

PERFORMANCE WORK STATEMENT

For

Entity Validation Services

A procurement by the
U.S. General Services Administration
on behalf of
Office of Systems Management (QD)
Integrated Award Environment (IAE)
Washington, D.C.

RFI # ID15170001

NAICS 561450 - Credit Bureaus
Product Service Code: R611 Support - Administrative: Credit Reporting

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1 Background:

Integrated Award Environment (IAE)/System for Award Management (SAM)

Organizational Mission

The mission of the GSA Office of Integrated Award Environment (IAE) is to support a common, secure business environment which facilitates and supports cost-effective acquisition of, and payment for, goods and services; effective management of federal acquisition and assistance awards; and consistent transparency into federal acquisition and assistance awards.

The IAE vision is to continue to evolve and integrate the existing shared portfolio of ten (10) electronic systems used for awarding and administering federal financial assistance (e.g., grants, loans) and contracts through Agile Scaled Agile Framework (SAFe) Development Processes on the Business Services Platform (BSP).

The largest and most complex of the e-Government initiatives, the IAE works on behalf of the acquisition and financial assistance communities to save money, be more efficient, reduce burdens on the communities we serve, and improve federal award management.

Procurement Objective

The purpose of this procurement is to obtain the necessary contractor support to perform Entity Validation Services for the express purpose of protecting the integrity of the taxpayer's dollars throughout the federal award process and to enable the GSA Office of Integrated Award Environment to fulfill its mission. Entity Validation Services are based on federal statute and policy regulations.

Definitions, for purposes of this procurement, include:

- Entity – refers to organizations or individuals applying for financial assistance, contract awards, loans, grants, or who need to register to do business with the federal government including but not limited to sole proprietors, corporations, partnerships, government agencies, non-profits, etc.
- Validation – objective verification; returning accurate information about an entity. The data corresponds to the real world identity of the entity.

- Entity Validation Services – a method to determine entity uniqueness, which could include the assignment or use of a unique entity identifier, validation of certain data, and associated services.

This effort will require the contractor to collaborate with the Government and other contractor teams to provide support on Entity Validation Services.

IAE/SAM Program History

In 2002, Integrated Acquisition Environment was created as an e-Government (e-Gov) initiative under the President's Management Agenda. As part of the e-Gov initiative, the Office of Management and Budget (OMB) designated GSA as the executive agent of the Integrated Acquisition Environment. In 2013, the Integrated Acquisition Environment was renamed the Integrated Award Environment (IAE) by its governance to reflect its management of procurement, grants, and federal assistance data. In 2017, the organization was renamed The Office of Systems Management (QD), IAE/SAM.

The concept behind the IAE/SAM is to provide Federal Government agencies and contractors with a shared IT system to manage the acquisition and grants-making process from solicitation through closeout. The Goals of the IAE/SAM Program are to (1) create a simpler, common, integrated Information Technology (IT) service that promotes competition, transparency, and integrity; (2) increase data sharing across the Government and with the public to enable better decisions in procurement, logistics, payment, and performance assessment; and (3) take a unified approach to obtaining modern tools to leverage investment costs across the Federal Government for award-related IT services.

The IAE/SAM enables all phases of the Federal awards management lifecycle, manages the common source of entity information for acquisition and financial assistance (grants and loans) communities, provides a market research source for contract administration to the Federal acquisition community as well as private and commercial firms that are interested in doing business with the Government, and stores information that the public in general seeks on how tax dollars are being spent. IAE provides subcontract reporting opportunities for Agency and Contractor communities. IAE provides data for Government and non-Government stakeholders including the general public.

IAE/SAM is governed by the Award Committee for eGov (ACE) structure which includes the Procurement Committee for eGov (PCE) and the Financial Assistance Committee for

eGov (FACE). Additionally, all IAE operations are coordinated and prioritized through a Change Control Board (CCB) that consists of voting representatives from each of the 24 Chief Financial Officer (CFO) Act agencies. These same agencies contribute funding for the IAE operations.

IAE/SAM Current Status

IAE currently sees over \$1 trillion and 3.3 million transactions in federal assistance and procurement awards across all the IAE systems. With growing numbers, IAE currently has over 3.4 million registered users and over 500 million hits or pageviews per month.

The current IAE systems were developed over several years as free-standing, web-based systems to fulfill different roles throughout the acquisition and grants-making process. Many are operated and maintained by independent contractors. Shared functional components of the application stack for these systems are limited to co-location services that cover some systems and a consolidated end-user help desk that supports a different subset of the systems.

Current IAE systems consist of the following:

1. System for Award Management (SAM)
2. Federal Procurement Data System – Next Generation (FPDS-NG)
3. Federal Business Opportunities (FBO)
4. Electronic Subcontracting Reporting System (eSRS)
5. Federal Funding Accountability and Transparency Act (FFATA) Subaward Reporting System (FSRS)
6. Contractor Performance Assessment Reporting System (CPARS)
7. Federal Awardee Performance and Integrity Information System (FAPIIS)
8. Past Performance Information Retrieval System (PPIRS)
9. Wage Determination OnLine (WDOL)
10. Catalog of Federal Domestic Assistance (CFDA)
11. Beta.SAM.gov

Entity Validation Services – Current State

The viability of each entity wishing to do business with the federal government, or receive assistance from the federal government, must be validated prior to its entering into a business relationship with the federal government.

The General Services Administration's (GSA) Integrated Award Environment (IAE) maintains a contract for Entity Validation Services.

Entity Validation Services currently include the assignment of a unique identifier and

objective verification (validation) of entity-provided information against authoritative sources for data associated with the unique entity. Initial validation currently occurs within 24 hours. Validation services include:

1. Address Standardization – a properly formatted and postal service-recognized address, to include international addresses
2. Address Verification – the stated address must be tied to a business entity, established at that specific location
3. Business Legitimacy – established as entity name + Address Standardization and verification that is independently verified from a specified number of independent data sources
4. Confirmation of the existence of and/or assignment of a unique identifier formatted as a 9-digit numeric value
5. Corporate Hierarchy – maintained and updated with changes for the duration of the contract

The unique entity identifier is currently the Data Universal Numbering System (DUNS®) number with which entities register in the System for Award Management (SAM). The unique entity identifier is tied in SAM to the legal entity name, 'doing business as' name, and the physical address that corresponds to it. Entities awarded Federal procurement and grants actions, with limited exceptions, are required to register in SAM. The information from SAM is used throughout the government, to include all aspects of the procurement and financial assistance processes.

2 Orientation

General Scope of Work

This Performance Work Statement (PWS) defines program support objectives for Entity Validation Services.

Work will be performed over the period of five years, with an anticipated Base Period of 12 months and four Option Periods of 12 months each.

Resources

Under this contract/task order, unless otherwise stipulated (see Section 13 – Government Furnished Items), the Contractor shall furnish or provide all personnel, personnel management and supervision, all related internal supporting business functions (including background and “overhead” personnel), materials, supplies, equipment, and facilities to perform the full range of technical and administrative services required by this contract/task order.

During the course of this contract/task order, the Government may make additional Government Furnished Items (GFIs) -- materials, equipment, and facilities -- available upon receipt of a written request from the Contractor to the Government Technical Representative. These GFIs, if provided, would be in addition to those initially set forth in Section 13.

The contractor shall provide fully trained personnel. (Reference "Staff Employee Requirement" in Section 7 of this PWS.)

Government personnel will be made available to provide technical input, answer Contractor questions, review completed draft deliverables, provide feedback, and provide shipping directions for deliverables.

Placement and Management of Work

All work under this Task Order is either specifically described in this PWS or shall be assigned to the Contractor in writing by the Contracting Officer's Representative (COR) using a Technical Directive form. Contractor employees shall perform work as specified in this task order as directed by the Contractor's designated project manager, who shall have full responsibility for the assignment and monitoring of Contractor employee activities. All work shall be performed within the scope of this PWS and the Government will not ask or require the Contractor to perform work that is outside of the scope of this task order.

Customers

The customer and recipient of all work performed under this contract or order is the Office of Systems Management (QD), IAE/SAM located at 1800 F Street NW HUB 4323 Washington, DC 20405.

Performance Monitoring

Contractor performance shall be monitored by the Government representatives in accordance with the Contractor's Quality Control Plan (QCP) and the Government's Quality Assurance Surveillance Plan (QASP) (see Section 12, below).

General Definitions

CO – Government Contracting Officer (also PCO – Procuring Contracting Officer)

COR – Contracting Officer's Representative (See Section 15, below)

FTE – Full Time Equivalent, the number of labor hours equal to those that would

be worked by one employee in a year. For this procurement action 1960 hours is considered an FTE.

CPARS – Contractor Performance Assessment Reporting System – This is a system that generates reports which are created by the government evaluators to document contractor performance.

Entity – refers to organizations or individuals applying for financial assistance, contract awards, loans, grants, or who need to register to do business with the federal government including but not limited to sole proprietors, corporations, partnerships, government agencies, non-profits, etc.

Entity Validation Services – a method to determine uniqueness, which could include the assignment or use of a unique entity identifier, validation of certain data, and associated services.

IAE – GSA Office of Integrated Award Environment

IAE PMO – GSA Integrated Award Environment Program Management Office

Normal Workweek - A workweek is 40 hours.

Overtime - Time worked by a contractor's employee in excess of the employee's normal workweek. (Note: The government will not reimburse for premium pay under this contract/task order for overtime work.)

Quality Assurance - A planned and systematic pattern of all actions necessary to provide confidence to the government that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved.

Quality Assurance Personnel (QAP) - A functionally qualified government person(s) responsible for surveillance of contractor performance and providing communications to the contractor(s) and PCO.

Quality Assurance Surveillance Plan (QASP) - A plan detailing the contract surveillance procedures and containing the **Objectives, Measures and Expectations** that will be used to evaluate contractor performance of the PWS objectives.

Quality Control - Those actions taken by a contractor to control the production of outputs to ensure that they conform to the contract requirements.

TO – Task Order

Unique Entity - An entity or part of an entity whose identifying information does not match that of any other entity registered to do business with the federal government

UEI - Unique Entity Identifier

Unusual Exception - A rare circumstance that requires validation outside the normal process. This should occur in less than 1% of cases.

Validation – objective verification; returning accurate information about an entity. The data corresponds to the real world identity of the entity.

Technical Definitions

API - Application program interface

BSP – GSA Business Services Platform – The next generation IT platform for hosting multiple Government-wide acquisition applications “on the cloud.”

Geocode - Geographic coordinates (latitude, longitude) which you can use to mark a location on a map

JSON - JavaScript Object Notation

PII - Personally identifiable information

Real Time Response - Responses to interface requests that return a response within a few seconds of submission.

REST - Representational State Transfer

3 Assumptions

The contractor shall employ a staff with sufficient experience and expertise to perform each of the tasks in this PWS.

4 Primary Performance Objectives (Technical)

The overall objective of this Contract/Task Order is for the contractor to provide Entity Validation Services. The proposal must clearly identify all data elements or other information or materials, to include deliverables to be provided to the Government under this Contract/Task Order, which

the offeror intends to provide with limited or restricted rights (as such terms are defined in the FAR 52.227-14), and restrictions on the Government's data rights will be considered in the proposal evaluation as it relates to the overall value to the Government. The Government intends to assert unlimited rights in any deliverables and work products that are not so identified unless agreed upon between the government and contractor. Therefore, deliverables and work products shall be provided in a format that will allow the Government to edit them after the conclusion of this Contract/Task Order.

In summary, the overarching objectives of this requirement are as follows:

Business Objectives

- A method to determine entity uniqueness, which could include the assignment and/or use of a unique entity identifier in perpetuity, validation of certain entity data, and associated services.
- Validation of information about an entity to aid awarding officials in making responsibility determination in regards to a prospective awardee
- A method to determine the hierarchy and family tree of an entity
- A method to determine relevant information about an entity that is being excluded from doing business with the government
- Help desk support for entities in ensuring their core data validates in SAM to register to do business with the government
- Proper information assurance policies and processes are in place to ensure any sensitive or PII is not improperly disclosed.
- Contractor's methods and sources for validating entity data and determining uniqueness is independent of federal government systems utilized by IAE and SAM

Technical Objectives

- Data transmission is done in real-time for all uniqueness and validation services
- All data is sent in machine readable formats and does not require the government to build custom parsers
- Contractor meets GSA and BSP security requirements for system access to SAM where needed for authenticated activities
- All data is encrypted in transmission and at rest
- Meet Service Level Agreement (SLA) standards/metrics

It is anticipated that specific entity validation data will change over the life of this contract. This will result in GSA modifying capabilities to incorporate changes within the general scope of the contract.

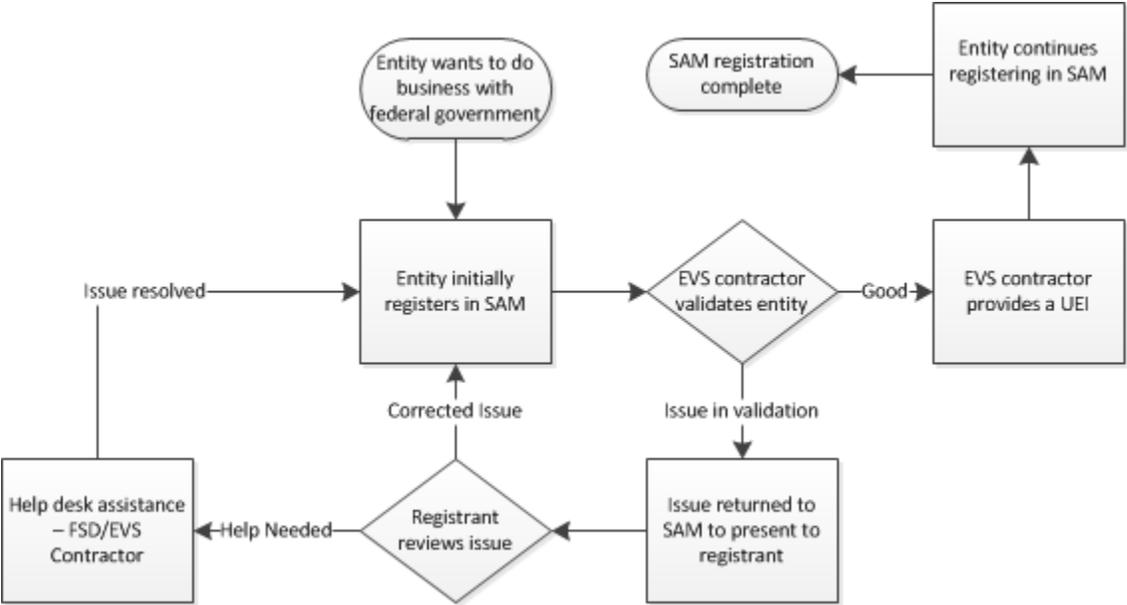
Objective Group A: Entity Identification and Validation

Objective 1- Method to determine entity uniqueness and confirmation that the entity is unique

The contractor shall meet this objective by determining that a registering entity is unique and assigning a unique identifier to that entity. The unique identification service shall support local and globally-located entities seeking to register to do business with the federal government without requiring direct government review and approval during initial registration and ongoing monitoring.

Entity Uniqueness Interface Process:

In order to determine if an entity is unique, the government will pass information for validating uniqueness of an entity or part of an entity, and the contractor will pass back information confirming whether or not the entity is unique. Additionally, the contractor will pass back a unique alphanumeric identifier that will remain indefinitely with SAM.



The contractor shall interface electronically in real time with SAM.gov and/or Beta.SAM.gov to accomplish this task. The determination of uniqueness will be based on data elements sent from SAM to the contractor. The contractor should clearly identify what data elements are necessary for it to determine uniqueness

and assign a UEI. See a sample data transmission below.

Sample Data Elements Passed to Determine Entity Uniqueness		
<i>Data Element</i>	<i>Format</i>	<i>Max Length</i>
Legal Business Name	String	120
Doing Business As Name	String	120
Company Division	String	60
Physical Address Line 1	String	150
Physical Address Line 2	String	150
Physical Address City	String	40
Physical Address Province or State	String	55
Physical Address Zip/Postal Code	String	20
Physical Address Zip Code + 4	Numeric	4
Physical Address Country Code	String	3
UEI (if one currently exists)	String	20

Unique Entity Identifier (UEI) Assignment Services:

Part of the validation services involves creation or assignment of a unique entity identifier (UEI) for newly registering entities, entities updating their registration, all existing active entity registrations, and active “firm” exclusions in SAM. This UEI should be a numbering system that is:

1. Available for public use at the federal government’s discretion.
2. Not restricted for federal government use. The federal government

requires the right to use the UEI without restriction for an indefinite period, including after the completion of this contract.

3. Not restricted for follow-on or additional EVS provider use. A potential follow-on contractor providing EVS, of similar services to this contract, must have full rights to continue using the assigned UEIs for purposes of uniquely identifying entities to meet requirements set forth by the federal government.
4. Assignable for entities in as near real-time as possible and as part of the initial validation process.
5. Interoperable with the SAM system and data.
6. Not reusing previous (not cancelled) DUNS Numbers or CAGE Codes, assigned to any active or inactive entity in SAM or any awardee in FPDS or USA Spending. The government's APIs or public extracts may be utilized by a contractor to determine the availability of a UEI value.
7. Preferably structured and developed in a manner that limits or avoids mistakes in data entry from human error.
8. Not reused or recycled. Values should be unique and the numbering system should be sufficiently sized to avoid such duplication.

The government reserves the right to use the contractor's unique entity identifier solution (as provided) throughout the IAE and government systems, or to provide for data mapping to the contractor's unique identifier and implement a distinct government identifier/numbering system across IAE systems (in which case the contractor's unique identifier would not be published for identifying entities). The government use of a government identifier/numbering system does not remove the contractor's requirement to interoperate with SAM via a unique identifier that can provide data transfer between contractor and government systems, nor the requirements that a contractor be able to develop and provide UEI assignment services to the government under this contract.

Volume of Registrants

Between 6,000 - 9,000 new entity registrations are activated each month (average 7,000) in SAM. Between 43,000 - 65,000 registrations are renewed per month (average 53,000) in SAM. Currently, there are more than 618,000 active and 1,445,000 expired entity registrations overall in SAM.

The following table is a snapshot of the 10 countries as of October 2017 with the highest volume of international entities registered in SAM.

COUNTRY NAME	TOTAL COUNT
CANADA	2248
JAPAN	1760
GERMANY	1633
UNITED KINGDOM	1596
KOREA, SOUTH	1318
ITALY	1162
AFGHANISTAN	1093
UKRAINE	521
IRAQ	489
INDIA	484

Additional Entities

In addition to those registering in SAM, unique entity identifiers will need to be created and assigned at the discretion of the government for purposes such as (1) testing, (2) training, (3) identification of excluded entities, or (4) to be used in the ordinary course of government business in a production environment, including creating records for non-existent entities that will not have real world data, e.g. for testing purposes. The contractor must have a mechanism to know that these entities do not exist in the real world.

Excluded Entity Identification

Entities need to be identified at times for the creation of exclusions within SAM where the entity is not already registered in SAM. The contractor will need to identify the entity based on a subset of information provided by the government to the contractor (e.g. organization name and country) that may not be as complete as an entity registering itself in SAM.

Validation of Uniqueness Turn Around Time

The contractor will make a determination of uniqueness and assign, or facilitate the assignment of, a unique entity identifier in real-time, except by unusual exception, but shall do so in no longer than 24 hours of submission from SAM. All such transactions between SAM and the contractor's system must be automated and electronic.

Objective 2- Validate information about the entity and provide information on entity responsibility

The contractor shall meet this objective by validating information regarding an entity that an entity enters into SAM, both at initial registration and as an entity maintains their registration in SAM with subsequent updates, and providing additional information about an entity that has been accumulated by the contractor and would be of interest to the

federal government in its awarding process.

Initial Entity Registration

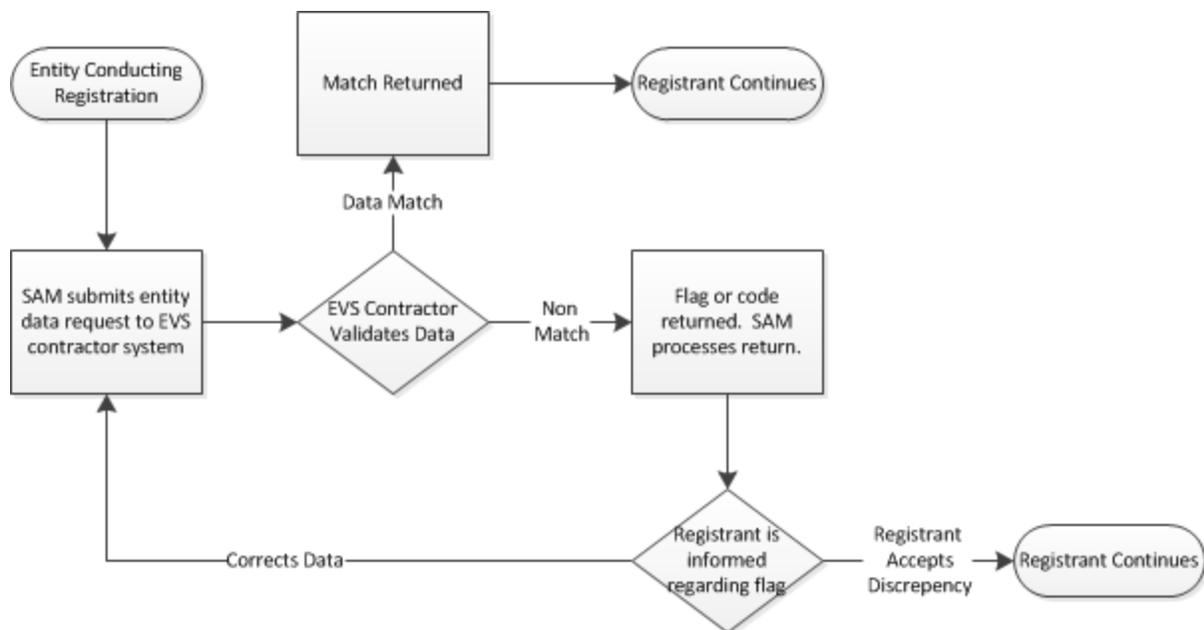
This service is for the initial confirmation of data provided by the entity during their registration in SAM. Data submitted by registrants during the initial registration process in SAM is validated as accurate and verified as legitimate through real-time interfacing services to facilitate registration entities registering within 48 hours. Data elements that can not be validated at initial registration shall be flagged as such and returned to SAM with appropriate codes detailing the issue.

Data elements that the government is interested in validating at initial entity registration are:

- ❖ SAM core data including:
 - Legal Business Name
 - Business Information
 - Business Start Date
 - Fiscal Year End Close Date
 - Corporate URL
 - Company Division Name
 - Physical Address
 - Mailing Address
 - Immediate Owner/Highest Level Owner*
 - Predecessors*
 - Subsidiaries*
 - Doing Business As
 - Country of Incorporation
 - State of Incorporation
 - Entity Structure
- ❖ Additional information the contractor believes could assist the federal government in registrant identification

*This ownership and organizational structure information will drive the role-based hierarchy. The contractor should provide daily updates to the initial registration information.

Contractors should specify which of the registration items they can provide validation for and describe how such validation will occur. A sample workflow of this process is shown below.



Entity Registration Updates

This service is for the periodic validation of data provided by the entity during their registration update in SAM. Data submitted by registrants during the update process in SAM is validated as accurate and verified as legitimate through real-time interfacing services similar to initial registration. Data elements that can not be validated shall be flagged as such and returned to SAM with appropriate codes detailing the issue.

On-Going Monitoring

Contractor will monitor for any updates/changes to verified entity information. Entity data in SAM is refreshed or flagged regularly if changes in authoritative formats take place (for example, postal address, zip code) or new verifications are determined of an entity by the contractor. The entity/registrant shall be afforded the opportunity to confirm any changes in data (i.e. if address is updated to match postal format) and track progress within SAM.

Data elements that the government is interested in validating via on-going monitoring:

- ❖ SAM core data including:
 - Legal Business Name
 - Business Information
 - Business Start Date
 - Fiscal Year End Close Date
 - Corporate URL

- Company Division Name
 - Physical Address
 - Mailing Address
 - Immediate Owner/Highest Level Owner*
 - Predecessors*
 - Subsidiaries*
 - Doing Business As
 - Country of Incorporation
 - State of Incorporation
- ❖ Additional information the contractor believes could assist the federal government in entity information validation.

A sample workflow for this process is shown below.



Standardize Entity Address

To ensure other functions with SAM work correctly for an entity, the government is looking for entity address information to be standardized to the USPS or Geographic Entity Names and Codes (GENC) Profile of the ISO 3166-1 format. Domestic address standardization should include valid ZIP Codes with the associated ZIP+4, valid city/state pairs, and street addresses in proper formatting. This shall be accomplished by interfacing between the contractor's system and SAM. International address standardization should include country-appropriate address formatting.

Congressional District Determination

For entities located in the U.S. and its outlying areas, the government utilizes the physical address information validated by the contractor to determine and assign the precise congressional district in which an entity is located. To facilitate this process, the usage of the ZIP Code with its ZIP+4 extension is the primary check for assigning a congressional district. The secondary check is utilizing the entity's geographic coordinates (latitude, longitude) to determine the correct congressional district.

Geocodes

Contractors should describe if and how they can pass the geocodes for an entity as part of the validation information returned. Geocodes should be in a machine readable format that can be utilized by the government to precisely locate an entity's physical location.

Entity Information Validation Interface Process

In order to validate the information of an entity or part of an entity, the government will pass information regarding the entity, and the contractor will pass back information confirming whether or not the information is correct and any discrepancies the contractor knows of.

For on-going monitoring, the contractor may push new or updated information from its system to SAM, or send a notice to SAM to make a pull request from the contractor's system, as the contractor becomes aware of changes or is able to validate additional information. This data will be stored in SAM for government use.

Volume of Monitoring

Includes all entities registered for monitoring, active and those which expired in the past six months. This is an average of 750,000 entities on monitoring across the entity primary data elements.

Objective 3- Identify Entity Organizational Relationships

The contractor shall meet this objective by identifying the entity's organizational hierarchy or "family tree," and relationships of registered entities in SAM. This includes, immediate owner and highest level owner, predecessor, subsidiary, parents, and global parents of entities. Relationships between entities applies to entities registering to do business with the government and non-registered related entities.

Hierarchy Maintenance

Current and historical organizational relationships must be monitored, updated, and made available for federal government use. This data must be provided in a machine readable format with explicitly parsed data elements and will be maintained in U.S. Government systems. This data will be shared with federal agencies for government business purposes. Additionally, the government will maintain full rights to data on current and historical entity relationships provided to SAM for an indefinite period to use for government business purposes. Any data collected by the government directly from entities regarding their own hierarchy will be considered government data and may be published at the government's discretion. Presently and going forward, the government displays to the public certain entity organizational information related specifically to an entity and that entity's highest level owner for applicable federal awards.

Entity Hierarchy Information Interface Process

In order to determine the hierarchy information of an entity, or part of an entity, the government will pass information regarding the entity and the contractor will pass back information regarding its hierarchy.

For updates, the contractor may push new hierarchy information from its system to SAM, or send a notice to SAM to make a pull request from the contractor's system, as the contractor becomes aware of changes or is able to validate additional information of the entity's hierarchy.

Volume/Number of API Calls

Between 6,000 - 9,000 new entity registrations are activated each month (average 7,000) in SAM. Each new registration currently gets an organizational structure created in SAM upon initial submission. Some entities are single-level, but the call is made for them all.

Objective Group B: Entity Information

The government is interested in information about an entity that can assist government officials in making informed decisions.

Objective 4 - Entity Information

Entity Information

Contractor will provide information about an entity that will aid government officials in making informed decisions. This is related to addressing information provided by the entities in their SAM record or providing commercial financial or business information about an entity that would assist government officials in understanding more about the entity.

Data elements that the government is interested in via on-demand requests:

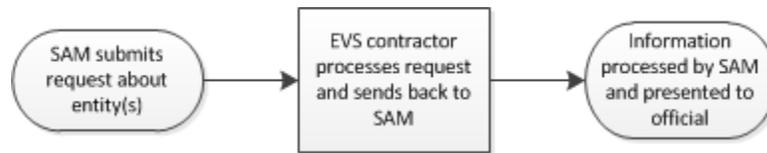
- ❖ SAM core data including:
 - Entity Structure
 - Profit Structure
 - Entity Type
- ❖ Other Information:
 - Date of Incorporation
 - Number of Employees at Location
 - Line of Business (Industry)
 - Names of Entity Executives
 - Entity Bankruptcy Status

- Entity Convictions
- Tax Liens and Debt Subject to Offset
- Foreign Control or Ownership
- ❖ Additional information the contractor believes could assist the federal government in understanding more about the entity.

On-Demand Monitoring

The government is interested in making this information available to SAM users by an on-demand service, but is open to other contractor solutions that can meet the overarching objective of a rapid turn around with relevant information.

A sample workflow for this process is shown below.



Objectives Group C - Common Objectives

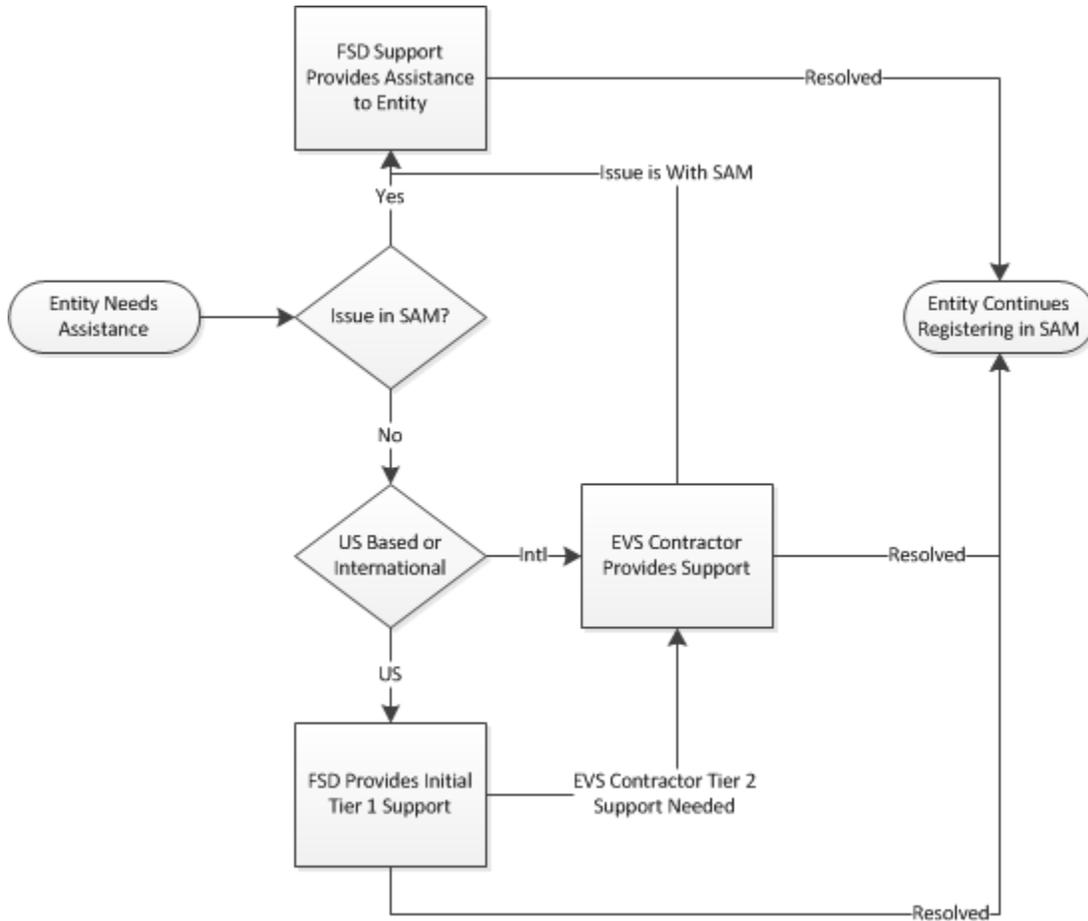
The common objectives are objectives that apply to both group A and group B regardless if the contractor is responsible for one or both groups. Contractors should be able to independently accomplish objective group C for either group A or group B.

Objective 5- Customer support capabilities (including entity updates), for U.S. and non-U.S. located entities

The contractor shall meet this objective by providing entities located in the U.S. and its outlying areas, as well as international entities, access to customer support if there are questions on identification or validation of their initial registration data they provide to SAM.

This customer support capability shall include entity updates for U.S. and non-U.S. entities and shall accommodate entities through multiple communication channels (e.g. phone, internet chat, local offices, etc.) with multiple language support as reasonable. All services provided, and products delivered, must comply with the government security, accessibility (Section 508), and specified information architecture requirements.

If there are issues with the registration in SAM, entities may initially contact the supporting Federal Service Desk (FSD) helpdesk. All issues with international entity identification or validation will be routed directly to the contractor, and will not be handled by the FSD, unless the issue is in SAM (e.g. account access). The contractor is expected to provide rapid, ready support through multiple communication channels for worldwide registrations so as to meet the 48 hour initial registration timeframe in SAM.



Help Desk Statistics

The contractor shall be able to provide statistics related to the overall service quality and volume of the help desk services being provided. Examples of statistics desired include:

- Number of Calls
- Number of Abandoned Calls
- Number of Emails Answered
- Average Speed to Answer
- Average Handle Time
- Total Touchpoints - Month/year

- Customer Satisfaction percent
- Call Distribution

Help Desk Service Conduct

Help desk services in support of this contract/task order are considered to be conducted on behalf of the federal government. Branding, marketing, and sales of the contractor's products or services to callers is strictly prohibited. The contractor may also obtain information regarding entities during help desk service that is not otherwise publicly available. Such data should not be used for marketing purposes or resale by the contractor while it is not publicly available either through SAM or other sources.

Objective 6- SAM Data Rights

The federal government has full rights in perpetuity to the data entered in to SAM by entities during the entity registration process and any entity reporting process. Such data can be re-used by the government without limitations and can be made public at the government's discretion. SAM supports data sharing with other efforts for reasons such as due diligence or supply chain.

Objective 7- Transition

Transition In

The contractor shall meet this objective by providing a seamless transition in the validation processes and identification that minimizes disruption to entities, creates no disruption in entity registration, and supports continued historical analysis for the government. Transition plans, shall include but not be limited to:

- Identify methodology and data fields for creating or populating a new unique identifier for all existing active SAM registrations.
- Identify schedule/timeframe for transition
- Plans for maintaining continuous entity registration during the transition period
- Updating of API interfaces from existing services to the contractor's services without a downtime.
- Analysis and management of SAM data as necessary to support validation of existing entities in SAM.
- If necessary, transitioning entities from the proprietary DUNS number to a UEI system of the government's choosing (see objective 1 for additional detail) that will remain with the government indefinitely. Contractor should describe how to do this while minimizing impact to the entities currently registered in SAM.
- Transparency of the process to users (Federal and registering entities) and change management

- Setting up of customer support

Note: SAM currently has data restrictions related to the use of Dun & Bradstreet data, which must be followed by any contractor in their solution that prohibit use of D&B data elements or reverse engineering or otherwise deriving D&B methodologies for determining linkages.

Transition Out

The contractor shall provide a plan for transitioning out their services at the end of the contract/task order. This should include, but not be limited to:

- Plans for maintaining continuous entity registration during a transition period to another contract or other service solution
- Shut down of system interfaces between SAM and the contractor's system(s) and any services setup for executing this contract/task order (e.g. help desk service)
- Removal of government furnished information (GFI) from the contractor's systems in accordance with GSA information management policy
- Removal of GSA system access, facility access, and system accounts

Objective 8 - Technical Interfaces

Real Time Interfaces

The government would prefer such interfaces be conducted via REST API, however contractors may propose alternative transmission methods, but those solution(s) must meet all other business requirements set forth in this PWS and provide timely, accurate, real-time responses. Data transmissions will be transmitted in a manner that is machine readable and simple for the government to parse into SAM (e.g. an address should be broken down into street address, city, state, ZIP Code, country elements and not sent as a single element). All transmission of data, storage of data, and interfacing with GSA systems must be secure and in accordance with all security and data policies set forth in this PWS and RFP.

Batch Transmissions

Where the government does not have real time needs, batch transmissions of data are acceptable so long as they are machine readable and meet all security and data policies set forth in the PWS and RFP.

Objective 9 - Data Sourcing and Handling

Data Security and Storage

SAM may be passing information to the contractor for determining uniqueness, validating entity information, determining the entity hierarchy, or exclusions management that is considered sensitive or PII. Any such transmission or storage of such data must be done in a secure manner in accordance with GSA and other federal information assurance policies (see attachment 3).

Data Validation Source

The contractor's sole source of validating entity uniqueness information, validating entity information, determining the entity hierarchy, and validating exclusions should be as independent as possible of federal government systems, particularly those used by or interfacing with SAM (e.g. DLA and Treasury systems). The federal government is seeking outside sources of information for purposes of determining uniqueness. Contractors should demonstrate in their proposal specifically how and from where they source validating data. Contractors should also provide refresh rates of their source data (e.g. monthly for xyz data element).

Commercial Use of Entity Data

Via the nature of the uniqueness determination, validation, hierarchy management, and exclusion support services in this contract/task order, the contractor may obtain data regarding entities that is not otherwise publicly available. Such data should be considered non-public and not be used for marketing purposes or resale by the contractor while it is not publicly available either through SAM or other sources.

5 Meeting Objectives

To accomplish the Meeting Objectives of this Contract/Task Order the contractor shall participate in the following meetings. Nothing discussed in any meetings or discussions between the Government and the contractor shall be construed as adding, deleting, or modifying contractual agreement without written authorization from the Contracting Officer.

Meeting Objective 1 – Initial Business/Kickoff Meeting

Within five (5) business days following the Contract/Task Order award date (or other time mutually agreed between the parties), the contractor representatives will meet with the GSA Contracting Officer, GSA COR, and Government program manager or designee to review the contractor's understanding of the requirements, goals and objectives of this task order. The contractor shall also address the status of any issues that will affect contractor start-up/ramp-up toward achieving full service/support capability. The Government will be responsible for taking minutes of this meeting.

Meeting Objective 2 – Ad hoc Technical / Work Status / Administrative Meetings

The contractor shall, if requested by the Government, participate in monthly status meetings or ad hoc technical meetings or ad hoc work status meetings at a mutually agreeable time and place to discuss tasking, work progress, technical problems, performance issues, or other technical matters. During these meetings the contractor shall at least provide accomplishments, problems and issues and planned actions. The contractor shall take minutes of these meetings and include them in a Monthly Status Report. These meetings will occur at a time and place mutually agreed upon by the parties.

Meeting Objective 3 – Contract Administration Meetings

The Contracting Officer (CO) may require the authorized contractor representative to meet or participate in a teleconference with authorized Government personnel as often as deemed necessary to discuss contract performance or administrative issues. The contractor may also request a meeting with the CO when deemed necessary. The content of meetings shall be documented in writing. Minutes shall be approved by both parties and shall be included in the Government contract file.

6 Contract-wide Objectives

Contract-wide Objective 1 – Contract and Project Management

The contractor shall be solely responsible for managing the work performed in the execution of this contract/order. This includes the responsibility to –

- assign appropriate resources to each task,
- maintain clear organizational lines of authority,
- ensure effective contract task management and administration
- establish and use proven policies, processes, analyses, and best practices

The Contractor shall maintain project milestones for each assigned task. The Contractor shall coordinate all work with the Program Office. At a mutually agreed upon interval, the Contractor shall update Government representatives on work progress and task milestones throughout the contract/task order period.

Contract-wide Objective 2 – Subcontract Management

The Contractor shall be fully responsible for management, control, and performance of any Subcontractor used on this contract/task order. If a Subcontractor is being used to perform direct services to the government, the Prime Contractor must inform the Government in writing. Use of a Subcontractor on the Contractor's team shall not relieve

the Prime Contractor of responsibility nor accountability in the execution of this contract/order.

Contract-wide Objective 3 – Business Relations

A primary element of project success is the business relationship between the Contractor and Government representatives. Within this context the Government will monitor the Contractor's contribution to business relations and provide feedback when required. The Contractor shall make every effort to establish and maintain clear and constant communication channels with the Government primaries (CO, COR, and Government Technical Representative) of this contract/task order for the purpose of:

- Promptly identifying PWS and/or business relationship issues of controversy and the bilateral development and implementation of corrective action plans.
- Ensuring the professional and ethical behavior of Contractor personnel.
- Maintaining effective and responsive Subcontractor management.
- Ensuring the Contractor support team is fully aware and engaged in strengthening the interdependency that exists between the Contractors and their Government counterparts.
- Facilitating Contractor–Government collaboration for continuous improvement in the conduct of PWS tasks, reducing risks, costs and meeting the mission needs of the program.

Contract-wide Objective 4 – Contractor Response

The contractor shall ensure prompt response to Government inquiries, requests for information or requests for contractual actions.

Contract-wide Objective 5 – Team Continuity and Employee Retention

The Government recognizes the benefits in maintaining the continuity of contractor team members. These benefits include but are not limited to retention of corporate knowledge, minimizing contractor familiarization, maintaining/increasing performance levels, schedule adherence, and preserving organizational interfaces developed over time. These benefits also accrue to the Contractor. Within the context of effective and efficient personnel management, the Contractor shall take reasonable and appropriate steps to retain the qualified employees staffed against this contract/task order to maintain continuity and performance while effectively reducing costs borne by the

Government.

Contract-wide Objective 6 – Professional Appearance

Contractor employees shall present a neat and professional appearance appropriate to the work being performed at all times when interacting with Government representatives, working in Government facilities, or representing the Government at meetings or before third parties.

7 Additional Performance Requirements

Location of Work

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

Time of Work

Normal Hours

For any Contractor employees working on Government facilities, their normal duty hours shall be 8 AM – 5 PM local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual objectives or sub-objectives require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so

authorized. Any Contractor employee working at Government facilities shall observe federal holidays and government closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

Holidays

The Government shall observe the following holidays.

New Year's Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

Federal Service Desk Hours

The Federal Service Desk (FSD) which supports the IAE systems is available to users from the hours of 8AM to 8PM eastern time, Monday through Friday. The contractor should design their support structure to accommodate the availability of FSD to assist in issues.

Government Facility Closures

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, government shutdown, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract/task order is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract/task order. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from facility closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract/task order.

All services to be performed under this contract/task order have been determined to be nonessential for performance during a facility closure. Should the Government facility be closed, the Contractor shall be notified by either the Contracting Officer, GSA Technical Representative, or a local television or radio station. The Contractor is responsible for notifying its employees about

Government closures. Contractor employees are not to report to the Government facility if it is closed and will adhere to delays, unless otherwise specifically instructed otherwise by the CO or GSA Technical Representative.

Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0900 and 1500 Eastern time, Monday through Friday, with the exception of government designated holidays or facility closures. Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

Travel

Travel is not included as a part of this task order.

Limitations on Contractor Performance

The Contractor shall NOT perform the following functions in connection with the services provided under this task order.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with Government suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

Privacy Act Requirements

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act

requirements.

Personal Services

This is not a “Personal Services” contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that “Personal Services” employer-employee relationships are not created between government and contractor employees during performance of this task order. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor’s designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this task order shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, when work occurs at the Government’s site the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees’ work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

Rehabilitation Act Compliance (Section 508)

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board

Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>
<http://www.access-board.gov/508.htm>
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this Task Order. No specific firm is currently identified but firm may be identified during the course of contract/task order performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict

of interest with work performed on this task order. The Contractor shall comply with the provisions of the task order clauses entitled “Organizational Conflicts of Interest,” “Notification of Conflicts of Interest Regarding Personnel,” “Limitation of Future Contracting,” and “Annual Conflict of Interest Certification” to meet this requirement, which shall be incorporated into the Task Order.

8 Personnel Requirements

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NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.

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Personnel Qualifications – General

All personnel working on this contract/task order shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

Key Personnel Definition and List

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of contract/task order award*. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government’s discretion.

At a minimum, the following Contractor "Key personnel" must be proposed under this contract /task order:

**Project Manager/Project Lead
Technical Lead**

**Note: Failure of the Contractor to furnish proposed key personnel shall be viewed as a breach of contract and may be grounds for a default determination by the Government.*

Key Personnel Qualifications

PROJECT MANAGER

The Contractor's Project Manager shall be the primary point of contact for the Government and shall be responsible for the management, content, and quality of work performed on this task order. The Contractor's Project Manager must be available to coordinate with Government representatives on a daily basis if required. The Contractor shall provide the Project Manager who is specified in their proposal for a minimum of the initial period of this Task Order, unless otherwise agreed between the parties. The Contractor shall provide a competent backup for the Project Manager in the event of a temporary absence and a competent replacement for the Project Manager in the event of the PM's extended absence (more than two weeks or other time as agreed between the parties).

The project manager and alternate(s) must be able to communicate clearly with the government team.

The Project Manager must have a background that substantiate that he or she has:

- Educational attainment that is appropriate for managing the type of work described in the PWS, both in size and scope.
- Mature experience in project management.
- Successful management of project tasks and coordination of employees in various labor categories and with various skills in projects of similar size and scope as the one identified in this PWS.
- Sufficient experience to be conversant in and have a working knowledge of each of the technical objectives of the PWS. The PM's experience must demonstrate that he or she can understand all aspects of the work, with the ability to direct the staff to perform successfully.

- Knowledge of management practices and program implementation.
- Any required and appropriate security or suitability clearances.
- Ability to work in an agile environment.

TECHNICAL LEAD

The Contractor's technical lead shall be the primary technical point of contact for the Government and shall be responsible for the delivery, operations, and maintenance of technical work performed on this task order. The Contractor's technical lead must be available to coordinate with Government representatives on a daily basis if required and available to manage urgent fixes. The Contractor shall provide the technical lead who is specified in their proposal for a minimum of the initial period of this Task Order, unless otherwise agreed between the parties. The Contractor shall provide a competent backup for the technical lead in the event of a temporary absence and a competent replacement for the technical lead in the event of an extended absence (more than two weeks or other time as agreed between the parties).

The technical lead and alternate(s) must be able to communicate clearly with the government team and its technical representatives.

The technical lead must have a background that substantiate that he or she has:

- Educational attainment that is appropriate for delivering and managing the type of technical work described in the PWS, both in size and scope.
- Mature experience in IT management.
- Sufficient experience to be conversant in and have a working knowledge of each of the technical objectives of the PWS. The technical lead's experience must demonstrate that he or she can understand all aspects of the work, with the ability to lead the team to deliver successfully.
- Any required and appropriate security or suitability clearances.
- Ability to work in an agile environment.

Key Personnel Substitution

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial

contractor key personnel at time of award. Replacement key personnel will be approved via modification to the contract/task order. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this task order, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

Staff Maintenance

Due to the demanding nature of this program, it is essential that the Contractor maintain sufficient staffing levels to accomplish all required tasks. This is especially true because many labor skills are in short supply and the program must rely on a single employee to fill one or multiple roles. During any transition of personnel, the Contractor shall make every effort to maintain manning without loss of service days to the Government. This may necessitate the use of temporarily assigned employees to fill short term gaps between permanently assigned employees.

The Contractor is required to use and/or replace all personnel with those who meet the minimum qualifications as stipulated above, in this PWS Section 7 –Personnel Qualifications and Staff Employee Requirements, and should strive to replace departing personnel with those having appropriate and/or equal qualifications. Failure on the part of the Contractor to employ an adequate number of qualified personnel to perform this work will not excuse the Contractor from failure to perform required tasks within the cost, performance, and delivery parameters of this contract / task order.

Contractor Employee Work Credentials.

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

9 Security Requirements

Compliance with Security Requirements

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in this contract.

The Contractor shall be responsible for ensuring that employees supporting this contract/task order comply with all security requirements and instructions imposed by government security officials at all times while on government installations.

Employee Security Requirements

All individuals assigned to this contract must undergo a Tier 2S Clearance (formally known as Minimum Background Investigation (MBI)) and follow GSA's Homeland Security Presidential Directive/HSPD-12 Policy Guidelines. No access shall be given to Government computer information systems and Government sensitive information without a background investigation.

Common Access Card & ID Badges

When Government facilities are utilized in performance of this contract/task order, the Government will escort contractor employees or provide photo identification, such as a Common Access Card (CAC) and Restricted Area Badge (as required), to allow for unescorted access. The Contractor shall comply with all requirements necessary to obtain a CAC and/or Restricted Area Badge.

Facility Security Requirements

Not Applicable.

Personal Identity Verification

The Contractor shall comply with the following Personal Identity Verification clause.

52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract/task order that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

Unescorted Entry Authorization Certificate

See the paragraph entitled “Common Access Card & ID Badges”, above.

Non-Disclosure Statement.

Each Contractor employee (including temporary employees) assigned to work under this contract / task order shall complete the attached “Contractor Employee Non-Disclosure Agreement”. A copy of each signed and witnessed Non-Disclosure agreement shall be submitted to the GSA Technical Representative prior to performing any work under this contract/task order.

The Contractor shall not release, publish, or disclose sensitive information to unauthorized personnel, and shall protect such information in accordance with provisions of the following laws and any other pertinent laws and regulations governing the confidentiality of sensitive information:

18 U.S.C. 641 (Criminal Code: Public Money, Property or Records)

18 U.S.C. 1905 (Criminal Code: Disclosure of Confidential Information)

Public Law 96-511 (Paperwork Reduction Act)

10 Period of Performance

The maximum potential period of performance of this contract/task order is five years starting on the day of Contract/Task Order award or designated effective date; with a Base Period of 12 months and four Option Periods of 12 months each. The Government reserves the unilateral right to exercise an option period prior to the expiration of the Base or option period. The Government shall give the Contractor at least 30 days prior notice of its intent to exercise the option.

Planned performance periods are still being determined.

11 Deliverables

Items, Time of Delivery, Place of Delivery

Support services shall be performed to meet a specific task objective. The task objectives and the period of performance shall be stated on individual Task Directives. Task Directives shall include a specific delivery date for reports and studies or a specific

completion date for support services. As an alternative, the Task Directives may require the Contractor to establish time lines and milestones for completion of tasks. Government specified delivery or completion dates and Government approval of Contractor proposed timelines or milestones shall be binding on the Contractor. Support services and data items shall be delivered to the Government in compliance with the performance measures and quality requirements set forth in the QASP.

The Contractor is required to provide the following data items as stipulated in the following table.

Contractor shall provide information and analytics on entities processed to GSA for Federal use only.

PWS Ref.	Event or Item Title	Delivery Time	Deliver To	Government Data Rights
PWS Ref.	Project Start	Date of Award		
	Contractor Employee Non-disclosure Agreement	After award but prior to commencement of performance by each Contractor or Subcontractor	Electronically to the GSA ITSS System & email to the IAE COR	
Section 9 Security Requirements	Quality Control Plan	Within 15 business days after award.	Electronically to the GSA ITSS System & email to the IAE COR	Provided with unlimited data rights IAW 52.227-14
Section 5 Meeting Objectives	Kick-off Meeting	within 5 business days after award or as agreed by the parties		
Section 5 Meeting Objectives	Kick-off Meeting Minutes	within 5 business days after the kick-off meeting	Electronically to the GSA ITSS System & email to the IAE COR	Provided with unlimited data rights IAW 52.227-14
Section 5 Meeting Objectives	Monthly Status Report - Final	NLT 10 calendar days after the end of the monthly accounting period	Electronically to the GSA ITSS System & email to the IAE COR	Provided with unlimited data rights IAW 52.227-14
Section 4 Primary Performance Objectives	Project Management Plan/Detailed Program Roadmap	NLT 60 business days after award	Electronically to the GSA ITSS System & email to the IAE COR	Provided with unlimited data rights IAW 52.227-14
Section 4 Primary Performance Objectives	Project Management Plan/Detailed Program Roadmap - Updates (Quarterly)	NLT than 10 business days after start of new Quarter	Electronically to the GSA ITSS System & email to the IAE COR	Provided with unlimited data rights IAW 52.227-14
Section 4 Primary Performance Objectives	Integration Management Plan	NLT than 90 calendar days after Award	Electronically to the GSA ITSS System & email to the IAE COR	Provided with unlimited data rights IAW 52.227-14
Section 4 Primary Performance Objectives	Integration Management Plan - Updates (as required)	NLT than 10 business days after start of new Quarter	Electronically to the GSA ITSS System & email to the IAE COR	Provided with unlimited data rights IAW 52.227-14
Section 4	Technical Governance	NLT than 90 calendar days	Electronically to the	Provided with

Primary Performance Objectives	Management Plan	after Award	GSA ITSS System & email to the IAE COR	unlimited data rights IAW 52.227-14
Section 4 Primary Performance Objectives	Technical Governance Management Plan - Updates (as required)	NLT than 10 business days after start of new Quarter	Electronically to the GSA ITSS System & email to the IAE COR	Provided with unlimited data rights IAW 52.227-14

Data Requirements / Descriptions

Documentation provided in response to the objectives will be in the Government's template format. If no format is prescribed, documents may be in the Contractor's preferred format using standard Microsoft Office products.

The content of all data items, if not self-explanatory from the template format, shall be agreed upon between the parties.

Contractor Employee Non-Disclosure Agreement.

The Contractor shall furnish a signed "Contractor Employee Non-Disclosure Agreement" for each Contractor and Subcontractor employee assigned to work under this contract /task order, prior to their starting work.

Quality Control Plan.

The Contractor shall deliver a QCP as defined in Paragraph 12 of this PWS.

Staff Matrix.

The Contractor shall furnish a complete and current list of Contractor and Subcontractor employees who are assigned to work under this contract / order. The matrix shall include the staffing chart showing the name of each employee, his or her position in the staffing plan, job title, and the Government's task/office/function they are supporting. The lines of authority and responsibility of each staff member shall also be made clear to the Government. The matrix shall be updated with each change in personnel, job title, position in the staffing plan, or assignment of area of responsibility.

Monthly Status Report (MSR)

The contractor shall provide a MSR that briefly summarizes, by task, the management and technical work conducted during the month, as well as business information listed in the CDRL. The contractor shall provide at a minimum the following information:

- Summary of effort, progress and status of all activities/requirements by task linked to deliverables as appropriate
- New work added since the previous Monthly Status Meeting
- Brief summary of activity planned for the next reporting period
- Deliverables submitted for the period by task and linked to the milestone schedule
- All standards followed in support of the requirements
- Milestone updates and schedule changes, issues and/or variances.
- Problems or issues
- Government action requested or required

Trip Reports IF REQUIRED

For all long distance travel, the contractor shall submit Trip Reports five working days after completion of a trip. (See Section 7).

The Trip Report shall include the following information:

- Personnel traveled
- Dates of travel
- Destination(s)
- Purpose of Trip; Task objective supported; MAJCOM supported (if applicable); training (be specific)
- Actual Trip Costs
- Approval Authority (Copy of the e-mail authorizing travel by Government official)
- Summary of trip events and accomplishments

The contractor shall reconcile the Trip Reports with each invoice such that they can be matched month by month.

Other Reports

The content and format of other reports shall be provided by the Government or determined between the parties after award.

12 Quality Assurance and Quality Control

Contractor Quality Control Plan (QCP)

The Contractor shall be responsible for quality assurance and quality control of all services performed and all items delivered under this contract/task order.

The Contractor shall prepare and maintain a Quality Control Plan (QCP) as a guide for implementing quality assurance and quality control procedures. The Contractor shall submit the QCP to the Government for information and acceptance. The Government has the right to require revision of the Contractor's QCP should its implementation fail to control the quality of items and/or services delivered under this contract/task order.

The QCP shall include an explanation of the processes and procedures for ensuring satisfactory performance and delivery of quality items and/or services. Additionally, as a minimum, the QCP shall include the following items.

- A description of the inspection system to cover all major services and deliverables. The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis, frequency of inspections, and the title of inspectors.
- A description of the methods to be used for identifying and preventing defects and deficiencies in the quality of service performed.
- A description of the records to be kept to document inspections and corrective or preventative actions taken.

All records of inspections performed shall be retained and made available to the Government upon request throughout the task order performance period, and for the period after task order completion, until final settlement of any claims under this task order.

The Contractor shall implement a quality program based on its QCP. In compliance with the QCP, the Contractor shall manage, surveil, assess, improve and/or correct contract performance to ensure the quality of the services and deliverable products, as a minimum, meet the level of quality required by the Government Functional Managers or Technical Representatives.

In the event of quality concerns, identified by the Government, the Contractor shall immediately take corrective action in response to Government required changes to the QCP.

The QCP shall be delivered to the Government as stipulated in the Delivery Schedule, see Paragraph 11 of this PWS, above.

Government Quality Assurance Surveillance Plan (QASP)

The Government will evaluate Contractor performance under this contract / task order in accordance with the attached Quality Assurance Surveillance Plan (QASP). The purpose of this evaluation is to ensure that Contractor performance meets Government requirements. The QASP also indicates the potential decrease in compensation for unsatisfactory performance due to a reduction in value received. The Government reserves the unilateral right to change the QASP at anytime during contract performance provided the changes are communicated to the Contractor by the effective date of the change. The QASP along with its attached "Surveillance Objectives, Measures, and Expectations" and "Performance Evaluation" chart identifies evaluation procedures, PWS items to be evaluated, and the measures against which performance will be evaluated. The QASP is provided as an attachment to this PWS.

The contractor shall establish and maintain a complete Quality Assurance Surveillance Plan (QASP) to ensure the services are performed in accordance with SOW and commonly follow the Information Technology best practice. The contractor shall develop and implement procedures to identify, prevent and ensure non-recurrence of defective services. The Government reserves the right to perform inspections on services provided to the extent deemed necessary to protect the Government's interests. The contractor must control the quality of the services and deliverables provided in support of this task and maintain substantiating evidence that services conform to contract quality requirements and furnish such information to the Government if requested.

13 Government Furnished Items

The Government will provide the following resources to the Contractor for task performance:

Data

The Government will provide data, and other information as available and as required to facilitate accomplishment of work, as stated within this PWS.

The contractor is responsible for obtaining data necessary to perform each task if that data is in the public domain and is not otherwise furnished by the government.

A list of sample data the government may provide includes: Entity extracts, FPDS data for historical purposes, entity validation service data elements, entity information data elements, hierarchy request information.

Equipment – Tools - Accessories

The Government will not provide IT equipment when Government facilities are utilized in performance of this contract/task order. In the event of an unlikely case where GFE laptops are necessary, the government will provide review and evaluate such requests on a case by case basis.

When Government facilities are utilized in performance of this contract/task order, the Government will not provide office supplies (paper, pens, pencils, etc) as required.

Materials

Not applicable to this contract/task order.

Facilities

From time to time, as dictated by task requirements, one or two Contractor employees may be required to work at the Government facilities located in Washington DC. The Government will provide office space for these employees, when required.

When Government facilities are utilized in performance of this contract/task order, the Government will provide photo identification (See Paragraph 9 Security Requirements)

NOTE: All Government-provided products and facilities remain the property of the Government and shall be returned upon completion of the support services. Contractor personnel supporting this requirement shall return all items that were used during the performance of these requirements by the end of the performance period.

Safeguarding Government Furnished Property - Physical Security

The Contractor shall be responsible for safeguarding all Government property provided for Contractor use. At the end of each work period, Government facilities, property, equipment and materials shall be secured. The Contractor shall be responsible for any damage caused by his personnel to the building, finishes, furnishings, equipment, etc., and shall repair, clean, replace, or restore damaged items to the condition existing immediately prior to the item being damaged.

Training

During the course of this contract /task order the Government may require Contractor

employees to receive specialized training in areas necessary to allow the Contractor to fulfill the requirements of this contract / order (e.g., LAN Information Assurance Training, Government unique software or software tools, Security Training). In such cases Government mandated training shall be considered part of this contract/task order and charged against the task(s) to which the individual Contractor employee is assigned.

NOTE: The Contractor shall be responsible for the supervision, training and guidance of its personnel to accomplish this contract / order. Unless Contractor employee training is specifically identified and authorized by the Government, in writing, the Contractor shall not bill the Government for employee time spent in training or for any costs related to or associated with Contractor employee acquired training. This applies to training of any type or for any purpose, including training that is either necessary for job or employment eligibility or a prerequisite to performance of work under this contract/task order, whether general in nature or specialized and unique to this requirement.

Government-Furnished Services

Not Applicable

14 Government Delays in Reviewing Deliverables or Furnishing Items

If contractor performance or submission of deliverables is contingent upon receipt of government furnished items (data, equipment, materials, facilities, and support) or input, or upon government review and approval of interim items or draft documents (collectively referred to as Government Performance), the government shall specify when it will provide such items or input, or the time it will need to perform reviews or give approvals. If the government fails to meet item, input, review, or approval deadlines, contractor performance or submission of deliverables shall automatically be extended one calendar day for each day of government delay. The contractor shall promptly advise the Contracting Officer of any delays in receipt of government furnished items, input, reviews, or approvals. If dates for Government performance are not specified in this contract/task order or associated task directives, this clause will not apply, and contractor delays must be handled or negotiated under other provisions of this contract or task order.

15 Notices

Contracting Officer's Representative

The work to be performed under this contract/task order is subject to monitoring by an assigned Contracting Officer's Representative (COR). The COR appointment letter, outlining the COR responsibilities under this contract/task order, will be provided to the contractor under separate cover upon request. Questions concerning COR appointments should be addressed to the Contracting Officer.

Government Technical Representative - Task Management

In addition to the COR, the Government will assign one or more project officers to manage and monitor the work under this contract / task order. One of these individuals may be assigned as the Government Technical Representative. The Government Technical Representative will participate in project meetings and review task order deliverables and will provide technical assistance and clarification required for the performance of this task. Refer to the attached QASP for specific information on project monitoring.

16 Contact Information

Contractor Contacts

[To be added at time of contract award.]

Government Contacts

GSA Federal Acquisition Service
Alternate – IAE
Mrs. Malissa Jones, GSA Project Manager
1800 F Street NW
Washington, DC 20405
Email: malissa.jones@gsa.gov

GSA Federal Acquisition Service
Primary
Mrs. Julie Green, Contracting Officer
230 South Dearborn Street, Rm 3800

Chicago, Illinois 60604
Email: julie.green@gsa.gov

GSA Federal Acquisition Service
Alternate
Mr. Eben Greybourne, Contracting Officer
230 South Dearborn Street, Rm 3800
Chicago, Illinois 60604
Email: eben.greybourne@gsa.gov

17 Additional Provisions

Data Rights

The Government shall have unlimited rights to all data and computer software first produced under this contract or task order per the provisions in FAR 52.227-14 Rights in Data -General. This includes, without limitation, all documented processes, procedures, tools and applications, and all text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified, developed or created under this contract/task order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

If any pre-existing (commercially developed and privately funded) data is proposed to be delivered under this contract or task order, and if any commercial supplier agreements (CSA) are proposed to govern the Government's use of such data, the contractor will (1) obtain the CO's prior approval of each such CSA, and (2) assist the Government, upon request, in ensuring that each CSA permits the Government's use of such data to the full extent necessary to effectuate the purpose of this contract or task order.

Limited Use of Data

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract/task order. The Government retains all rights to Government Furnished Data.

At the conclusion of this contract/task order all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If

the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of contract/task order end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

Proprietary Data

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract/task order without the advanced written consent of the Contracting Officer.

Inspection and Acceptance

Reserved

Contract Type

Reserved

Ceiling Price Notification

Reserved

Contract Funding

Reserved

Productive Direct Labor Hours

Reserved

Invoicing and Payment

Reserved

Payment for Unauthorized Work

The Contractor will not be paid for the performance of work that is not authorized under this Task Order. No payments will be made for any unauthorized supplies and/or services or for any unauthorized changes to the work specified herein. This includes any services performed by the Contractor on their own volition or at the request of an individual other than a duly appointed CO, COR, or Government Technical Representative. Only a duly appointed CO is authorized to change the specifications, terms, or conditions under this effort.

Payment for Correction of Defects

Reserved

Attachments

1 QASP (Quality Assurance Surveillance Plan)

2 Organizational Conflict of Interest Provision