

4.7.4 Perform Web Risk Assessment (WRA) and Analysis

The contractor shall perform Web Risk Assessment (WRA) and analysis on all Secretariat systems and applications to ensure Navy Secretariat and Secretariat Staff web pages resident on the World Wide Web comply with prescribed DoD and DoN guidance. The contractor shall assist the IAM in providing guidance and direction to ensure the content, compliance and investment of all unclassified Web sites and their associated Uniform Resource Locators (URLs) have potential risks identified and employ the necessary IA safeguards to protect operational security, privacy of information, and information security. The contractor shall assist the IAM in consolidating DON web site and URL investments to reduce the infrastructure footprint, in order to better protect operational security, privacy of information and information security. The contractor shall assist the IAM in the registration of all URLs in the DON Application and Database Management System (DADMS) for inclusion into the DON IT/IM investment portfolio.

4.7.5 Management of the Secretariat's Information Assurance Vulnerability Management (IAVM) Program

The contractor shall review the IAVM required system, (currently Online Compliance Reporting System (OCRS)) on a daily basis, excluding weekends and holidays. The contractor shall query System Administrators on status, as required, and report IAVM Compliance in OCRS, as required. The contractor shall notify the COR when an organization fails to comply with the IAVM program. The contractor shall review weekly logs with the Government lead to ensure to 100% compliance with applicable IAVAs, Information Assurance Vulnerability Bulletins (IAVBs), Information Assurance Vulnerability Technical Advisory (IAVTs) and Computer Tasking Orders (CTOs).

4.8 CUSTOMER SERVICE SUPPORT

4.8.1 Customer Service

Customer Services is the face of ITD to its customers. The contractor shall provide Customer Services Operations and Maintenance (O&M) support. All services are managed through a single help desk that receives, tracks, and measures effectiveness to the DON/AA. The contractor shall provide cross trained, qualified and knowledgeable IT personnel to review, triage, and respond to incidents and requests. The contractor shall provide personnel that meet the personnel qualifications identified in the solicitation for this requirement. The contractor shall maintain a current and accurate list of VIPs, providing immediate and exceptional response time for those on the VIP list. The contractor may require interfacing and communicating with multiple support teams to provide comprehensive services. Upon Government approval, the contractor may be requested to directly interface with NMCI, Verizon and AT&T, and other IT telecommunication service providers as necessary to support requirements.

4.8.1.1 Very Important Person (VIP) Support

The contractor shall maintain a current and accurate list of VIPs, providing immediate and exceptional response time for those on the VIP list. In addition to the top most senior executives in the United States Navy, the contractor shall provide VIP support to all Assistant Secretaries (ASN's), Political Appointees, Admirals, SES's, Directors and others that are designated by the Government as VIP's. Currently, there are approximately 150 VIP's within the Navy Secretariat.

4.8.1.2 Tiered Support

The contractor shall support a tiered approach to Customer Service. It is expected that as the tier requirement increases, so does the subject matter expertise and knowledge of the support being provided. Once escalated, the contractor shall not allow the event to be downgraded to a lower tier. The contractor shall not substitute a higher tier than necessary without

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 16 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

permission from the Government.

4.8.1.2.1 Tier One

The contractor shall provide Tier One level support. This support is at the help desk and administrative levels, using experience and Help Desk Book of Knowledge (HDBOK) as working documents to assist in the triage and remediation of the requested event. As this is typically the face of DON/AA to its customer, a courteous, professional attitude is required. On the occasions that the experience and SOP's do not remediate the event, the Tier One shall escalate the event to Tier Two.

4.8.1.2.2 Tier Two

The contractor shall provide Tier Two level support. This tier is not a subject matter expert in a specific field, but is cross functional in many areas of IT. Tier Two personnel shall have the knowledge and experience to triage an IT event and remediate most events. In the unlikely cases that the event is not completed, the Tier Two shall escalate the event to Tier Three. Tier Two shall develop and maintain the HDBOK provided to the Tier One personnel.

4.8.1.2.3 Tier Three

The contractor shall provide Tier Three level support. This tier are experienced, knowledgeable and regarded as subject matter experts. Tier Three support shall produce exceptional results to the customer, interfacing with the original equipment manufacturer (OEM) only for design and engineering flaws.

4.8.2 Help Desk Support

To augment the NMCI help desk, the contractor shall operate and maintain an onsite IT Help desk service capable of supporting approximately 450 tickets per month. The contractor shall utilize the ITD Ticket system (currently an internally developed SharePoint product) to track and report all incidents and requests for all departments of DON/AA. DON/AA customers have the availability to input incidents and requests directly into the ITD Ticket system. The contractor shall ensure each verbal, telephonic and email request is inputted to an ITD Ticket for tracking and reporting purposes and each ticket is updated weekly. The contractor shall support ad hoc incidents and requests as directed by the Government.

4.8.2.1 Onsite Support

Onsite hours of operation are 6:30 AM – 6:00 PM ET, Monday – Friday (except Federal holidays). The contractor shall stagger its employee's hours to ensure coverage daily.

4.8.3 Desktop Support

The contractor shall provide technical desktop (tower, laptop and thin client) support. The contractor shall support online and desk side services as necessary to remediate incidents or requests. The contractor shall utilize the ITD Ticket system to service customers. These desktops are traditionally provided by NMCI. Desktops include devices connected to the NMCI NIPRNet and SIPRNet. The Contractor will provide immediate, onsite support and training requests for Executives and VIP's, and will engage the NGEN contractor as necessary. Desktop support includes all peripherals such as printers, digital senders, facsimile machines and near line storage devices. The contractor shall manage and maintain an accurate inventory of non- NMCI assets including priority, upgrades, refresh plans and warranty services. The contractor shall have the ability to recommend (pending government approval) strategic placement of contractor personnel at other offices outside the Pentagon (i.e., Washington Navy Yard, Crystal City, etc.).

4.8.3.1 List Services

The contractor shall support the maintenance of user accounts, Outlook email distribution lists, shared drive access, directories and VIP lists.

4.8.3.2 Technical Assistance

The contractor shall troubleshoot equipment issues or problems when a valid Request for Service has been submitted or as

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 17 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

directed by the Government. Incidents or requests may include services such as printers (setup/installation, toner and consumable replacement, paper jams, default printer setup), monitors, workstation relocations, laptop check-in/out, and coordination with NMCI, ACTRs, or CTRs, when an issue arises.

4.8.3.3 Informal and Ad Hoc Functional Training

The contractor shall provide informal functional training on the use of software and application features, and to new SECNAV Headquarters' employees when requested.

4.8.4 Conferencing Support

The contractor shall provide general operational, training, technical, scheduling, and management of twelve conference rooms. Support includes controlling access, the display of briefings and the facility's general appearance. These rooms are equipped with audio visual equipment, including video conferencing, to support conferencing requirements. The contractor shall assist, where necessary, in the planning of meetings and determine the appropriate system configurations for unique conference requirements provided by the Government. The contractor may also be requested by the Government to monitor the operation and quality of complex and high visibility meetings and assist in the implementation of system upgrades and configuration of new capabilities. The contractor shall recommend, engineer, draft BCAs and submit for approval upgrades and new capabilities to conference rooms including Video Teleconferencing.

4.8.4.1 Scheduling

The contractor shall maintain an online scheduling system for all conference rooms. Each conference room has its unique capabilities and the contractor shall understand and manage the scheduling in accordance with their capabilities to ensure the best use of resources as required by the Government. The contractor shall support multiple site calls using various transmission methods such as dedicated, Integrated Switched Digital Networks (ISDN) and Internet Protocol (IP) and multiple algorithms (International Telecommunication Union (ITU) ITU-H.320, ITU-H.323, etc.).

4.8.4.2 Testing and Troubleshooting

The contractor shall perform testing and troubleshooting activities for telepresence and teleconferencing of room systems and infrastructure. The contractor shall be prepared to support operational troubleshooting of connectivity and quality issues during live teleconferences, to include responding to alerts during "on-call" status.

4.8.5 Wireless Support

The contractor shall provide general operational, training and technical wireless support. Wireless devices currently include blackberries, Androids, wireless air cards, wireless cellular cards, cellular phones, MiFi's, and Apple iOS (iPhones, iPads, etc) devices. The contractor shall maintain an accurate and complete inventory of over 1,500 wireless assets and corresponding services, including priority, upgrades, refresh plans and warranty services.

4.8.5.1 Monthly Wireless Invoice Exceptions Recommendations Report

The contractor shall develop a process, document and produce a Monthly Wireless Invoice Exception Recommendations Report, by activity, detailing anomalies of usage, and charges. The Government reserves the right to modify report as necessary.

4.8.6 Technical Assistance

The contractor shall provide technical assistance and ACTR services for desktop and wireless devices. This support requires interaction with multiple vendors and knowledge of various NMCI tools including NET, eMarketplace, ISF tools, HP service manager, and business processes. The contractor shall develop, process, manage and coordinate upgrades (i.e., technical refresh) as well as MLSD (Missing Lost Stolen Damaged) and warranty replacements. The contractor shall perform functions associated with the implementation of NMCI Seat Orders such as entering/editing seat orders into the ordering systems, verifying order accuracy, verifying accuracy of IT-related services ordered against NMCI invoices and assisting with the Service Level Agreement (SLA) verification process for NMCI SLAs.

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 18 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

4.8.6.1 Assistant Customer Technical Representative (ACTR)

The contractor shall provide support to the lead ECHII Customer Technical Representative (CTR) for the Next Generation Enterprise Network Contract (NGEN). As an Assistant Customer Technical Representative (ACTR), the contractor will manage and facilitate customer service to deliver NGEN services to end users, process service request orders, and provide management, support and oversight to the lead CTR. This work requires broad expert knowledge of the technology applications such as NET, eMarketplace, ISF tools, HP Service Manager, business processes and operational capabilities of the NGEN services as well as expert skills in IT resources planning, management and oversight.

4.8.6.2 NGEN Resources Management and Program Support

The contractor shall manage ongoing analysis of allocated NGEN resources to ensure IT operational requirements can be met within budgets and allocations. Follow establishes budget thresholds, monitors order spending, and requests budgetary allowances in excess of funds issued to the BSO for services requirements. The contractor shall manage software licensing for BSO12 to ensure licenses are appropriately utilized and coordinates with other NGEN support entities to balance software utilization and demand with infrastructure capacities. Tracks and escalates software licensing requests as necessary. Monitors site application lists for approved software. The contractor shall prepare briefings and communications for senior management on current status, future requirements, special projects and ongoing initiatives.

4.8.6.3 IT Services and Tech Refresh

The contractor shall provide management and oversight for initiation and approval of all new seats, accounts, applications, peripherals, specialty hardware or software, or proprietary application design, task orders, and proposed Move, Add and Change (MACs). The contractor shall leads, coordinate and mentor Assistant Contract Technical Representative (ACTR) personnel to ensure service requirements impacting users and the commands are being addressed. The contractor shall interact with HP Services Coordinator to ensure receipt of services and to resolve issues with vendor services. The contractor shall keep senior management informed of order status as needed.

The contractor shall lead ACTR staff in providing end users with accurate and complete information to ensure they derive full value from allocated NGEN resources. The contractor shall apply broad, expert technical knowledge of the larger enterprise IT infrastructure and knowledge of NGEN program guidelines to advise customers on available NGEN services appropriate to new or emergent IT operational requirements. The contractor shall advise customers on what NGEN optional services may be available and justifiable, given unusual operational requirements or urgency.

The contractor shall manage tech refresh cycles for BSO12. The contractor shall ensure asset verification, identify and submit requested service modifications, task orders modifications, and ensure scheduling and prioritization are performed correctly and according to schedule and prioritization.

The contractor shall manage asset reconciliation activities for the Commands. The contractor shall provide oversight and direction to the ACTR personnel to ensure assets are identified and updated in the asset management system.

4.8.6.4 NGEN End User Support

The contractor shall respond to issue escalations from the ACTRs and facilitates resolution or further escalation. The contractor shall initiate escalation to the appropriate group, and obtain prioritization and guidance with other NGEN support entities including the HP Service Coordinator, NETWARCOM and NGEN PMO to resolve issues. The contractor shall provide advice, recommendations and guidance to other ACTRs and NGEN end users on Service Desk tickets and general inquiries.

NGEN policy and process guidelines are specific in nature, and should not often require interpretation and/or adaptation for application to Activity-specific issues and problems. The contractor shall apply judgment, initiative and resourcefulness to determine when it is operationally necessary to escalate issues to seek alternatives that are consistent with the letter and intent of standard NGEN business rules and other regulations and policies governing the acquisition and application of IT resources. Furthermore, as an experienced NGEN ACTR, the contractor shall apply technical and programmatic expert knowledge to make recommendations for the continuing refinement of NGEN policy and business processes within the Command.

4.8.7 Moves/Adds/Changes (MACs)

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 19 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

The contractor shall support MACs as required. MACs for up to 50 endpoints shall be regarded as a request within the ITD Ticket System and a “normal” work task. A MAC shall be considered a project when a request is made for more than 50 (fifty) office moves dependent on each other. The Government will provide a Technical Instruction (TI).

4.9 ENGINEERING/INTEGRATION SUPPORT

The contractor shall provide a range of support from providing prototypes, piloting applications, providing enhancements to existing systems and full engineering projects. The contractor shall manage and implement these efforts under project management and lifecycle development approach, producing management plans and system documentation as defined below.

4.9.1 Engineering/Integration Support Documentation

The contractor shall provide documentation commensurate with the level of effort required for the tasking. Major project requests shall include:

- **Engineering Project Plan:** the contractor shall develop a Project Management Plan (PMP) for all approved Engineering Support tasks. The project plan shall include the project’s objectives, assumptions, schedule, milestones and a work breakdown structure (WBS). The schedule shall be actively maintained by the contractor and provided as part of the program’s status reporting process
- **Define Requirements & Design Alternatives:** as components of the lifecycle approach, the contractor shall develop a Requirements Definition and Design Alternatives Document. Accompanying the Design Alternative shall be the contractor’s recommendation with the corresponding pros and cons
- **Solution Development/Integration:** upon approval of the proposed solution, the contractor shall implement the accepted solution
- **Testing:** during the course of implementing an engineering solution, the contractor shall perform various types of tests. The contractor shall perform “unit” and “system” testing independently from the Government. The contractor shall develop and present an “acceptance” test plan, Test Procedures and a Test Report, which demonstrate that all the systems requirements have been identified, tested and passed
- **Deployment and Training:** the contractor shall plan and provide resources to deploy and provide training on the engineered solution. The contractor shall develop classroom training and the associated training materials, as may be required

TASK 4.10 BUSINESS AND TECHNICAL ANALYSIS AND PLANNING

The contractor shall provide specialized Subject Matter Experts (SME) support in each of the areas identified in this PWS, on a relatively short notice, as required. In performing this task, the contractor may be required to recommend the periodic use of SMEs. Use of such SMEs shall require the specific approval of the COR and either the ITD PgM or Government Lead, prior to commencement of work under this task order.

4.10.1 Operational and Strategic Planning

The contractor shall be prepared to provide specialized SME support in the SECNAV Headquarters’ business processes, organizational goals, and information processing requirements. The SMEs shall thoroughly understand applications technologies, trends, and business concepts, which impact these overarching requirements. Specifically, the contractor shall develop strategic plans compatible with the strategic vision and goals of DON/AA and the SECNAV Headquarters, as well as developing Operational Plans which implement those visions and goals. Strategic and operational planning shall be linked to other activities within this work statement, such as outreach, Business Process Re-engineering (BPR), risk management, and business case analysis, among others.

4.10.2 Knowledge Management (KM)

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 20 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

ITD is initiating a series of projects to evaluate and implement several components in support of Knowledge Management (KM). ITD potentially requires support in the areas of Enterprise Architecture, Process Engineering, Process Management, and Operational Analysis. These skills are required for the definition, analysis, and implementation of KM practices in support of DON/AA and the SECNAV. The contractor shall work directly with all levels of SECNAV and DON/AA personnel and supporting contractors in coordinating and facilitating these activities.

4.10.3 IT Investment Portfolio Management

The contractor shall assist the ITD Program Manager in the registration of all DON Application and Database Management System (DADMS) for inclusion into the DON IT/IM investment portfolio. The contractor shall utilize the IT portfolio tool to manage the compliance of Secretariat systems on all DON and DoD requirements, such as FISMA, the Investment Review Board (IRB) process, and others. The contractor shall maintain an IT Investment Portfolio from DITPR-DON in support of ITD technology initiatives and planning. The portfolio shall be maintained for examining options, as well as tracking current investments. Included in the portfolio shall be Business Case Analysis (BCA) for the various IT options and alternatives being considered, providing:

- Cost benefit comparison analysis (including BPR results)
- Total Cost of Ownership
- Business impact of remaining with current technology vs. migrating to replacement technology
- Options analysis to include modification of existing technology vs. replacement
- Metrics to be used to evaluate the success of investments and to measure the progress of projects

4.10.4 Requirements Document Development

The contractor shall be responsible for developing Requirements Documents, including various associated support tasks, such as:

- Product surveys, reviews and product testing
- Conducting interviews, surveys and other data collection activities
- Requirements analysis, re-engineering analysis and other forms of analytical activities in support of data collection research
- White Papers documenting research and options selections reports
 - Software development efforts

4.10.5 Government Working Group Participation

The contractor shall review industry and Government policies and procedures for their impact on SECNAV Headquarters applications and participate in Governmental and commercial forums and/or working groups, as requested. The contractor shall document areas of interest and impact to ITD in written reports, identifying salient issues, potential impacts and opportunities and recommendations within 7 working days.

4.10.6 IT Administrative Support

The contractor shall provide general administrative support for clerical and office related requirements. This person shall generate business documents, such as responding to Taskers, formatting and producing formal correspondence from handwritten and draft editorials. In addition to clerical work, the contractor shall provide copies of correspondence and ensure files are up to date and accurate. This includes Outlook calendar management for office deadlines and important events.

TASK 4.11 OTHER DIRECT COSTS (ODCs)

During the performance of this task order, the contractor shall be prepared to procure equipment or services to facilitate or expedite Task Order-related activities. Items, either hardware or software, purchased shall be acquired in accordance with Federal Acquisition Regulation (FAR) 44. These procurement services shall be used to acquire software, hardware and IT-related, miscellaneous services. To posture DON/AA and its emerging mission requirements, ITD seeks to automate its

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 21 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

business based upon best practices. Procurement support may include services such as:

- Application monitoring to be more proactive in the maintenance and reporting of metrics
- ITIL compliant, enterprise ticketing system
- Continuous monitoring information assurance tools to reduce costs of C&A and improve event notification of intrusions and attacks
- Software licensing and version upgrades to support applications and systems
- Warranty and maintenance agreements for applications, systems and hosting environments
- Management dashboard to monitor effective support services to gain historical data and metrics
- Software required for contractor to perform its contractual duties (i.e., development desktop)
- Non-NMCI asset inventory required to maintain under this work effort
- Web risk analysis software

All purchases made with Government approval and funds are the sole properties of the Government and will be treated as Contractor Acquired Property under FAR 52.245-1.

TASK 4.12 LIAISON SERVICES

Activities under this subtask are intended to increase awareness and understanding of these ITD services across the spectrum of potential users. Accordingly, the contractor shall provide outreach liaison services between the ITD PgM and internal and external customers, performing tasks such as:

- Conducting training/outreach for potential customers
- Conducting periodic customer surveys
- Developing and/or presenting briefings to potential customers
- Identifying relationships between customer surveys and customer support metrics, including task order incentive plan metrics
- Conducting program analysis/studies

The contractor shall only interface with internal and external customers upon having received prior permission to do so by the COR.

REPORTING

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of support services provided under this contract via a secure data collection site. The contractor is required to completely fill in all required data fields using the following web address: <https://doncmra.nmci.navy.mil>.

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk, linked at <https://doncmra.nmci.navy.mil>.

REIMBURSEMENT OF TRAVEL COSTS (OCT 1998)

(a) Travel

(1) Area of Travel. Performance under this task order may require travel by contractor personnel. If travel, domestic or overseas, is required, the contractor is responsible for making all needed arrangements for his personnel. This includes but is not limited to the following: Medical Examinations, Immunization, Passports, visas, etc., Security Clearances

All contractor personnel required to perform work on any U.S. Navy vessel will have to obtain boarding authorization from

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 22 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

the Commanding Officer of the vessel prior to boarding.

(2) Travel Policy. The Government will reimburse the contractor for allowable travel costs incurred by the contractor in performance of the contract and determined to be in accordance with FAR subpart 31.2, subject to the following provisions: Travel required for tasks assigned under this contract shall be governed in accordance with rules set forth for temporary duty travel in FAR 31.205-46.

(3) Travel. Travel, subsistence, and associated labor charges for travel time are authorized, whenever a task assignment requires work to be accomplished at a temporary alternate worksite. Travel performed for personal convenience and daily travel to and from work at contractor's facility will not be reimbursed.

(4) Per Diem. Per diem for travel on work assigned under this contract will be reimbursed to employees consistent with company policy, but not to exceed the amount authorized in the Department of Defense Joint Travel Regulations.

(5) Shipboard Stays. Whenever work assignments require temporary duty aboard a Government ship, the contractor will be reimbursed at the per diem rates identified in paragraphs C8101.2C or C81181.3B(6) of the DOD Joint Travel Regulations, Volume 2.

(6) Air/Rail Travel. In rendering the services, the contractor shall be reimbursed for the actual costs of transportation incurred by its personnel not to exceed the cost of tourist class rail, or plane fare, to the extent that such transportation is necessary for the performance of the services hereunder and is authorized by the Ordering Officer. Such authorization by the Ordering Officer shall be indicated in the order or in some other suitable written form.

NOTE: To the maximum extent practicable without the impairment of the effectiveness of the mission, transportation shall be tourist class. In the event that only first class travel is available, it will be allowed, provided justification therefore is fully documented and warranted.

(7) Private Automobile. The use of privately owned conveyance within the continental United States by the traveler will be reimbursed to the contractor at the mileage rate allowed by Joint Travel Regulations. Authorization for the use of privately owned conveyance shall be indicated on the order. Distances traveled between points shall be shown in standard highway mileage guides. Any deviations from distance shown in such standard mileage guides shall be explained by the traveler on his expense sheet.

(8) Car Rental. The contractor shall be entitled to reimbursement for car rental, exclusive of mileage charges, as authorized by each order, when the services are required to be performed outside the normal commuting distance from the contractor's facilities. Car rental for TDY teams will be limited to a rate of one car for every four (4) persons on TDY at one site.

PERSONNEL QUALIFICATIONS (NAVSUP 5252.237-9401)(JAN 1992)

(a) Personnel assigned to or utilized by the Contractor in the performance of this Order shall, as a minimum, meet the experience, educational, or other background requirements set forth in the Performance Work Statement and shall be fully capable of performing in an efficient, reliable, and professional manner.

(b) If the Government questions the qualifications or competence of any person performing under the Order, the burden of proof to sustain that the person is qualified as prescribed herein shall be upon the Contractor.

(c) The Contractor must have the personnel, organization, and administrative control necessary to ensure that the services performed meet all requirements specified in the task order. The work history of each Contractor employee shall contain experience directly related to the tasks and functions to be assigned. The Contracting Officer reserves the right to determine if a given work history contains necessary and sufficiently detailed, related experience to reasonable ensure the ability for effective and efficient performance.

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 23 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

SECTION D PACKAGING AND MARKING

All Deliverables shall be packaged and marked IAW Best Commercial Practice.

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 24 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

SECTION E INSPECTION AND ACCEPTANCE

INSPECTION AND ACCEPTANCE (SERVICES) (OCT 1992)

Inspection and acceptance of services to be furnished hereunder shall be made, upon completion of the services, by the requiring activity.

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 25 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

SECTION F DELIVERABLES OR PERFORMANCE

The periods of performance for the following Items are as follows:

7001	9/5/2015 - 9/4/2016
7002	9/5/2015 - 9/4/2016
7003	9/5/2015 - 9/4/2016
7004	9/5/2016 - 9/4/2017
7005	9/5/2016 - 9/4/2017
7006	9/5/2016 - 9/4/2017
7007	9/5/2017 - 9/4/2018
7008	9/5/2017 - 9/4/2018
7009	9/5/2017 - 9/4/2018
7010	9/5/2018 - 9/4/2019
7011	9/5/2018 - 9/4/2019
7012	9/5/2018 - 9/4/2019
8001	8/4/2015 - 9/4/2015
9001	9/5/2015 - 9/4/2016
9002	9/5/2015 - 9/4/2016
9003	9/5/2016 - 9/4/2017
9005	9/5/2017 - 9/4/2018
9006	9/5/2017 - 9/4/2018
9007	9/5/2018 - 9/4/2019
9008	9/5/2018 - 9/4/2019

CLIN - DELIVERIES OR PERFORMANCE

The periods of performance for the following Items are as follows:

7001	9/5/2015 - 9/4/2016
7002	9/5/2015 - 9/4/2016
7003	9/5/2015 - 9/4/2016
9001	9/5/2015 - 9/4/2016
9002	9/5/2015 - 9/4/2016

The periods of performance for the following Option Items are as follows:

7004	9/5/2016 - 9/4/2017
7005	9/5/2016 - 9/4/2017
7006	9/5/2016 - 9/4/2017
7007	9/5/2017 - 9/4/2018
7008	9/5/2017 - 9/4/2018

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 26 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

7009	9/5/2017 - 9/4/2018
7010	9/5/2018 - 9/4/2019
7011	9/5/2018 - 9/4/2019
7012	9/5/2018 - 9/4/2019
7013	9/5/2019 - 9/4/2020
7014	9/5/2019 - 9/4/2020
7015	9/5/2019 - 9/4/2020
8001	8/3/2015 - 9/4/2015
9003	9/5/2016 - 9/4/2017
9004	9/5/2016 - 9/4/2017
9005	9/5/2017 - 9/4/2018
9006	9/5/2017 - 9/4/2018
9007	9/5/2018 - 9/4/2019
9008	9/5/2018 - 9/4/2019
9009	9/5/2019 - 9/4/2020
9010	9/5/2019 - 9/4/2020

Services for the base period of performance will begin on 5 September 2015 or thirty (30) days after award.

Services to be performed hereunder will be provided across the Navy Headquarters within the National Capital Region (NCR) including sites located at the Pentagon, Navy Annex, Washington Navy Yard, Navy Air Station Anacostia, Arlington Annex and Crystal City. The contractor shall provide onsite services to all changed or additional DON/AA sites within 25 miles of the NCR based upon facility realignment or consolidations.

DELIVERY OF DATA (FISC DET PHILA) (OCT 1992)

Place and time of delivery of data shall be as specified on the DD Form 1423 (Contract Data Requirements List) which is an exhibit to this order, unless delivery is deferred at the Government's option by written order of the Contracting Officer.

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 27 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

SECTION G CONTRACT ADMINISTRATION DATA

252.232-7006 WIDE AREA WORKFLOW PAYMENT INSTRUCTIONS (MAY 2013)

(a) Definitions. As used in this clause—

Department of Defense Activity Address Code (DoDAAC) is a six position code that uniquely identifies a unit, activity, or organization.

Document type means the type of payment request or receiving report available for creation in Wide Area WorkFlow(WAWF).

Local processing office (LPO) is the office responsible for payment certification when payment certification is done external to the entitlement system.

(b) Electronic invoicing. The WAWF system is the method to electronically process vendor payment requests and receiving reports, as authorized by DFARS 252.232-7003, Electronic Submission of Payment Requests and Receiving Reports.

(c) WAWF access. To access WAWF, the Contractor shall—

(1) Have a designated electronic business point of contact in the System for Award Management at

<https://www.acquisition.gov>; and

(2) Be registered to use WAWF at <https://wawf.eb.mil/> following the step-by-step procedures for self-registration available at this web site.

(d) WAWF training. The Contractor should follow the training instructions of the WAWF Web-Based Training Course and use the Practice Training Site before submitting payment requests through WAWF. Both can be accessed by selecting the “Web Based Training” link on the WAWF home page at <https://wawf.eb.mil/>.

(e) WAWF methods of document submission. Document submissions may be via web entry, Electronic Data Interchange, or File Transfer Protocol.

(f) WAWF payment instructions. The Contractor must use the following information when submitting payment requests and receiving reports in WAWF for this contract/order:

(1) Document type. The Contractor shall use the following document type(s).

COST VOUCHER

(2) Inspection/acceptance location. The Contractor shall select the following inspection/acceptance location(s) in WAWF, as specified by the contracting officer.

DESTINATION

(3) Document routing. The Contractor shall use the information in the Routing Data Table below only to fill in applicable fields in WAWF when creating payment requests and receiving reports in the system.

Routing Data Table

Field Name in WAWF

Data to be entered in WAWF

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 29 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

(b) The Contractor shall account for all forms of Government-provided identification issued to the Contractor employees in connection with performance under this contract. The Contractor shall return such identification to the issuing agency at the earliest of any of the following, unless otherwise determined by the Government;

- (1) When no longer needed for contract performance.
- (2) Upon completion of the Contractor employee's employment.
- (3) Upon task order completion or termination.

(c) The Contracting Officer may delay final payment under a contract if the Contractor fails to comply with these requirements.

(d) The Contractor shall insert the substance of clause, including this paragraph (d), in all subcontracts when the subcontractor's employees are required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system. It shall be the responsibility of the prime Contractor to return such identification to the issuing agency in accordance with the terms set forth in paragraph (b) of this section, unless otherwise approved in writing by the Contracting Officer.

(End of Clause)

PAYMENT INSTRUCTIONS FOR MULTIPLE ACCOUNTING CLASSIFICATION CITATIONS

CLIN 7004 (SLIN 700401 & 700402) - ACRNs AC & AD - CPFF

252.204-0002 Line Item Specific: Sequential ACRN Order (SEP 2009)

The payment office shall make payment in sequential ACRN order within the line item, exhausting all funds in the previous ACRN before paying from the next ACRN using the following sequential order: alpha/alpha; alpha/numeric; numeric/alpha; and numeric/numeric.

Accounting Data

SLINID	PR Number	Amount
700101	N4496615RC00006	671839.67
LLA :		
AA 1751804 12TA 252 44966 0 068892 2D C00006 4496650003GQ		
Standard Number: N4496615RC00006		
700201	N4993315RCZ0000	100000.00
LLA :		
AB 1751319 E5EB 255 49933 Z 068892 2D CZ0000 499335Z2551Q		
Standard Number: N4993315RCZ0000		
RDT&E Funding		
8001	N4496615RC00006	144160.33
LLA :		
AA 1751804 12TA 252 44966 0 068892 2D C00006 4496650003GQ		
Standard Number: N4496615RC00006		

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 30 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

BASE Funding 916000.00
Cumulative Funding 916000.00

MOD 01

700102 N4496616RCIT002 850000.00

LLA :
AC 1761804 12TA 252 71202 0 056521 2D 449660 96616RCIT002
Standard Number: N4496616RCIT002

MOD 01 Funding 850000.00
Cumulative Funding 1766000.00

MOD 02 Funding 0.00
Cumulative Funding 1766000.00

MOD 03

700102 N4496616RCIT002 850000.00

LLA :
AC 1761804 12TA 252 71202 0 056521 2D 449660 96616RCIT002
Standard Number: N4496616RCIT002

MOD 03 Funding 850000.00
Cumulative Funding 2616000.00

MOD 04

700102 N4496616RCIT002 1100000.00

LLA :
AC 1761804 12TA 252 71202 0 056521 2D 449660 96616RCIT002
Standard Number: N4496616RCIT002

MOD 04 Funding 1100000.00
Cumulative Funding 3716000.00

MOD 05

700401 N4496616RCIT002 1000000.00

LLA :
AC 1761804 12TA 252 71202 0 056521 2D 449660 96616RCIT002
Standard Number: N4496616RCIT002

MOD 05 Funding 1000000.00
Cumulative Funding 4716000.00

MOD 06

700402 N4496617RCIT001 1000000.00

LLA :
AD 1771804 12TA 257 71202 0 056521 2D N44966 96617RCIT001
Standard Number: N4496617RCIT001

MOD 06 Funding 1000000.00
Cumulative Funding 5716000.00

MOD 07

700402 N4496617RCIT001 1220000.00

LLA :
AD 1771804 12TA 257 71202 0 056521 2D N44966 96617RCIT001
Standard Number: N4496617RCIT001

900301 N4496617RCIT003 20000.00

LLA :

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 31 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

AE 1771804 12TA 233 71202 0 056521 2D N44966 99617RCIT003
Standard Number: N4496617RCIT003

MOD 07 Funding 1240000.00
Cumulative Funding 6956000.00

MOD 08

7005 N4993317RCE7004 231581.04
LLA :
AF 1771319 E5EB 257 71202 0 056521 2D 49933Z 93317RCE7004
Standard Number: N4993317RCE7004

MOD 08 Funding 231581.04
Cumulative Funding 7187581.04

MOD 09

700402 N4496617RCIT001 598754.26
LLA :
AD 1771804 12TA 257 71202 0 056521 2D N44966 96617RCIT001
Standard Number: N4496617RCIT001

MOD 09 Funding 598754.26
Cumulative Funding 7786335.30

MOD 10

700701 N4496617RCIT001 1285000.00
LLA :
AD 1771804 12TA 257 71202 0 056521 2D N44966 96617RCIT001

MOD 10 Funding 1285000.00
Cumulative Funding 9071335.30

MOD 11

7008 N4993317RCE7005 233389.65
LLA :
AG 1771319 E5EB 257 71202 0 056521 2D 49933Z 93317RCE7005
Standard Number: N4993317RCE7005

MOD 11 Funding 233389.65
Cumulative Funding 9304724.95

MOD 12

700702 N4496618RCIT001 1000000.00
LLA :
AH 1781804 12TA 257 71202 0 056521 2D N44966 96618RCIT01
Standard Number: N4496618RCIT001

MOD 12 Funding 1000000.00
Cumulative Funding 10304724.95

MOD 13

700702 N4496618RCIT001 1000000.00
LLA :
AH 1781804 12TA 257 71202 0 056521 2D N44966 96618RCIT01
Standard Number: N4496618RCIT001

MOD 13 Funding 1000000.00

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 32 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

Cumulative Funding 11304724.95

MOD 14

701001 N4496618RCIT002 1200000.00
 LLA :
 AJ 1781804 12TA 257 71202 0 056521 2D N44966 96618RCIT002

701002 N4496618RCIT004 200000.00
 LLA :
 AK 1781804 12TC 257 71202 0 056521 2D N44966 96618RCIT004

701101 N4993318RCE7004 145198.00
 LLA :
 AL 1781319 E5EB 233 71202 0 056521 2D N49933 93318RCE7004

MOD 14 Funding 1545198.00
 Cumulative Funding 12849922.95

MOD 15

700702 N4496618RCIT001 118000.00
 LLA :
 AH 1781804 12TA 257 71202 0 056521 2D N44966 96618RCIT01
 Standard Number: N4496618RCIT001

MOD 15 Funding 118000.00
 Cumulative Funding 12967922.95

MOD 16

701003 N4496619RCIT002 2002000.00
 LLA :
 AM 1791804 12TA 257 71202 0 056521 2D N44966 96619RCIT002
 Standard Number: N4496619RCIT002

701102 N4993319RCE7004 90416.58
 LLA :
 AN 1781319 E5EB 233 71202 0 056521 2D N49933 93319RCE7004
 Standard Number: N4993319RCE7004

MOD 16 Funding 2092416.58
 Cumulative Funding 15060339.53

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 33 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

SECTION H SPECIAL CONTRACT REQUIREMENTS

APPOINTMENT OF CONTRACTING OFFICER'S REPRESENTATIVE (FISC DET PHILA) (OCT 1992)

(a) The Contracting Officer hereby designates the following individual as Contracting Officer's Representative (s) (COR) for this task order:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

(b) In the absence of the COR named above, all responsibilities and functions assigned to the COR shall be the responsibility of the alternate COR acting on behalf of the COR. The Contracting Officer hereby appoints the following individual as the alternate COR: *Not applicable

(c) The COR will act as the Contracting Officer's representative for technical matters, providing technical direction and discussion as necessary with respect to the specification or statement of work, and monitoring the progress and quality of contractor performance. The COR is not an Administrative Contracting Officer and does not have authority to take any action, either directly or indirectly, that would change the pricing, quantity, quality, place of performance, delivery schedule, or any other terms and conditions of the task order, or to direct the accomplishment of effort which goes beyond the scope of the statement of work in the task order.

(d) It is emphasized that only a Contracting officer has the authority to modify the terms of the task order, therefore, in no event will any understanding, agreement, modification, change order, or other matter deviating from the terms of the basic task order between the contractor and any other person be effective or binding on the Government. When/if, in the opinion of the contractor, an effort outside the existing scope of the task order is requested, the contractor shall promptly notify the PCO in writing. No action shall be taken by the contractor under such direction unless the PCO or ACO has issued a contractual change or otherwise resolved the issue.

TECHNICAL DIRECTION (NAVSUP 5252.242-9402) (FEB 1999)

(a) When necessary, technical direction or clarification concerning the details of specific tasks set forth in the task order shall be given through issuance of Technical Instructions (TIs) by the Contracting Officer's Representative (COR).

(b) Each TI shall be in writing and shall include, as a minimum, the following information:

- (1) Date of TI;
- (2) Task Order and TI number;
- (3) Reference to the relevant section or item in the statement of work;
- (4) Signature of COR;
- (5) A copy shall be sent to the Contracting Officer for review.

(c) Each TI issued hereunder are subject to the terms and conditions of this task order; and in no event shall technical directions constitute an assignment of new work or changes of such nature as to justify any adjustment to the fixed fee, estimated costs, or delivery terms under the contract. In the event of a conflict between a TI and this task order, the task order shall control.

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 34 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

(d) When, in the opinion of the contractor, a technical direction calls for effort outside the task order statement of work, the Contractor shall notify the COR and the Contracting Officer thereof in writing within two (2) working days of having received the technical direction in question. The Contractor shall undertake no performance to comply with the technical direction until the matter has been resolved by the Contracting Officer through formal contract modification or other appropriate action.

(e) Oral technical directions may be given by the COR only in emergency circumstances, and provided that any oral technical direction is reduced to writing by the COR within two (2) working days of its issuance.

(f) Amendment to a TI shall be in writing and shall include the information set forth in paragraph (b) above. A TI may be amended orally only by the COR in emergencies; oral amendments shall be confirmed in writing within two (2) working days from the time of the oral communication amending the TI by a TI modification.

(g) Any effort undertaken by the Contractor pursuant to oral or written technical directions issued other than in accordance with the provisions herein shall be at the Contractor's risk of not recovering related costs incurred and corresponding proportionate amount of fixed fee, if any.

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 35 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

SECTION I CONTRACT CLAUSES

The following Clause is incorporated by reference:

52.245-1 Government Property

OPTION TO EXTEND THE TERM OF THE CONTRACT (FAR 52.217-9) (MAR 2000)

- (a) The Government may extend the term of this task order by written notice to the Contractor within 7 days prior to the end of the period of performance; provided, that the Government gives the Contractor a preliminary written notice of its intent to extend at least 15 days before the task order expires. The preliminary notice does not commit the Government to an extension.
- (b) If the Government exercises this option, the extended task order shall be considered to include this option clause.
- (c) The total duration of this task order, including the exercise of any options under this clause, shall not exceed five (5) years.

CONTRACT NO. N00178-04-D-4119	DELIVERY ORDER NO. N00178-04-D-4119-EX10	AMENDMENT/MODIFICATION NO. 16	PAGE 36 of 36	FINAL
----------------------------------	---	----------------------------------	------------------	-------

SECTION J LIST OF ATTACHMENTS

CAP for Cost Type Task Orders

Quality Assurance Surveillance Plan (QASP)

DD254

List of Systems & Associated Software

Personnel Qualifications

DD 1423 CDRLS & Deliverables Schedule