

<b>SOLICITATION, OFFER AND AWARD</b>			1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		RATING	PAGE OF PAGES 1   62	
2. CONTRACT NO.		3. SOLICITATION NO. N00244-16-R-0009	4. TYPE OF SOLICITATION [ ] SEALED BID (IFB) [X] NEGOTIATED (RFP)	5. DATE ISSUED 12 Jul 2016	6. REQUISITION/PURCHASE NO. N6227116RC3A004		
7. ISSUED BY NAVSUP FLC SAN DIEGO REGIONAL CONTRACTS (CODE 200) 3985 CUMMINGS ROAD BUILDING 116 - 3RD FLOOR SAN DIEGO CA 92136-4200 TEL: FAX:			CODE N00244	8. ADDRESS OFFER TO (If other than Item 7)  <b>See Item 7</b>		CODE	TEL: FAX:

NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder".

### SOLICITATION

9. Sealed offers in original and 1 copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if handcarried, in the depository located in \_\_\_\_\_ until 12:00 PM local time 15 Aug 2016  
(Hour) (Date)

CAUTION - LATE Submissions, Modifications, and Withdrawals: See Section L, Provision No. 52.214-7 or 52.215-1. All offers are subject to all terms and conditions contained in this solicitation.

10. FOR INFORMATION CALL:	A. NAME MICHAEL A. OLIVA	B. TELEPHONE (Include area code) (NO COLLECT CALLS) 619-556-7201	C. E-MAIL ADDRESS michael.a.oliva@navy.mil
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### OFFER (Must be fully completed by offeror)

NOTE: Item 12 does not apply if the solicitation includes the provisions at 52.214-16, Minimum Bid Acceptance Period.

12. In compliance with the above, the undersigned agrees, if this offer is accepted within \_\_\_\_\_ calendar days (60 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.

13. DISCOUNT FOR PROMPT PAYMENT (See Section I, Clause No. 52.232-8)			
14. ACKNOWLEDGMENT OF AMENDMENTS (The offeror acknowledges receipt of amendments to the SOLICITATION for offerors and related documents numbered and dated):		AMENDMENT NO.	DATE

15A. NAME AND ADDRESS OF OFFEROR	CODE	FACILITY	16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)
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15B. TELEPHONE NO (Include area code)	15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE. <input type="checkbox"/>	17. SIGNATURE	18. OFFER DATE
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### AWARD (To be completed by Government)

19. ACCEPTED AS TO ITEMS NUMBERED	20. AMOUNT	21. ACCOUNTING AND APPROPRIATION	
22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 10 U.S.C. 2304(c)( ) <input type="checkbox"/> 41 U.S.C. 253(c)( )		23. SUBMIT INVOICES TO ADDRESS SHOWN IN	ITEM
		(4 copies unless otherwise specified)	
24. ADMINISTERED BY (If other than Item 7)	CODE	25. PAYMENT WILL BE MADE BY	CODE
26. NAME OF CONTRACTING OFFICER (Type or print) TEL: EMAIL:		27. UNITED STATES OF AMERICA (Signature of Contracting Officer)	28. AWARD DATE

**IMPORTANT - Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.**

Section B - Supplies or Services and Prices

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	NHEITC INFORMATION TECHNOLOGY CPFF AND COMMUNICATIONS SUPPORT SERVICES		Lot		
<p>In Accordance with the Statement of Work                      FOB: Destination                      MILSTRIP: N6227116RC3A004                      PURCHASE REQUEST NUMBER: N6227116RC3A004</p>					
				ESTIMATED COST	
				FIXED FEE	
				TOTAL EST COST + FEE	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002	OTHER DIRECT COSTS COST		Lot		
<p>In Accordance with the Statement of Work</p> <p>Not to Exceed 1,350,000.00 dollars inclusive of all handling rates. No fee shall be applied to this CLIN.                      FOB: Destination                      MILSTRIP: N6227116RC3A004</p>					
				ESTIMATED COST	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001 OPTION	NHEITC INFORMATION TECHNOLOGY CPFF AND COMMUNICATIONS SUPPORT SERVICES		Lot		

In Accordance with the Statement of Work  
 FOB: Destination  
 MILSTRIP: N6227116RC3A004  
 PURCHASE REQUEST NUMBER: N6227116RC3A004

ESTIMATED COST	
FIXED FEE	
TOTAL EST COST + FEE	<hr/>

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002 OPTION	OTHER DIRECT COSTS COST		Lot		
	In Accordance with the Statement of Work				

Not to Exceed 1,350,000.00 dollars inclusive of all handling rates. No fee shall be applied to this CLIN.  
 FOB: Destination  
 MILSTRIP: N6227116RC3A004

ESTIMATED COST

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001 OPTION	NHEITC INFORMATION TECHNOLOGY CPFF AND COMMUNICATIONS SUPPORT SERVICES		Lot		

In Accordance with the Statement of Work  
 FOB: Destination  
 MILSTRIP: N6227116RC3A004  
 PURCHASE REQUEST NUMBER: N6227116RC3A004

ESTIMATED COST	
FIXED FEE	
TOTAL EST COST + FEE	<hr/>

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002 OPTION	OTHER DIRECT COSTS COST		Lot		
	In Accordance with the Statement of Work				

Not to Exceed 1,350,000.00 dollars inclusive of all handling rates. No fee shall be applied to this CLIN.  
 FOB: Destination  
 MILSTRIP: N6227116RC3A004

ESTIMATED COST

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001 OPTION	NHEITC INFORMATION TECHNOLOGY CPFF AND COMMUNICATIONS SUPPORT SERVICES		Lot		

In Accordance with the Statement of Work  
 FOB: Destination  
 MILSTRIP: N6227116RC3A004  
 PURCHASE REQUEST NUMBER: N6227116RC3A004

ESTIMATED COST	
FIXED FEE	
TOTAL EST COST + FEE	<hr/>

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002 OPTION	OTHER DIRECT COSTS COST		Lot		

In Accordance with the Statement of Work

Not to Exceed 1,350,000.00 dollars inclusive of all handling rates. No fee shall be applied to this CLIN.

FOB: Destination  
 MILSTRIP: N6227116RC3A004

ESTIMATED COST

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001 OPTION	NHEITC INFORMATION TECHNOLOGY CPFF AND COMMUNICATIONS SUPPORT SERVICES		Lot		

In Accordance with the Statement of Work  
 FOB: Destination  
 MILSTRIP: N6227116RC3A004  
 PURCHASE REQUEST NUMBER: N6227116RC3A004

ESTIMATED COST	
FIXED FEE	
TOTAL EST COST + FEE	<hr/>

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4002 OPTION	OTHER DIRECT COSTS COST		Lot		

In Accordance with the Statement of Work

Not to Exceed 1,350,000.00 dollars inclusive of all handling rates. No fee shall be applied to this CLIN.

FOB: Destination  
 MILSTRIP: N6227116RC3A004

ESTIMATED COST

## Section C - Descriptions and Specifications

### PERFORMANCE WORK STATEMENT

#### **INFORMATION TECHNOLOGY AND COMMUNICATIONS SUPPORT SERVICES INDEFINITE DELIVERY/INDEFINITE QUANTITY MULTIPLE AWARD CONTRACT**

##### **BACKGROUND**

The three peer institutions of the Naval Higher Education Information Technology Consortium (NHEITC); the Naval Postgraduate School (NPS), the Naval War College (NWC), and the United States Naval Academy (USNA) have had a 12 year collaboration to enhance the consortium's employment of Information Technology (IT) towards meeting the mission needs of the three member institutions.

The NHEITC is partnering in a strategic IT sourcing solution that will result in a shared 5-year Indefinite Delivery/Indefinite Quantity (IDIQ) Multiple Award Contract (MAC). This approach, as a leading strategic solution for the NHEITC, will provide for a common pool of resources from which to draw for similar services at each institution. This common pool of resources approach will allow the NHEITC schools to best secure their respective .edu networks with complementary overarching security solutions, alternate the institutional leads for the variety of projects both near and long term, create economies of scale, eliminate redundant services, and demonstrate a project driven environment with responsible budget management. In time, as candidate IT services between the NHEITC schools are identified and further migrated to the Cloud, the three member institutions may be able to further pool contract support and create more economies of scale through a flexible control of efforts and resources.

The NHEITC institutions require technical support in 14 critical categories: applications, computer network defense, learning management systems, multimedia educational technologies, virtualization, network and infrastructure maintenance, network engineering, enterprise architecture, service center services, client hardware and lab services, enterprise information, system architecture, system administration, and visualization services.

The NPS located in Monterey, California supports the Department of Navy (DoN), other military branches, and foreign military services with postgraduate education for military and civilian personnel. NPS also provides significant research capabilities to the Department of Defense (DoD). The Information Technology And Communications Services (ITACS) department at NPS is the centralized information technology service provider for the University. ITACS' mission is to provide technology and communications support for the NPS core mission of teaching, research, and service to the DoN and DoD, and to provide voice, video, and data infrastructure as mission-critical enablers of innovation and experimentation within the educational enterprise.

The Naval War College (NWC) located in Newport, Rhode Island, provides Professional Military Education and Joint Professional Military Education, and helps the Chief of Naval Operations (CNO) define the future Navy, its missions and roles, support combat readiness, and strengthen maritime security cooperation. The Information Resource Department (IRD) is the NWC's centralized provider of information technology services. The mission of the IRD is to provide day-to-day support of the NWC in IT, Video and telecommunications support.

The United States Naval Academy (USNA) located in Annapolis, Maryland is the DoN's undergraduate college for preparing young men and women to become professional officers in the Navy and Marine Corps. The Information Technology Services Division (ITSD) is the centralized information technology service provider for the institution. ITSD's mission is to develop, manage and integrate technology and communications support for the USNA core mission of moral, mental and physical development of approximately 4,500 midshipmen and 2,500 faculty and staff.

## **1. IDIQ PWS OVERVIEW**

### **1.1 PLACE OF PERFORMANCE**

The services required by this IDIQ MAC shall be performed at NPS, Monterey, CA, at NWC, Newport, RI and at USNA, Annapolis, MD. NPS has satellite offices in Camp Roberts, CA, San Diego, CA, Norfolk, VA, and the National Capital Region (VA, DC, MD) which may require services from this contract.

### **1.2 INTRODUCTION**

The scope of this IDIQ MAC is to provide NPS, NWC, and USNA with support in a variety of disciplines and sub-disciplines within IT. The support services contract is required as the NPS, NWC, and USNA operate their IT environments on government and commercially delivered networks and maintain a minimum of government civilian staff as IT specialists. In order to continue its mission support the NPS ITACS, NWC IRD, and USNA ITSD must obtain contracting services for its IT specialist labor requirements. Contractor services are essential for the successful execution of their mission in support of their respective institutions.

Undergraduate, graduate, and professional education depends on the intellectual enrichment of scholarship and research in order to maintain currency and academic rigor. Research university faculty members teach from existing bodies of knowledge and create new knowledge through inquiry and invention. This means that access to leading edge technology tools is an integral part of the research and education process. It also means that technical support for these tools must be responsive and expert.

Collaborative work, a hallmark of academic research must be supported. Voice, video, and data tools must be available to facilitate partnership across disciplinary, organizational, and geographic boundaries. NPS covers not only a broad international, joint-service resident base, but also a growing group of distance learning (DL) students located throughout fleet concentration areas and throughout the globe. The NWC brings together senior and intermediate level naval officers from other countries to develop leaders for high command in their navies; promote an open exchange of professional views; encourage friendship and cooperation; and study operational planning methods. Meanwhile USNA similarly hosts students of diverse backgrounds and supports an increasing number of students studying internationally.

### **1.3 Naval Postgraduate School**

The NPS curriculum provides a continuum of learning opportunities, including Graduate Degree Programs, Continuous Learning Opportunities, Refresher and Transition Education. These programs are under the auspices of the four graduate schools and the Research Department.

#### **Graduate School of Business & Public Policy**

The Graduate School of Business & Public Policy (GSBPP) is responsible for academic programs designed to educate officers and DoD civilian employees in a variety of functional management specialties.

#### **Graduate School of Engineering & Applied Science**

The Graduate School of Engineering and Applied Sciences (GSEAS) supports the Navy and the Department of Defense by educating future leaders to lead, innovate and manage in a changing, highly technological world, and by conducting research recognized internationally for its relevance to national defense and academic quality.

#### **Graduate School of Operational & Information Sciences**

The Graduate School of Operational & Information Sciences (GSOIS) includes Graduate Resident Programs consisting of 16 technical Curricula and awards Master of Science Degrees and Ph.D. Degrees across four Academic Departments.

#### **School of International Graduate Studies**

The School of International Graduate Studies (SIGS) provides high-quality graduate education and conducts research programs focused on international relations and regional security to meet the needs of the nation and our international partners, and to build partnership capacity.

**Research Department**

One of the major goals of the NPS Research Program is provide cost-effective research and unique laboratory facilities that permit students and faculty to support Navy/DoD needs. NPS provides independent assessments of proposed solutions to military issues, pre-deployment evaluation of new technologies, and combined student-faculty expertise for current research and development programs. Research is conducted in every academic department within the graduate schools and in the research and education institutes.

Each of the university's academic schools as well as NPS' robust research program is led by a Dean providing strategic direction for each organization to achieve the highest levels in academic excellence and relevant research. Throughout the leadership structure at NPS are visionaries capable of marrying high-level, forward-thinking academia with real-world DoD relevance, guiding the university to excel in its unique niche.

In addition to the academic departments NPS is sustained by several administrative groups that provide critical support across varied functional support areas dedicated to high-level, responsible and efficient service to the Naval Postgraduate School and the Navy. NPS' staff directorates oversee the efficient delivery of empowering services to the institution, enabling the NPS community to fulfill its mission of unique academic excellence and relevant research.

**1.4 Naval War College**

The curriculum at the NWC is based upon three core courses of study: Strategy and Policy, National Security Decision Making, and Joint Military Operations.

**Strategy and Policy**

The Strategy and Policy course is designed to teach students to think strategically about the theory of warfare from the early battles at sea between Athens and Sparta to the wars of the present day. The focus is on the relationship between a nation's political goals and the way in which its military means are most appropriately used to achieve those ends.

**National Security Decision Making**

The National Security Decision Making courses are uniquely designed to assist the military and civilian executive dealing with the economic, political, and military factors of decision making in the national security arena. Case studies exploring major contemporary warfare, geopolitical crises, and contingency force-planning issues challenge students to develop the skills to assess the many, often competing, demands involved in the size, shape and budget of future military forces.

**Joint Military Operations**

The Joint Military Operations course focuses on the translation of contemporary national and regional military strategies into naval, joint, and multinational operations, with particular emphasis on operational art and employment of the sea services. Historical and contemporary case studies and planning exercises permit students to hone their skills in making sound operational decisions, to prepare them for critical command and staff positions.

**1.5 United States Naval Academy**

The curriculum at the USNA prepares young men and women to become professional officers of competence, character, and compassion in the Navy and Marine Corps. USNA students are midshipmen on active duty in the U.S. Navy. They attend the Academy for four years, graduating with Bachelor of Science degrees and then commissioning as Ensigns in the Navy or Second Lieutenants in the Marine Corps. The curriculum has three basic elements:

**Technical**

Core requirements in engineering, natural sciences, the humanities and social sciences to assure that graduates are able to think critically, solve increasingly technical problems in a dynamic, global environment, and express conclusions clearly.

**Academic**

Core academic courses and practical training to teach the leadership and professional skills required of Navy and Marine Corps officers.

**Major**

An academic major that permits a midshipman to explore a discipline in some depth and prepare for graduate level work.

The Naval Academy policy is to promote and maintain an environment in which research and scholarly activities contribute to the professional growth of faculty and the educational growth of midshipmen.

**2. IT ENVIRONMENT****2.1 NPS ITACS**

ITACS is comprised of several departments working in collaboration to implement its mission. These departments are: Cybersecurity, Cyberinfrastructure, Enterprise Information Systems, Technology Assistance Center, High Performance Computing, Classified Computing, Educational Technologies, and Resource Management.

ITACS strives to keep all technology current and at the forefront of technological evolution. Systems, applications, equipment, and tools, will change overtime, in some instances gradually as from one version to the next version, or drastically such as moving from one product to a different product. NPS' IT environment is dynamic and is constantly reviewed for relevance, currency, and efficiency.

**Cybersecurity**

Cybersecurity (CS) is responsible for ensuring the secure operation of the networks and data which includes computer network defense and monitoring, antivirus and vulnerability, operating system and application patch management, and Authorization and Accreditation (A&A) of networks and applications. Staff provide the tools and technologies to find, protect, and react to the unauthorized disclosure of sensitive and privacy data, liaises with third parties through the DoD and DoN, the greater academic community and state and local government organizations to maintain currency with the latest CS and privacy policies, guidelines, threats and vulnerabilities; to deliver relevant and timely training to the campus user population; and to collaborate with faculty and students on CS relevant research topics.

**Development Operations**

Development Operations (DevOps) has established wide area network connections to the Defense Research and Engineering Network (DREN) and the California Research and Education Network (CalREN). These connections are isolated from each other, adequate to the current and near term data transport requirements, and capable of upgrade to higher speeds at reasonable cost when increased requirements dictate. The primary network, the ERN or .edu is a 10 Gigabit Ethernet (GigE) core backbone in two L2/L3 switches with redundant connections to the Data Center and Distribution Layers. The Data Center Layer consists of seven switches that connect to the various server farms at 10GigE over single mode fiber. The Distribution Layer consists of nine switches that connect to the Core at 10 GigE and to the Edge Layer at 10GigE and 1GigE. The Edge Layer consists of 310 switches and 200 wireless access points providing over 10,000 end user connections. Existing wireless access point inventory does not provide 100% coverage and existing edge layer Ethernet switch count does not activate all current and future end-user ports.

Edge switches are configured as Layer 2 devices. Voice traffic and video traffic is segregated onto separate VLANs. Core and distribution switches are chassis based; edge switches are fixed configuration. Avaya telephone switching equipment supports voice traffic, VOIP telephones are fully supported on an as needed basis with POE power. Manufacturer developed software is used to manage network electronics. What's Up Gold, Nagios XI, and InMon are used to monitor network performance and health. SNORT, SEP, SafeConnect, SQUID Proxy, 802.1x Wired Port Security are in place to support network security.

The secondary network, DREN is small in scope and consists of one outside router, one firewall, one L2/L3 core switch and, one Data Center switch and connections from ISP to Edge are 1GigE. There is no

Distribution Layer and there are only three Edge Layer switches. Most connections are from the mainframe and research projects.

ITACS provides integrated, comprehensive technology solutions that enable NPS to streamline and improve its business processes and practices, including the technical implementation of the NPS public and intranet websites, maintenance and administration of over 50 locally developed commercial web applications, administration of 310 relational database on 30+ instance of database servers; Microsoft Structure Query Language (SQL) server, Oracle, and MySQL, implementation and maintenance of a web-based issue tracking and project management systems; Atlassian's Confluence and Jira, and collaboration tools such as SharePoint and enterprise wiki.

#### **Technology Assistance Center**

The Technology Assistance Center (TAC) or helpdesk, provides tier 0, tier 1, and tier 2 customer service to resident, DL, and off campus students, faculty, and staff. The staff responds to walk-in , email, and telephone requests and provides a robust self-help service via the TAC wiki. The TAC is transitioning from eHelpDesk to JIRA Service Desk.

#### **High Performance Computing**

High Performance Computing (HPC) manages Linux systems used for teaching and research, provides visualization services that can use the Sony 4K projector to render enormous datasets, and oversees the HPC service. The HPC supercomputer "Hamming" has more than 1,484 computational cores and 6,304 graphical processing unit (GPU) cores.

#### **Classified Computing**

Classified Computing (CC) provides staff and infrastructure to support the operations of the university's five classified networks. Leveraging the expertise found in ITACS' other functional areas, CC supports classrooms, computer labs, secure Video Tele-Conferencing (VTC), DL, conferences, and seminars in the Sensitive Compartmented Information Facility (SCIF), Systems Technology Battle Lab (STBL), the Dudley Knox Library, Watkins Hall, and in various campus auditorium and lecture halls.

#### **Educational Technologies**

Education Technologies (ET) is responsible for all of the technology, learning spaces, and audio-visual (AV) systems used in teaching both resident and DL students, including oversight of 12 computer labs, 18 VTC VIEO Tele-Education (VTE) systems, 96 smart classrooms, five conference facilities, and 250 software packages. ET maintains the Sakai Collaborative Learning Environment (CLE), web-based collaboration and streaming and on-demand video systems, on-campus podcasting, and the robust VTE infrastructure

#### **Resource Management**

Resource Management (RM) provides oversight of human resources: recruitment, retention, professional development and training; budget development and execution; procurements; contracts; office and space management.

## **2.2 NWC IRD**

IRD is made up of six functional divisions: Customer Support Services, Systems Administration, Networks, Application Development, Information Security and IT Business Operations. It provides support in several key areas; web/database/portal development, Tier I/II service desk, instructional systems development for distance education, network technician, telecom technician, information security, systems administration, information security specialist, desktop management, network video broadcasting, audio/visual systems, and telecommunications functions.

#### **NWC IT Infrastructure**

The NWC IT infrastructure includes approximately 93 physical and virtual servers running Windows, OSX, and Linux on four separate backbones (commercial ISP, EDU, DMZ, and SIPRNET) comprising classified

and unclassified networks. There are approximately 1400 clients on these networks combined. There is also external connectivity to the SIPRNET and Internet through T1 and 10Gig circuits respectively. The NWC currently uses Microsoft Windows 2008R2 / Windows 2008 / Windows 7 as the network and desktop operating system. Google Apps for Government for the .EDU E-mail system and the use of Microsoft Exchange 2010 is used as the SIPR email system. The application suite currently used is Microsoft Office 2010. The databases used are a combination of Microsoft Access 2003 and Microsoft SQL Server 2008R2. The software versions change to keep pace with technology. All service incidents, problems, resolutions, and change requests are tracked in an incident management system (IT Direct). All systems are deployed configured to the Navy Security Content Automation Protocol (SCAP) standards and Defense Information Systems Agency (DISA) Security Technical Implementation Guides (STIGs) when required.

The NWC has one web server on SIPRNET running Windows 2008 / IIS 7.0, one web server on NIPRNET running Windows 2008 / IIS 7.0, one web server on a DMZ running Windows 2008 / IIS 7.0, and one development web server running Windows 2008 / IIS 7.0. The College also has one SharePoint 2010 portal on the DMZ using claims based authentication tied to our CAC enabled ADFS server and one SharePoint 2007 portal on the SIPRNET. MS SQL Server databases and servers are found through our DMZ, NIPRNET, and SIPRNET networks. Visual Studio 2010 and SharePoint Designer 2010 are the editors for these web sites. There is a mix of Microsoft .NET 2.0 - 4.0 applications and some legacy technologies on our NIPRNET and DMZ web servers. Applications on NIPRNET and DMZ servers utilize ASP.NET, C#, XML and JavaScript technology and connect to MS Access 2010 databases as well as SQL Server 2008 databases. A Google Apps Domain is also used to provide email, intranet websites and document collaboration to users using claims based authentication tied to our CAC enabled ADFS server.

#### **Network Services Branch**

The Network Services Branch manages the Firewalls and Cisco network environments on both EDU and SIPRNET networks which are made up of Cisco switches, routers, and access points providing both wired and wireless connectivity to fifteen buildings within the College's campus. The network infrastructure consists of (single/multi-mode) fiber, and CAT6/5e cabling. The telecommunications consist of 1500 analog and digital telephones tied into the Naval Station Newport's Base Communications Office's Central Office switch. NWC is migrating to a Cisco VoIP solution for FY14/15 and will continue with VoIP implementations as our primary voice solution. Multiple Cisco applications are hosted in a virtualized environment that is utilized for the management of the Cisco network environments.

#### **Customer Support Services Desk**

Customer Support Services Desk is responsible for supporting our students, faculty, and staff members (approximately 2300 personnel total) between the hours of 0700-1700 Monday through Friday with some occasional after hour and weekend work dependent on events, seminars, or exercises that the College may be hosting. The Service Desk operates at a Tier I/II level (walk-ins and telephone calls at our Service Desk and Field Technicians for support at the user's desktops) and is the focal point for the management of IT incidents and change requests across the College. The IRD Service Desk has been realigning itself to better service our users and has begun an initial ITIL v3 implementation for incident, problem, configuration, and change managements. The software that the Service Desk uses to manage incidents is an ITIL compliant product (IT Direct). The IRD Service Desk supports the College of Distance Education's Fleet Program and will at times send technicians off-site and out of the immediate traveling area in order to meet that support. Additionally, the Customer Support Services Branch as a whole supports mobile device management (iPad, Android, and other tablets/telephones) and desktop/laptop management (software deployment, Symantec Ghost imaging, and PC lifecycle management) in coordination with our Information Security Branch, Network Branch, and Systems Administration Branch.

#### **Information Security Branch**

The Information Security Branch manages IDS/IPS systems on EDU. The branch also operates ACAS for IAVA management and scanning, McAfee HBSS for servers and workstations, and SSIM for event correlation and data analysis. Additionally, Information Security validates the remediation of IT resources managed by the other branches in the department and is the principal agent in reporting to the Navy Cyber

Defense Operations Command (NCDOC) when information security incidents occur. Web content filters are used on the EDU and commercial ISP to ensure that all laws, regulations, and policies are being adhered to. Finally, the branch also is responsible for web/application penetration testing, log events across the networks, and cyber forensics when needed.

### **IT Business Operations Branch**

The IT Business Operations Branch manages the day-to-day business operations requirements of IRD. The branch manages all IRD IT contracts and fills the COR function when required. All NWC IT procurement requests are reviewed and evaluated by branch subject matter experts and forwarded to the CIO for final approval. The branch manages the IT Hardware and Software Asset Management function for IRD and is responsible for the oversight and control all IRD owned IT resources. The branch also serves as the IRD Managers' Internal Control (MIC) program contact. The branch is responsible for creating, maintaining, and helping enforce internal IRD technical administrative policies, procedures, and standards ensuring they are consistent with Navy and DOD direction. Maintenance of DOD/DON IT related systems such as DADMS, DITPR-DON, EMASS, NAV-IDAS and PEO-IT are the responsibility of the Business Operations Branch. Finally, the IT Business Operations branch provides input to the CIO for strategic planning, project planning, budgeting, and execution of plans/projects for improvements to the IT facility throughout the NWC to enhance and support the administrative, education, war gaming, and research missions of the NWC.

### **College of Distance Education**

IRD also supports the College of Distance Education (CDE) and provides instructional technicians and instructional system specialists for the CDE mission. CDE provides distance education through three main avenues: web-based, CD-ROM, and the Fleet Program where the Naval War College's curriculum is taught at night at various fleet centers across the country. CDE uses Blackboard for their web-based program and a combination of IT tools (Flash, compressed streaming videos, HTML, etc.) to accomplish their requirements within the web-based program and for the CD-ROM program.

### **Multimedia (A/V) Support Services**

The Multimedia (A/V) support services group supports all of the College's academic programs, approximately 100 conferences, symposia, workshops and meetings held in Hewitt, Conolly, Spruance, Pringle, Luce, Mahan, Schonland and Evans Halls, Colbert Plaza, and Dewey Field annually for CNO, SECNAV, NWC, NWC Foundation, Navy Undersea Warfare Command and other DOD Organizations. Participants in serviced events typically include high-ranking civilians and flag and general officers. Services are provided throughout the NWC complex, which include two auditoriums, a conference center, 50+ classrooms and the President's briefing room, as well as other locations as required.

## **2.3 USNA ITSD**

ITSD is comprised of several departments working in collaboration to implement the USNA and ITSD mission. These departments are: Cybersecurity, Information Engineering, Client Services, Systems and Communications, and Finance. ITSD strives to keep all technology current and at the forefront of technological evolution. Systems, applications, equipment, and tools, will change overtime, in some instances gradually as from one version to the next version, or drastically such as moving from one product to a different product. USNA's IT environment is dynamic and is constantly reviewed for relevance, currency, and efficiency.

The USNA IT infrastructure includes approximately 120 physical and virtual servers running Solaris, Windows Server, and Linux on a single backbone, unclassified network. There are approximately 7000 clients on the network, with several thousand others accessing externally facing web resources, such as applicants for admission, liaison officers, etc. There is external access to a .edu network via 1Gb connection to a local educational wide-area network, and OC-12 access to DREN.

USNA currently uses Windows 2008/2012 servers for the directory services, Microsoft-server-based applications, and file-sharing environment. ERP systems are hosted on Solaris 9 servers, soon to be Solaris 11. Cloud-based

Google Apps for Government provides all e-mail services and a complimentary file-sharing system. Learning management functionality is provided by Blackboard, also hosted in the cloud. Desktop office automation software is MS Office 2010. Databases are primarily Oracle, along with SQL Server. Incident management and help desk functions are automated with WebHelpDesk. Numerous academic COTS applications are used as necessary to support the mission. Web applications are managed through Cascade Server. All systems are configured to DISA STIG standards and all other applicable DoD and DoN requirements.

USNA does not currently have a SIPRNET presence. DMZ-located functions are restricted to externally-facing web applications and informational web pages.

### **3. REQUIREMENTS**

Security requirements are at a minimum: background investigation, NACLCL for IT Level II access, SSBI for IT Level I access, and up to Secret, NATO Secret, and Top Secret.

#### **3.1 Application Development and Support**

The contractor shall perform technical work on one or more of NPS' and USNA's major applications and other applications as required. Technical work may include installation, configuration, modifications, upgrading, migrating, testing, administering, and troubleshooting, for the following applications and software but may not be limited to this list:

NPS: PYTHON Student Management System, Applicant Management System (AMS), Quali Financial System (KFS), Quali Coues, and other Quali software, SharePoint, Liferay, Sakai, Central Authentication System (CAS), Memorandum Accounting System (MAS), HELM (Faculty Management/Database), Academic Information Data Warehouse, Web-based Training, JIRA, Confluence, and other Atlassian software, LimeSurvey, MS Exchange, Google Apps for Government, VMware including vSphere, ESXi and View, On-Demand Desktop Streaming (ODDS), Varonis IDU Classification Framework, Server Operating Systems: Windows, OSX, Linux, Microsoft SQL, Oracle, Postgre SQL, MySQL, VBrick Video Broadcasting System, Subversion and GIT software. Support and development of other applications and software not listed anticipated as new technologies are introduced.

USNA: Admissions Information System (AIS), Midshipmen Information System (MIDS), Naval Academy Preparatory School (NAPS) Scholastic Tracking & Accountability Record (NSTAR), Enterprise Business Intelligence System (Business Objects / WebIntelligence), COTS web-based application and Oracle relational databases, Enterprise Operational Data Store and Warehouse, Google Apps for Government, VMware including vSphere, ESXi and View, On-Demand Desktop Streaming, Server Operating Systems: Windows, OSX, Linux, Microsoft SQL, Oracle, MySQL, VBrick Video Broadcasting System. Support and development of other applications and software not listed are anticipated as new technologies are introduced.

#### **3.2 Mobile Application Development**

The contractor shall develop applications for mobile devices such as but not limited to phones and tablets. The contractor shall design, develop, test, troubleshoot, maintain, and enhance mobile applications on iOS, Android, and Windows phone platforms and other systems and platforms the University and Academy may include in its inventory. Provide mobile application source code and adapt existing web applications to work on mobile platforms as well as develop applications compatible with mobile and desktop platforms.

#### **3.3 Web Applications**

The contractor shall provide development support to setup, configure, modify, test, maintain, operate, and support web sites, applications and databases to include, but not be limited to: develop, redevelop and maintain Intranet applications single high bandwidth products such as Microsoft Silverlight and .Net framework 3.5. The contractor shall deploy and maintain Portal Services to NPS, NWC, and USNA networks, reengineer legacy applications to web based .Net applications with SQL server or other approved back-end database or Java applications with MySQL or other approved back-end database. The contractor shall provide web support for Internet, Intranet, and SIPRNET.

Support shall include assisting with the development of web sites, coordination of web page development, application of required security measures, XML schema design and implementation, replication, implementation, integration of databases, deploy and maintain SharePoint Portal Server 2007 to the DMZ and SIPRNET, reengineer legacy applications to web based .Net applications with SQL server back-end databases, participate in the deployment and implementation of a new College Management System to replace a Microsoft Access based solution, and continue COTS support for applications that are used at the institutions.

### **3.4 Computer Network Defense (CND) Incident Response, Management, and Forensics**

The Contractor shall operate, maintain, and update current computer network incident detection, response, and analysis tools and systems. The information security devices and services design and capabilities must comply with all DoD, Navy, NPS, NWC, and USNA requirements for security and Information Assurance (IA) protection.

**3.4.1 Incident Response:** The contractor shall install, operate, and maintain media forensics analysis tools and systems and train NPS, NWC, and USNA IA staff to use media forensics analysis tools. The contractor shall design, operate, maintain, and expand network, workstation, and server logging functions in support of incident management including development and growth of centralized log collection and analysis databases. Work shall include training NPS, NWC, and USNA Cybersecurity staff to use current and emerging incident response and analysis tools; provide assistance in investigating internal network intrusion events including on-site calls if necessary. Technician shall be physically on-site at the NPS, NWC, or USNA as prescribed in the Task Order. The contractor shall receive and analyze network alerts from various sources within the enclave and determine possible causes of such alerts, coordinate with enclave Cybersecurity staff to validate network alerts, perform analysis of log files from a variety of sources within the enclave, to include individual host logs, network traffic logs, firewall logs, and intrusion detection system logs, characterize and analyze network traffic to identify anomalous activity and potential threats to network resources. The contractor shall assist in the construction of signatures which can be implemented on Cybersecurity network tools in response to new or observed threats within the enclave, perform event correlation using information gathered from a variety of sources within the enclave to gain situational awareness and determine the effectiveness of an observed attack, notify Cybersecurity managers, Cybersecurity incident responders, and other Cybersecurity team members of suspected Cybersecurity incidents and articulate the event's history, status, and potential impact for further action, track and document CND incidents from initial detection through final resolution, perform CND incident triage to include determining scope, urgency, and potential impact; identify the specific vulnerability and make recommendations which enable expeditious remediation, correlate incident data and perform CND trend analysis and reporting, and coordinate with intelligence analysts to correlate threat assessment data.

**3.4.2 Cybersecurity Protection Services:** The Contractor shall provide and perform a full range of information security services support to implement, maintain and sustain all unclassified and classified information security support services required. This work shall include but not be limited to: provide information security support to setup, configure, modify, test, maintain, operate, and support information security to include, but not be limited to: firewall administration, IDS administration, policy server administration, IAVA management, DISA HBSS and ACAS management, Secure Configuration Remediation Initiative (SCRI) tool, VPN management, penetration testing, forensics research and analysis, web content filter management, security incident reporting, and vulnerability scanning and reporting, operate, maintain, and enhance current Network Access Control (NAC) functionality at NPS, NWC, and/or USNA including a Mobile Device Management (MDM) capability for government furnished and personal mobile devices. Additionally, the contractor shall provide technical support before, during, and after NPS Enterprise Firewall migration from a Cisco Systems architecture to a Fortinet architecture, create, edit, and manage approved changes to network access control lists on specialized CND systems (e.g., firewalls and intrusion prevention systems), perform system administration on specialized CND applications and systems (e.g., anti-virus, or Audit/Remediation) to include installation, configuration, maintenance, and backup/restore, implement Assessment and Authorization (A&A) formally known as Certification and Accreditation (C&A) requirements for specialized CND systems within the enclave, and document and maintain records for them, and coordinate with the Cybersecurity Analysts to manage and administer the

updating of rules and signatures (e.g., IDS/IPS, anti-virus, and content blacklists) for specialized CND applications.

**3.4.3 Cybersecurity Threat Analysis Services:** The Contractor shall provide a broad spectrum understanding of the threat environment at NPS, NWC, and/or USNA, specifically for the EDU and DREN, and develop and share the knowledge with NPS, NWC, and USNA to be included in a continuous monitoring framework. Work shall include but not be limited to: identify potential conflicts with implementation of any CND tools within the CND-Service Provider (SP) area of responsibility (e.g., tool/signature testing and optimization), administer CND test bed and test and evaluate new CND applications, rules/signatures, access controls, and configurations of CND-SP managed platforms, collect and analyze intrusion artifacts (e.g., source code, malware, and trojans) and use discovered data to enable mitigation of potential future CND incidents within the enclave. Additionally, perform initial, forensically sound collection of images and inspect to discern possible mitigation/remediation on enclave systems and required adjustments to current CND processes or technologies, coordinate with and provide expert technical support to enclave CND technicians to resolve CND incidents, serve as technical expert and liaison to law enforcement personnel and explain incident details, provide testimony as required, construct signatures which can be implemented on Cybersecurity network tools in response to new or observed threats within the enclave. The contractor shall perform event correlation using information gathered from a variety of sources within the enclave to gain situational awareness and determine the effectiveness of an observed attack, monitor external data sources (e.g. Cybersecurity vendor sites, Computer Emergency Response Teams, SANS, Security Focus) to maintain currency of Cybersecurity threat condition and determine which security issues may have an impact on the enclave.

**3.4.4 Assessment and Authorization (A&A) Security Test and Evaluation (ST&E) Services:** The Contractor shall provide services to support NPS', NWC's, and USNA's local assessment efforts required to provide the Authorizing Official (AO) Designated Representative (AODR) the necessary information to make an informed recommendation to the Navy NETWARCOM AO. This shall include but may not be limited to: validate the IA controls for applications at the Mission Assurance Category (MAC) III Sensitive, the MAC II Sensitive, and the MAC III Classified levels, document testing results of scoped technologies including documenting these results within the Navy's Enterprise Mission Assurance Support Service (eMASS), and determine and document remediation activities and mitigating controls that address all ST&E findings as documented on a Plan of Actions and Milestones (POA&M).

**3.4.5 Red Team Vulnerability Analysis Services:** The Contractor shall evaluate the effectiveness of NPS, NWC, and USNA Cybersecurity controls by determining reasonable attack vectors that exploit known vulnerabilities such as design penetration test scenarios consistent with management's objectives and complete and report on penetration testing of the network from both a trusted insider and an external user perspective, both from wired and wireless connections to the network(s).

### **3.5 Learning Management System (LMS) Service Support**

The contractor shall provide consultation and administrative services for learning technology based solutions to meet NPS, NWC, and USNA LMS objectives. The Contractor shall assist in coordinating, installing, and maintaining instructional systems on .edu and commercial networks. Work may include conducting needs analysis for LMS training requirements, planning, organizing, designing sustaining, and developing training curricula, materials, and programs to meet NPS, NWC, and USNA LMS training needs, provide one-on-one and group training to instructors, generate reports and metrics to monitor and evaluate effectiveness, compliance, and relevance of the NPS, NWC, and USNA LMS Program, identify skill gaps in training and take appropriate actions to reduce learning constraints and improve existing staff and faculty skills and knowledge of the LMS, research and employ automated solutions including migrating and archiving training data.

The contractor shall respond to NPS, NWC, and USNA LMS student and faculty trouble tickets for LMS issues, including login and password retrieval, archiving, course logistics, and other end user issues and provide subject matter expertise and knowledge transfer to NPS ITACS, NWC IRD, and USNA ITSD staff. The Contractor shall

provide support to include but not be limited: develop best practices for online delivery and supplementation of courses; ensure complete and accurate data exchange between instructional systems and the institutions' Student Information System database; assist with development and launch support for electronically delivered classes (both synchronous and asynchronous), enhance online learning processes by applying the latest technologies to support teaching, learning, and research; help develop and provide recommendations for user interface, sequencing of online instruction, use of assessments, course materials, and activities.

### **3.6 Multimedia Educational Technology Support Services**

The contractor shall provide technical recommendations for the integration of multimedia in NPS, NWC, and USNA learning spaces. The contractor shall provide technical support services to instructors, faculty and DL technologists in regards to technology and pedagogy. The contractor shall provide support to academic programs as a television camera operator, audio technician, lighting technician, and as a video technician and producer. Provides videotaping and audio taping services as well as editing and duplication services and reformatting of media. Installs, operates and maintains video and audio equipment including LCD, projectors, a CATV system, satellite up-linking and down-linking. The contractor shall provide training and documentation for implementing various multimedia applications into all aspects of the institutions' DL Programs, conduct regular classroom observations and provide technology-related feedback for improvement of DL course delivery, assess student learning techniques in consultation with the directors of the relevant educational programs.

Additionally, the contractor shall participate and contribute in informational meetings with DL instructional staff, program directors, and the technology staff to assess objectives and desired results, provide innovative technical recommendations for the integration of multimedia, virtualization, and DL instruction across campus, provide and present a range of multimedia applications to meet pedagogical goals, develop and deliver tools to publicize on-site and remote learning technology to the community of instructors, students, researchers and staff at NPS, NWC, and USNA, facilitate workshops on multimedia-related topics based on needs of the NPS, NWC, and USNA learning communities, collaborate with all information technology groups on campus and at peer institutions on new directions in technology-assisted learning, develop and implement cross-institutional technological and pedagogical initiatives, and design and implement multimedia-related strategies and technological infrastructure at NPS, NWC, and USNA.

### **3.7 Virtualization Services**

The contractor shall provide engineering support for ongoing NHEITC virtualization initiatives such as Optimize system configuration for NHEITC's virtualization initiatives, develop recommendations to scale the virtualization Initiative for a larger audience, provide subject matter expertise on virtualization architecture and design, review proposed virtualization architecture and recommend additional optimizations as needed, provide hands-on training to Cyberinfrastructure and ET teams, plan and prepare for growth in virtual desktop demands.

The contractor shall prepare technical briefings and attend technical meetings, create and maintain documentation for users and system administrators describing the use and architecture of virtualization solutions, respond quickly to user requests for assistance and troubleshooting, test and troubleshoot end-to-end virtualization solutions, provide recommendations and implement system security measures in accordance with established IA policies, and create monthly reports that provide update on status, work completed, work in progress, short term goals, and other relevant project information.

### **3.8 Network and Infrastructure Maintenance**

The Contractor shall design, coordinate, install, and maintain network and wireless network infrastructure for the NHEITC's networks and all associated ISP circuits. The network infrastructure design and capabilities must comply with all DoD, DoN, NHEITC requirements for security and IA (IA) protection. The Contractor shall provide and perform a full range of network infrastructure services support to implement, maintain and sustain all network infrastructure support services required, provide network infrastructure support to setup, configure, modify, test, maintain, operate, document and support networks to include installation, operation, configuration, maintenance, and repair of the following but not limited to: Switches, Routers, VPNs, ISEs (Identity Services Engine), Network Authentication systems, Permission management systems, VOIP equipment and infrastructure, Wi-Fi infrastructure, Patch panels, Copper wire for data and traditional voice services and client devices, Fiber optic installations for data

and traditional voice services and client devices, Rack installations for equipment, Cable management for networked devices, Encryption devices, Hardened Protected Distribution Systems (PDS) for SIPRNET requirements, Quality of Service (QoS) management, IPv4 & IPv6.

### **3.9 Network Engineering**

The Contractor shall provide network engineering services and solutions support to establish, operate, and maintain NHEITC's wired and wireless networks and Cyberinfrastructure required to provide advanced network capabilities and traditional network operations on both classified and unclassified network environments. The contractor shall provide server support to setup, modify, maintain, operate, and support networks; server and system backups and restores, integration with Command authorized mobile devices through Mobile Device Manager system, implementation, server engineering, MS Exchange management, IAVA vulnerability patching, MS Active Directory management, server OS management for Windows and Linux, basic network connectivity, DNS and DHCP management, MS SQL administration, MS SharePoint administration, server application upgrades, VBrick video broadcasting systems, performance monitoring, writing and deployment of scripts, server documentation and configuration management, and managing network printer servers.

Work shall include but not be limited to:

**3.9.1 Network and Server Management Operations Support:** Provide onsite assistance for deployment of new technologies, optimize configuration of existing infrastructure / technologies, conduct capacity planning in support of network and security demands, conduct root cause analysis and recommend solutions to resolve network / equipment issues, install, configure, and maintain services, equipment, and devices, test and troubleshoot end-to-end network solutions and servers in various operating system and roles, support administration of network infrastructure / data center machines, monitor and improve network performance based on quantitative measures, and monitor and improve utilization of resources, both physical and virtual.

**3.9.2 Virtual Infrastructure:** Install, configure, troubleshoot and optimize virtual host, configure and manage virtual farm management software, orchestrate the provisioning of resources to a virtual farm, deploy virtual computer, networking, storage, and security services, create and manage self-provisioning portal for the deployment of virtualized computer, networking, storage, and security devices.

**3.9.3 Training and Documentation:** Develop in-depth documentation of systems, develop procedures that are correctly calibrated for the target audience to enable NPS, NWC, and USNA personnel to complete tasks, lead onsite educational workshops to expand the knowledge and skill set of network engineers and server management personnel, and review and assist with development of configuration templates, process and procedure documentation, design strategies, etc.

**3.9.4 Network Infrastructure Support:** The Contractor shall provide and perform a full range of network infrastructure services support to implement, maintain and sustain all unclassified and classified network infrastructure including cryptographic equipment (eg TACLANE(s), STE cards) and support services as required. The Contractor shall provide network infrastructure support to transport, setup, configure, modify, test, maintain, operate, document and support networks to include, but not be limited to: Cisco switches and routers, TACLANE(s), STEs, VPNs, NAC (Network Access Control), NetAuth (Network Authentication), Cisco permission management with TACACS+, CiscoWorks administration, patch panel management, copper wire & fiber installations for data and traditional voice services and client devices, fiber optics installations and terminations, rack installations for housing equipment, cable management for networked devices, encryption devices and hardened Protected Distribution Systems (PDS) for SIPRNET requirements, QoS management, IPv4 & IPv6 configuration & management, and configuration / change management for all networked devices.

### **3.10 Enterprise Architecture and Integration**

The Contractor shall develop and implement Enterprise Architecture expansions or redesign and integrate multi-system solutions for the integration and automation of network administration and monitoring. The contractor shall

plan, design, and implement expansion and/or redesign of Enterprise Architecture, create specifications and requirements documentation for enterprise systems, perform cost-benefit analyses to determine whether requirements are best met by manual, software, or hardware functions; making maximum use of commercial off-the-shelf or already developed components, generate acceptance test requirements, together with the designers, test engineers, and the users, which determine that all of the high level requirements have been met, especially for the computer-human-interface, and create sketches, models, early user guides and prototypes to keep the users and the engineers constantly up to date and in agreement on the system to be provided as it is evolving.

The contractor shall conduct business analysis to determine operational objectives by studying business functions; gathering information; evaluating output requirements and formats, analyze requirements and construct workflow charts and diagrams and writing specifications, define project requirements by identifying project milestones, phases, and elements, recommend controls and improve procedures, write and maintain documentation, and prepare technical reports by collecting, analyzing, and summarizing information and trends.

The contractor shall execute integration tasks such as to specify Application Programming Interfaces (APIs) for systems used in Cyberinfrastructure and IT Operations, implement solutions to take advantage of these APIs in system administration, and document the solutions developed. The contractor shall provide training to NPS, NWC, and USNA personnel on the operation and maintenance of tools developed and automate repetitive tasks using process optimization and system integration techniques and tools.

### **3.11 Service Center Support Services**

The contractor shall be skilled in applying customer service and customer support principles and resolve customer questions or problems concerning Information Technology systems, mobile computing systems, software and/or hardware, password, and communications systems. The contractor shall support the tier 1, 2, and 3 level customer support provided by the NHEITC. This technical support will be employed on both classified and unclassified networks. This task entails installation, troubleshooting, repair, and maintenance of NWC computer systems, connectivity, hardware, printers, and multi-function devices including: installs and configures computer systems including personal computers, microcomputers, thin and zero based clients, printers, multi-function devices and work stations, including software packages, such as client databases, spreadsheets, word processing, and communications in order to provide assistance to users; reviews malfunctioning personal computers, work stations, thin and zero based clients, printers and multi-function devices or associated hardware to isolate defective parts or determine whether inappropriate logical configurations are causing malfunctions. Repairs problem or refers problem to the higher tier.

**3.11.1 Service Center Support Services Level 1:** The contractor shall respond to technical trouble calls via phone, face-to-face, and email that cover the broad spectrum of services and equipment on the NHEITC networks. The contractor shall use the NPS, NWC, or USNA automated trouble ticket system, currently eHelpDesk and WebHelpDesk but transitioning to JIRA Service Desk, resolve the issue or transfer it to the appropriate team for resolution, and participate in the planning and delivery of a full range of customer support services to the organization including formal and informal information technology training and assistance to customers. The contractor shall have routine knowledge on a variety of current industry leading computer operating systems, such as Windows, Mac, Linus, iOS, Andriod, etc.; techniques, requirements and methods, seeking information from policies, directives, instructions, manuals and online information; assist with applying security and privacy requirements on user software and NHEITC network environments, work independently or collaboratively

**3.11.2 Service Center Support Services Level 2:** The contractor shall support technologies including but not limited to computer hardware and software, computer assisted information retrieval, data communication networks, and local area networks and technology interfaces. The contractor shall provide technical expertise on all supported automated systems used throughout the IT environment; be able to determine equipment warranty or maintenance status; ; research trends and patterns for use implementing new or improved communications methods and procedures., The contractor shall work on a variety of IT hardware in order to remove and replace defective hardware components; install network/peripheral device

interface cards, perform hardware upgrades including memory, fixed storage, and installation of network interface cards (NIC) or enhancement cards.

The contractor shall troubleshoot and correct complex software problems to include resolving conflicts between applications, hardware and/or device conflicts, and operating system faults; perform operational tests on equipment in test array or operational configuration to ensure proper operation and absence of hardware, software, device or network conflicts; keep abreast of emerging trends in IT technology ;coordinate problem resolution; assist applying security and privacy requirements on user software and the NHEITC network environments.

The contractor shall apply patches and updates and be proficient on a variety of current industry leading computer operating systems, such as Windows, Mac, Linus, iOS, Andriod, etc. NPS, NWC, and USNA network connected systems, comprehensive knowledge of various computer operating systems (Windows, Mac, Linux, iOS, Android, etc.), techniques, requirements and methods, including systems management software concepts and functions in order to install, maintain, and repair computer hardware and software, respond to, and resolve customer requests via face-to-face, email, and phone, and automate software removal and installation tasks using scripting languages.

### **3.12 Client Hardware & Lab Support Services**

The contractor shall be skilled in applying IT principles, methods, and practices. These include IT systems development life cycle management concepts; performance monitoring principles and methods; quality assurance principles; technical documentation methods and procedures; systems security methods and procedures; analytical methods; and oral and written communication techniques. The contractor shall identify systems that are not current on updates and patches and perform remedial action, conduct system vulnerability scans using automated tools for all NPS, NWC, and/or USNA workstations, ensure anti-virus and related software packages are installed and updated on all systems, prepare and update manuals, instructions, and standard operating procedures.

The contractor shall evaluate established methods and procedures and prepare recommendations for changes in methods and practices, comprehensive knowledge of various computer operating systems (Windows, Mac, Linux, iOS, Android, etc.), techniques, requirements and methods, including systems management software concepts and functions in order to install, maintain, and repair computer hardware and software, ability to seek information from guidelines and manuals in order to research system problems and provide assistance to customers and co-workers, assist with applying security and privacy requirements on user software and NPS, NWC, and/or USNA network environments. The contractor shall support technologies including computer hardware and software, computer assisted information retrieval, imaging of Windows and Mac computer systems, remove and replace defective hardware components; install network/peripheral device interface cards, perform limited upgrade of hardware to include memory, fixed storage, and installation of network interface cards (NIC) or enhancement cards, install and configure workstation or network operating systems, and applications software on a wide range of configurable information systems devices, configure a wide variety of devices requiring diverse interfaces and device drivers in multiple operating system environments using a wide variety of hardware platforms.

The contractor shall troubleshoot and correct complex software problems to include resolving conflicts between applications, hardware and/or device conflicts, and operating system faults, perform operational tests on equipment in test array or operational configuration prior to issue or installation to ensure proper operation and absence of hardware, software, device or network conflicts, ensure the integrity and availability of all NPS, NWC, and/or USNA computer and mobile computing systems by patching and updating NPS, NWC, and/or USNA network connected systems, lab maintenance tasks such as systems preparation and integration into the lab environment, automate software removal and installation tasks using scripting languages, set up test environments, execute test plans, and report any defects or issues, develop, maintain and troubleshoot hardware image for PC and Mac, and provide patch Management.

### **3.13 Enterprise Information Services**

The Contractor shall provide support to include but not limited to: Server and system backups and restores, server & network engineering, apply STIGS, recompose client and server images, design and deployment of scripts, server documentation and configuration management, and managing network printer servers, provide IT Direct administration, development, and training support for IT Direct Incident Management, Problem Management, Asset Management, Change Management, Surveys, Reports, and Knowledge Base Management, develop ITIL-based businesses processes for information and process flows for incidents, problems, assets, and changes tracked in incident management system, provide web support for Internet and Intranet, on NPS, NWC, and/or USNA networks, design, develop, and implement web sites, web pages, required security measures and XML schema, provide database administration, replication, integration (extract, transform, load), migration and maintenance, design custom reports using commercially available / open source report designing software (i.e. Crystal Reports and/or Pentaho Report Designer), implement and support MS SharePoint portals, Liferay portals, Sakai LMS portals, and Google Apps for Government in support of portal projects for Internet and Intranet, support the deployment and implementation and ongoing support of the Liferay Content Management System (part of the my.nps.edu Liferay Portal) to replace a Percussion Rhythmyx based solution, and provide scripting development to automate tasks.

### **3.14 High Performance Computing (HPC)**

The contractor shall provide support for NPS, NWC, and/or USNA HPC, including system architecture and engineering expertise to meet demand. Work shall include but not be limited to providing: troubleshooting and support of HPC systems, including routers, switches, cables, tape backup units, and disk arrays, with an emphasis on the NPS, NWC and/or USNA Supercomputer system; implementing recommendations for improved performance, including the evaluation and implementation of emerging technologies; implementing highly available storage systems using various file systems including Lustre, ZFS, and ext3/4, provided by various vendors including SuperMicro, Mellanox, Data Direct Networks and others; implementing tape archival systems to ensure retention of critical data assets.

The contractor shall implement system security hardening in accordance with established IA policies, install and maintain user applications, system patches and libraries, coordinate with other HPC team members to prioritize and accomplish assigned tasks, prepare technical briefings, create and maintain online documentation for users and system administrators describing the use and architecture of HPC system, respond to user requests for assistance: this can range from simple questions such as how to login to a machine and compile a program, to much more complex assistance such as installing specialized software, or assistance with improving the performance of a computer program, support the development and refining of scheduling policies for the batch queuing system (currently MOAB / PBS / Torque), provide support for Infiniband interconnect.

### **3.15 Linux System Administration**

The contractor shall be responsible for analyzing, and performing work necessary to plan, design, develop, acquire, document, test, implement, integrate, maintain, and/or modify systems for solving problems or accomplishing work processes by using information technology (IT) systems such as computers, servers, embedded systems, etc. that are based on Linux operating systems. The contractor shall install and maintain software in a Linux environment, control current versions and future releases of applications software, and document the physical configuration of an information system, optimize the functionality of networks and systems and diagnose and recover failed systems identify and anticipate server performance, availability, capacity or configuration problems, and initiate corrective or preventive actions, such as increasing disk memory capacity to improve performance, reallocate resources as they become available, optimize system performance, and recommend additional components to improve overall systems performance, plan and coordinate the installation of new products or equipment, e.g. servers, network switches, monitors electrical and cooling capacity, and ensure seamless implementation, resolve installation problems, identify and mitigate security vulnerabilities and risks, maintain server integrity and availability.

The contractor shall install, configure, upgrade, and troubleshoot any hardware and software components, present formal and informal training and assistance to customers. Report, respond to, and resolve customer requests, receive, respond to, and ensure complete resolution of any help center call, document actions taken, give needed

guidance or training to customers to prevent recurrences, and assist more experienced specialists in resolving very complex problems, identify and resolve a variety of conventional security issues with the ITACS IA team for security vulnerabilities, implement operations at the local activity level designed to ensure, protect, and restore IT systems, services, and capabilities, maintain a comprehensive Continuity of Operations (COOP) plan for Linux systems for disaster recovery, and maintain a comprehensive quality assurance program for diverse platforms that cover file backup and recovery, equipment maintenance, and quality control of system processing and outputs, and monitor state-of-the-art IT developments and make recommendations on how to address trends and new technologies within the context of agency policies, plans, and management strategies, and monitor changes in Federal legislation and agency guidance, policy, regulations, and directives for potential impact on organizational policies.

### **3.16 Visualization Services**

The contractor shall develop and apply transformational computational science capabilities in support of advances in NPS' understanding of the physical world through visualization initiatives. The contractor shall optimize system configuration for NPS visualization initiatives, develop recommendations to scale the visualization initiative for a larger audience, provide subject matter expertise on visualization architecture and design, review proposed visualization architecture and recommend additional optimizations as needed, process and interactively display real-time visual exploration of large 3D data sets with an emphasis on the efficient scalable out-of-core and parallel visual data processing of very large spatial and volumetric data sets, prepare technical briefings and attend technical meetings, create and maintain documentation for users and system administrators describing the use and architecture of visualization solutions, respond to user requests for assistance and troubleshooting, test and troubleshoot end-to-end visualization solutions, and provide recommendations and implement system security measures in accordance with established IA policies.

### **3.17 IT Business Operations Branch**

The Contractor is responsible for the inventory, tracking, and control of all IRD owned IT assets loaned or assigned to students, faculty, and staff. These IT assets currently include, but are not limited to; laptops, iPads, cell phones, air cards, smart phones and their associated service plans. The contractor is required to use IT Direct as the official system of record for asset management. The contractor works with the Service Desk to ensure all IT assets are in a ready state for assignment or checkout by students, faculty, and staff. The Contractor is required to provide application administration and occasional training and support for IT Direct Incident Management, Problem Management, Asset Management, Change Management, Surveys, Reports, and Knowledge Base management. Support shall include the use of ITIL-based businesses processes for information and process flows for incidents, problems, assets, and changes tracked in the incident management system (IT Direct).

## **4.0 NMCARS 5237.102-90 Enterprise-wide Contractor Manpower Reporting Application (ECMRA)**

(a) DoD contracting activities awarding or administering contracts shall incorporate the following Enterprise-wide Contractor Manpower Reporting Application (ECMRA) standard language into all contracts which include services, provided the organization that is receiving or benefiting from the contracted service is a Department of Defense organization, including reimbursable appropriated funding sources from non-DoD executive agencies where the Defense Component requiring activity is the executive agent for the function performed. The reporting requirement does not apply to situations where a Defense Component is merely a contracting agent for another executive agency. Contracted services excluded from reporting are based on Product Service Codes (PSCs). The excluded PSCs are:

- (1) W, Lease/Rental of Equipment;
- (2) X, Lease/Rental of Facilities;
- (3) Y, Construction of Structures and Facilities;
- (4) S, Utilities ONLY;

(5) V, Freight and Shipping ONLY.

(b)The standard language to be inserted is:

“The contractor shall report contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the [NAMED COMPONENT] via a secure data collection site. Contracted services excluded from reporting are based on Product Service Codes (PSCs). The excluded PSCs are:

(1) W, Lease/Rental of Equipment;

(2) X, Lease/Rental of Facilities;

(3) Y, Construction of Structures and Facilities;

(4) S, Utilities ONLY;

(5) V, Freight and Shipping ONLY.

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>.

## Section E - Inspection and Acceptance

## INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
0001	Destination	Government	Destination	Government
0002	Destination	Government	Destination	Government
1001	Destination	Government	Destination	Government
1002	Destination	Government	Destination	Government
2001	Destination	Government	Destination	Government
2002	Destination	Government	Destination	Government
3001	Destination	Government	Destination	Government
3002	Destination	Government	Destination	Government
4001	Destination	Government	Destination	Government
4002	Destination	Government	Destination	Government

## CLAUSES INCORPORATED BY REFERENCE

52.245-9	Use And Charges	APR 2012
52.246-5	Inspection Of Services Cost-Reimbursement	APR 1984

## Section F - Deliveries or Performance

## DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
0001	POP 01-OCT-2016 TO 30-SEP-2017	N/A	NAVSUP FLC SAN DIEGO IN ACCORDANCE WITH INDIVIDUAL DELIVERY/TASK ORDERS AS SPECIFIED FOB: Destination	N00244
0002	POP 01-OCT-2016 TO 30-SEP-2017	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00244
1001	POP 01-OCT-2017 TO 30-SEP-2018	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00244
1002	POP 01-OCT-2017 TO 30-SEP-2018	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00244
2001	POP 01-OCT-2018 TO 30-SEP-2019	N/A	N/A FOB: Destination	
2002	POP 01-OCT-2018 TO 30-SEP-2019	N/A	NAVSUP FLC SAN DIEGO IN ACCORDANCE WITH INDIVIDUAL DELIVERY/TASK ORDERS AS SPECIFIED FOB: Destination	N00244
3001	POP 01-OCT-2019 TO 30-SEP-2020	N/A	N/A FOB: Destination	
3002	POP 01-OCT-2019 TO 30-SEP-2020	N/A	NAVSUP FLC SAN DIEGO IN ACCORDANCE WITH INDIVIDUAL DELIVERY/TASK ORDERS AS SPECIFIED FOB: Destination	N00244
4001	POP 01-OCT-2020 TO 30-SEP-2021	N/A	N/A FOB: Destination	
4002	POP 01-OCT-2020 TO 30-SEP-2021	N/A	NAVSUP FLC SAN DIEGO IN ACCORDANCE WITH INDIVIDUAL DELIVERY/TASK ORDERS AS SPECIFIED FOB: Destination	N00244

## CLAUSES INCORPORATED BY REFERENCE

52.242-15 Alt I Stop-Work Order (Aug 1989) - Alternate I

APR 1984

## Section G - Contract Administration Data

## CLAUSES INCORPORATED BY FULL TEXT

## 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).

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(Contracting Officer: Insert applicable document type(s). Note: If a “Combo” document type is identified but not supportable by the Contractor’s business systems, an “Invoice” (stand-alone) and “Receiving Report” (stand-alone) document type may be used instead.)

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

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(Contracting Officer: Insert inspection and acceptance locations or “Not applicable.”)

(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\* (ROUTING DATA BELOW TO BE PROVIDED UPON CONTRACT AWARD)**

Field Name in WAWF	Data to be entered in WAWF
Pay Official DoDAAC	
Issue By DoDAAC	
Admin DoDAAC	
Inspect By DoDAAC	
Ship To Code	
Ship From Code	
Mark For Code	
Service Approver (DoDAAC)	
Service Acceptor (DoDAAC)	
Accept at Other DoDAAC	
LPO DoDAAC	
DCAA Auditor DoDAAC	
Other DoDAAC(s)	

(\*Contracting Officer: Insert applicable DoDAAC information or “See schedule” if multiple ship to/acceptance locations apply, or “Not applicable.”)

(4) Payment request and supporting documentation. The Contractor shall ensure a payment request includes appropriate contract line item and subline item descriptions of the work performed or supplies delivered, unit price/cost per unit, fee (if applicable), and all relevant back-up documentation, as defined in DFARS Appendix F, (e.g. timesheets) in support of each payment request.

(5) WAWF email notifications. The Contractor shall enter the e-mail address identified below in the “Send Additional Email Notifications” field of WAWF once a document is submitted in the system.

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(Contracting Officer: Insert applicable email addresses or “Not applicable.”)

(g) WAWF point of contact.

(1) The Contractor may obtain clarification regarding invoicing in WAWF from the following contracting activity’s WAWF point of contact.

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(Contracting Officer: Insert applicable information or “Not applicable.”)

(2) For technical WAWF help, contact the WAWF helpdesk at 866-618-5988.

(End of clause)

## ORDERING

### ORDERING INSTRUCTIONS

Written Orders. Firm Fixed Price Orders against CLINS in Section B may be placed by either NAVSUP Fleet Logistic Centers, Naval Postgraduate School, Naval Academy, or Naval War Collage only. Cost Plus Fixed Fee Orders must only be issued by NAVSUP Fleet Logistics Centers. The contractor should respond to each RFP or RFQ sent to them within the specified time period stated in the RFP. Failure to respond within the timeframe stated in the RFP or RFQ may negatively affect Contractor Performance Assessment Reporting System (CPARS). Consistent failure to provide responses could result in further action under the disputes and/or termination for cause clause of this contract. Written Orders may not exceed limits stated herein.

The contractor shall not violate the procedures detailed in DFARS 237.102-73" Prohibition on contracts for services of senior mentors" when assigning guest speakers and instructors to cover individual topics under the course.

## Section H - Special Contract Requirements

### RAMPING

#### ON-RAMPING

The total number of contractors may fluctuate due to any number of reasons including but, not limited to, competition levels on task orders, mergers & acquisitions; the Government's exercise of the off-ramp process; and contractors documented inability to meet requirements on individual task orders, e.g. performance issues or systemic "no bid."

It is in the Government's best interest that there remain an adequate number of contractors eligible to compete for task orders in each contract to meet the Government's service mission requirements.

Contractors are notified that utilization of any on-ramping procedure below does not obligate the Government to perform any other on-ramping procedure. Furthermore, any on-ramping procedure may be performed for any single contract at any time. The decision to exercise rights under any on-ramping procedure is totally within the discretion of the Contracting Officer.

#### OPEN SEASON

The Government Contracting Officer, in his/her sole discretion, will determine whether it would be in the Government's best interest to initiate an open season to add additional contractors to any of the contracts at any time, subject to the following conditions:

1. An open season notice is published in federal business opportunities in accordance with FAR Part 5, publicizing contract action;
2. An open season solicitation is issued under current federal procurement law;
3. The solicitation identifies the total anticipated number of new contracts that Navy intends to award;
4. Any offeror that meets the eligibility requirements set forth in the open season solicitation may submit a proposal in response to the solicitation;
5. The award decision under the open season solicitation is based upon substantially the same evaluation factors/sub-factors as the original solicitation;
6. An offeror's non-cost proposal must meet all of the acceptability pass/fail criteria of the original solicitation, to include acceptable or neutral past-performance;
7. An offeror must submit a competitive price proposal warranting addition to the Research and Education (R&E) family of contracts -- and this determination is to be made solely within the discretion of the Contracting Officer;
8. The terms and conditions of any resulting awards are materially identical to the existing version of the R&E contracts; and,
9. The period of performance term for any new awards is coterminous with the existing term for all other contractors. Immediately upon on-ramping, the contractor is eligible to submit a proposal in response to any task order solicitation and receive task order awards with the same rights and obligations as any other contractor within the area(s) awarded.

#### DORMANT STATUS

Navy is responsible for ensuring performance and compliance with the R&E terms and conditions and for safeguarding the interests of the Government and the American taxpayer in its contractual relationships. Additionally, Navy must ensure that contractors receive impartial, fair, and equitable treatment. R&E contracts must be reserved for high performing R&E contractors. Accordingly, if the R&E CO determines that any requirement is not being met or there has been a documented failure to perform, the CO may place that contractor (or contractors) into dormant status.

If dormant status is activated, the contractor shall not be eligible to participate or compete in any subsequent task order solicitations while the contractor is in dormant status; however, contractors placed in dormant status shall continue performance on previously awarded and active task orders, including the exercise of options and modifications at the task order level.

Dormant status is not a debarment, suspension, or ineligibility as defined in FAR subpart 9.4 or a termination as defined in FAR part 49. Dormant status is a condition that applies to the R&E contract only. Grounds for being placed in dormant status specifically include, but are not limited to, trends or patterns of behavior associated with the failure to meet the deliverables and compliances specified under Section C.

Dormant status will only be imposed after careful consideration of the situation and collaboration with the contractor to resolve the issues.

To place a contractor in dormant status, the CO must first notify the contractor in writing regarding the poor performance or non-compliance issue. The contractor shall have reasonable time, at the discretion of the CO, to provide the CO with a remediation plan to correct the deficiencies/issues. If the R&E CO is satisfied with the contractor's response, the contractor will not be placed in dormant status.

If the CO is not satisfied with the response, or the remediation plan is not effective, the CO may issue a final decision, in writing, placing the contractor in a dormant status. The R&E CO final decision may be appealed to the R&E ombudsman under Alternative Disputes Resolution (ADR), as defined in FAR subpart 33.201. Using ADR does not waive the contractor's right to appeal to the Armed Services Board of Contract Appeals (ASBCA) or United States Court of Federal Claims (COFC), as applicable.

#### OFF-RAMPING

Navy reserves the unilateral right to off-ramp non-performing contractors. Contractors that are off-ramped must have no active task orders under their R&E family of contracts at the time of the off-ramping. Contractors under more than one area will only be off-ramped only from those contracts where the non-performing issues have occurred.

Off-ramping methods may result from one of the following conditions:

1. Permitting the contractor's contract term to expire instead of exercising an option;\*
2. After a contractor is placed in dormant status and the contractor has completed all previously awarded task orders under R&E;
3. Debarment, suspension, or ineligibility as defined in FAR subpart 9.4;\*
4. Termination as defined in FAR part 49;
5. Contractors who fail to meet the standards of performance, deliverables, or compliances;

\*Note: The ASBCA and COFC may not have jurisdiction to hear any off-ramping claim based on failure to exercise an option and/or based on debarment or, suspension

## Section I - Contract Clauses

## CLAUSES INCORPORATED BY REFERENCE

52.202-1	Definitions	NOV 2013
52.203-3	Gratuities	APR 1984
52.203-5	Covenant Against Contingent Fees	MAY 2014
52.203-6	Restrictions On Subcontractor Sales To The Government	SEP 2006
52.203-7	Anti-Kickback Procedures	MAY 2014
52.203-8	Cancellation, Rescission, and Recovery of Funds for Illegal or Improper Activity	MAY 2014
52.203-10	Price Or Fee Adjustment For Illegal Or Improper Activity	MAY 2014
52.203-11	Certification And Disclosure Regarding Payments To Influence Certain Federal Transactions	SEP 2007
52.203-12	Limitation On Payments To Influence Certain Federal Transactions	OCT 2010
52.203-13	Contractor Code of Business Ethics and Conduct	OCT 2015
52.203-14	Display of Hotline Poster(s)	OCT 2015
52.203-16	Preventing Personal Conflicts of Interest	DEC 2011
52.203-17	Contractor Employee Whistleblower Rights and Requirement To Inform Employees of Whistleblower Rights	APR 2014
52.204-4	Printed or Copied Double-Sided on Postconsumer Fiber Content Paper	MAY 2011
52.204-7	System for Award Management	JUL 2013
52.204-9	Personal Identity Verification of Contractor Personnel	JAN 2011
52.204-10	Reporting Executive Compensation and First-Tier Subcontract Awards	OCT 2015
52.204-14	Service Contract Reporting Requirements	JAN 2014
52.204-16	Commercial and Government Entity Code Reporting	JUL 2015
52.204-17	Ownership or Control of Offeror	NOV 2014
52.204-18	Commercial and Government Entity Code Maintenance	JUL 2015
52.209-2	Prohibition on Contracting with Inverted Domestic Corporations--Representation	NOV 2015
52.209-7	Information Regarding Responsibility Matters	JUL 2013
52.209-9	Updates of Publicly Available Information Regarding Responsibility Matters	JUL 2013
52.209-10	Prohibition on Contracting With Inverted Domestic Corporations	NOV 2015
52.210-1	Market Research	APR 2011
52.215-2	Audit and Records--Negotiation	OCT 2010
52.215-7	Annual Representations and Certifications--Negotiation	OCT 1997
52.215-8	Order of Precedence--Uniform Contract Format	OCT 1997
52.215-10	Price Reduction for Defective Certified Cost or Pricing Data	AUG 2011
52.215-11	Price Reduction for Defective Certified Cost or Pricing Data-- Modifications	AUG 2011
52.215-22	Limitations on Pass-Through Charges--Identification of Subcontract Effort	OCT 2009
52.215-23	Limitations on Pass-Through Charges	OCT 2009
52.216-7	Allowable Cost And Payment	JUN 2013
52.216-8	Fixed Fee	JUN 2011
52.216-27	Single or Multiple Awards	OCT 1995
52.219-6	Notice Of Total Small Business Set-Aside	NOV 2011
52.219-9	Small Business Subcontracting Plan	OCT 2015

52.219-16	Liquidated Damages-Subcontracting Plan	JAN 1999
52.219-27	Notice of Service-Disabled Veteran-Owned Small Business Set-Aside	NOV 2011
52.219-28	Post-Award Small Business Program Rerepresentation	JUL 2013
52.222-1	Notice To The Government Of Labor Disputes	FEB 1997
52.222-2	Payment For Overtime Premiums	JUL 1990
52.222-3	Convict Labor	JUN 2003
52.222-17	Nondisplacement of Qualified Workers	MAY 2014
52.222-21	Prohibition Of Segregated Facilities	APR 2015
52.222-23	Notice of Requirement for Affirmative Action to Ensure Equal Employment Opportunity for Construction	FEB 1999
52.222-26	Equal Opportunity	APR 2015
52.222-35	Equal Opportunity for Veterans	OCT 2015
52.222-36	Equal Opportunity for Workers with Disabilities	JUL 2014
52.222-37	Employment Reports on Veterans	OCT 2015
52.222-40	Notification of Employee Rights Under the National Labor Relations Act	DEC 2010
52.222-50	Combating Trafficking in Persons	MAR 2015
52.222-54	Employment Eligibility Verification	OCT 2015
52.223-5	Pollution Prevention and Right-to-Know Information	MAY 2011
52.223-6	Drug-Free Workplace	MAY 2001
52.223-10	Waste Reduction Program	MAY 2011
52.223-18	Encouraging Contractor Policies To Ban Text Messaging While Driving	AUG 2011
52.223-19	Compliance with Environmental Management Systems	MAY 2011
52.224-1	Privacy Act Notification	APR 1984
52.224-2	Privacy Act	APR 1984
52.225-13	Restrictions on Certain Foreign Purchases	JUN 2008
52.225-14	Inconsistency Between English Version And Translation Of Contract	FEB 2000
52.225-25	Prohibition on Contracting with Entities Engaging in Certain Activities or Transactions Relating to Iran-- Representation and Certifications.	OCT 2015
52.227-1	Authorization and Consent	DEC 2007
52.227-2	Notice And Assistance Regarding Patent And Copyright Infringement	DEC 2007
52.227-14	Rights in Data--General	MAY 2014
52.228-7	Insurance--Liability To Third Persons	MAR 1996
52.232-9	Limitation On Withholding Of Payments	APR 1984
52.232-17	Interest	MAY 2014
52.232-22	Limitation Of Funds	APR 1984
52.232-23	Assignment Of Claims	MAY 2014
52.232-25	Prompt Payment	JUL 2013
52.232-33	Payment by Electronic Funds Transfer--System for Award Management	JUL 2013
52.232-39	Unenforceability of Unauthorized Obligations	JUN 2013
52.232-40	Providing Accelerated Payments to Small Business Subcontractors	DEC 2013
52.233-1	Disputes	MAY 2014
52.233-3	Protest After Award	AUG 1996
52.233-4	Applicable Law for Breach of Contract Claim	OCT 2004
52.236-1	Performance of Work by the Contractor	APR 1984
52.237-2	Protection Of Government Buildings, Equipment, And Vegetation	APR 1984

52.237-3	Continuity Of Services	JAN 1991
52.242-1	Notice of Intent to Disallow Costs	APR 1984
52.242-3	Penalties for Unallowable Costs	MAY 2014
52.242-4	Certification of Final Indirect Costs	JAN 1997
52.242-13	Bankruptcy	JUL 1995
52.243-2 Alt II	Changes--Cost Reimbursement (Aug 1987) - Alternate II	APR 1984
52.244-2	Subcontracts	OCT 2010
52.244-5	Competition In Subcontracting	DEC 1996
52.245-1	Government Property	APR 2012
52.248-1	Value Engineering	OCT 2010
52.249-6	Termination (Cost Reimbursement)	MAY 2004
52.249-14	Excusable Delays	APR 1984
52.251-1	Government Supply Sources	APR 2012
252.201-7000	Contracting Officer's Representative	DEC 1991
252.203-7000	Requirements Relating to Compensation of Former DoD Officials	SEP 2011
252.203-7001	Prohibition On Persons Convicted of Fraud or Other Defense-Contract-Related Felonies	DEC 2008
252.203-7002	Requirement to Inform Employees of Whistleblower Rights	SEP 2013
252.203-7003	Agency Office of the Inspector General	DEC 2012
252.203-7996 (Dev)	Prohibition on Contracting with Entities that Require Certain Internal Confidentiality Agreements—Representation (Deviation 2016-O0003)	OCT 2015
252.203-7997 (Dev)	Prohibition on Contracting with Entities that Require Certain Internal Confidentiality Agreements (Deviation 2016-O0003)	OCT 2015
252.203-7998 (Dev)	Prohibition on Contracting with Entities that Require Certain Internal Confidentiality Agreements - Representation. (DEVIATION 2015-O0010)	FEB 2015
252.203-7999 (Dev)	Prohibition on Contracting with Entities that Require Certain Internal Confidentiality Agreements. (DEVIATION 2015-O0010)	FEB 2015
252.204-7000	Disclosure Of Information	AUG 2013
252.204-7003	Control Of Government Personnel Work Product	APR 1992
252.204-7004 Alt A	System for Award Management Alternate A	FEB 2014
252.204-7006	Billing Instructions	OCT 2005
252.204-7008 (Dev)	Compliance with Safeguarding Covered Defense Information Controls	OCT 2015
252.204-7009	Limitations on the Use or Disclosure of Third-Party Contractor Reported Cyber Incident Information	AUG 2015
252.204-7012	Safeguarding Covered Defense Information and Cyber Incident Reporting.	SEP 2015
252.206-7000	Domestic Source Restriction	DEC 1991
252.209-7004	Subcontracting With Firms That Are Owned or Controlled By The Government of a Country that is a State Sponsor of Terrorism	OCT 2015
252.211-7007	Reporting of Government-Furnished Property	AUG 2012
252.213-7000	Notice to Prospective Suppliers on Use of Past Performance Information Retrieval System--Statistical Reporting in Past Performance Evaluations	JUN 2015
252.215-7000	Pricing Adjustments	DEC 2012
252.215-7007	Notice of Intent to Resolicit	JUN 2012
252.215-7008	Only One Offer	OCT 2013
252.216-7006	Ordering	MAY 2011
252.217-7001	Surge Option	AUG 1992

252.222-7007	Representation Regarding Combating Trafficking in Persons	JAN 2015
252.223-7004	Drug Free Work Force	SEP 1988
252.232-7003	Electronic Submission of Payment Requests and Receiving Reports	JUN 2012
252.232-7010	Levies on Contract Payments	DEC 2006
252.234-7001	Notice of Earned Value Management System	APR 2008
252.235-7001	Indemnification Under U. S. C. 2354--Cost Reimbursement	DEC 1991
252.235-7001	Indemnification Under U. S. C. 2354--Cost Reimbursement	DEC 1991
252.237-7003	Requirements	DEC 1991
252.239-7001	Information Assurance Contractor Training and Certification	JAN 2008
252.241-7001	Government Access	DEC 1991
252.242-7005	Contractor Business Systems	FEB 2012
252.242-7006	Accounting System Administration	FEB 2012
252.245-7001	Tagging, Labeling, and Marking of Government-Furnished Property	APR 2012
252.245-7002	Reporting Loss of Government Property	APR 2012
252.245-7003	Contractor Property Management System Administration	APR 2012
252.245-7004	Reporting, Reutilization, and Disposal	MAR 2015

#### CLAUSES INCORPORATED BY FULL TEXT

##### 52.216-18 ORDERING. (OCT 1995)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from effective date of award through Last executed Optional Ordering CLIN specified herein.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

##### 52.216-19 ORDER LIMITATIONS. (OCT 1995)

(a) Minimum order. When the Government requires supplies or services covered by this contract in an amount of less than **\$3,000.00**, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) Maximum order. The Contractor is not obligated to honor:

(1) Any order for a single item in excess of **\$10,000,000.00**

(2) Any order for a combination of items in excess of **\$10,000,000.00**; or

(3) A series of orders from the same ordering office within **10** days that together call for quantities exceeding the limitation in subparagraph (1) or (2) above.

(c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) above.

(d) Notwithstanding paragraphs (b) and (c) above, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within 2 days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

(End of clause)

#### MINIMUM GUARANTEE

The Government must order a minimum of \$5,000.00 in service within the base period of performance. When ordered, the contractor must furnish any additional supplies, not to exceed the stated maximum in FAR 52.216-19.

#### 52.216-22 INDEFINITE QUANTITY. (OCT 1995)

(a) This is an indefinite-quantity contract for the supplies or services specified, and effective for the period stated, in the Schedule. The quantities of supplies and services specified in the Schedule are estimates only and are not purchased by this contract.

(b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. The Contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the Schedule up to and including the quantity designated in the Schedule as the "maximum". The Government shall order at least the quantity of supplies or services designated in the Schedule as the "minimum".

(c) Except for any limitations on quantities in the Order Limitations clause or in the Schedule, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.

(d) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided, that the Contractor shall not be required to make any deliveries under this contract 12 months after the last date of the ordering period.

(End of clause)

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

(a) The Government may extend the term of this contract by written notice to the Contractor ; provided that the Government gives the Contractor a preliminary written notice of its intent to extend before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 60 months.

(End of clause)

52.232-19 AVAILABILITY OF FUNDS FOR THE NEXT FISCAL YEAR (APR 1984)

Funds are not presently available for performance under this contract beyond September 30, 2016. The Government's obligation for performance of this contract beyond that date is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise for performance under this contract beyond September 30, 2016, until funds are made available to the Contracting Officer for performance and until the Contractor receives notice of availability, to be confirmed in writing by the Contracting Officer.

(End of clause)

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

FAR Clauses: <http://acquisition.gov/far/>

DFARS Clauses: <http://www.acq.osd.mil/dpap/dars/dfarspgi/current/>

(End of clause)

52.252-6 AUTHORIZED DEVIATIONS IN CLAUSES (APR 1984)

(a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

(b) The use in this solicitation or contract of any Defense Federal Acquisition Regulation (48 CFR Chapter 2) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of clause)

## Section K - Representations, Certifications and Other Statements of Offerors

## CLAUSES INCORPORATED BY REFERENCE

52.215-6	Place of Performance	OCT 1997
52.215-16	Facilities Capital Cost of Money	JUN 2003
52.222-25	Affirmative Action Compliance	APR 1984
52.222-38	Compliance With Veterans' Employment Reporting Requirements	SEP 2010
52.225-20	Prohibition on Conducting Restricted Business Operations in Sudan--Certification	AUG 2009
52.234-4	Earned Value Management System	MAY 2014
252.204-7007	Alternate A, Annual Representations and Certifications	JAN 2015

## CLAUSES INCORPORATED BY FULL TEXT

## 52.204-8 ANNUAL REPRESENTATIONS AND CERTIFICATIONS (DEC 2014)

(a)(1) The North American Industry Classification System (NAICS) code for this acquisition is [insert NAICS code].

(2) The small business size standard is [insert size standard].

(3) The small business size standard for a concern which submits an offer in its own name, other than on a construction or service contract, but which proposes to furnish a product which it did not itself manufacture, is 500 employees.

(b)(1) If the provision at 52.204-7, System for Award Management, is included in this solicitation, paragraph (d) of this provision applies.

(2) If the provision at 52.204-7 is not included in this solicitation, and the offeror is currently registered in System for Award Management (SAM), and has completed the Representations and Certifications section of SAM electronically, the offeror may choose to use paragraph (d) of this provision instead of completing the corresponding individual representations and certifications in the solicitation. The offeror shall indicate which option applies by checking one of the following boxes:

(     ) Paragraph (d) applies.

(     ) Paragraph (d) does not apply and the offeror has completed the individual representations and certifications in the solicitation.

(c) (1) The following representations or certifications in SAM are applicable to this solicitation as indicated:

(i) 52.203-2, Certificate of Independent Price Determination. This provision applies to solicitations when a firm-fixed-price contract or fixed-price contract with economic price adjustment is contemplated, unless—

(A) The acquisition is to be made under the simplified acquisition procedures in Part 13;

(B) The solicitation is a request for technical proposals under two-step sealed bidding procedures; or

(C) The solicitation is for utility services for which rates are set by law or regulation.

(ii) 52.203-11, Certification and Disclosure Regarding Payments to Influence Certain Federal Transactions. This provision applies to solicitations expected to exceed \$150,000.

(iii) 52.204-3, Taxpayer Identification. This provision applies to solicitations that do not include the provision at 52.204-7, System for Award Management.

(iv) 52.204-5, Women-Owned Business (Other Than Small Business). This provision applies to solicitations that—

(A) Are not set aside for small business concerns;

(B) Exceed the simplified acquisition threshold; and

(C) Are for contracts that will be performed in the United States or its outlying areas.

(v) 52.209-2; Prohibition on Contracting with Inverted Domestic Corporations--Representation.

(vi) 52.209-5; Certification Regarding Responsibility Matters. This provision applies to solicitations where the contract value is expected to exceed the simplified acquisition threshold.

(vii) 52.214-14, Place of Performance--Sealed Bidding. This provision applies to invitations for bids except those in which the place of performance is specified by the Government.

(viii) 52.215-6, Place of Performance. This provision applies to solicitations unless the place of performance is specified by the Government.

(ix) 52.219-1, Small Business Program Representations (Basic & Alternate I). This provision applies to solicitations when the contract will be performed in the United States or its outlying areas.

(A) The basic provision applies when the solicitations are issued by other than DoD, NASA, and the Coast Guard.

(B) The provision with its Alternate I applies to solicitations issued by DoD, NASA, or the Coast Guard.

(x) 52.219-2, Equal Low Bids. This provision applies to solicitations when contracting by sealed bidding and the contract will be performed in the United States or its outlying areas.

(xi) 52.222-22, Previous Contracts and Compliance Reports. This provision applies to solicitations that include the clause at 52.222-26, Equal Opportunity.

(xii) 52.222-25, Affirmative Action Compliance. This provision applies to solicitations, other than those for construction, when the solicitation includes the clause at 52.222-26, Equal Opportunity.

(xiii) 52.222-38, Compliance with Veterans' Employment Reporting Requirements. This provision applies to solicitations when it is anticipated the contract award will exceed the simplified acquisition threshold and the contract is not for acquisition of commercial items.

(xiv) 52.223-1, Biobased Product Certification. This provision applies to solicitations that require the delivery or specify the use of USDA-designated items; or include the clause at 52.223-2, Affirmative Procurement of Biobased Products Under Service and Construction Contracts.

(xv) 52.223-4, Recovered Material Certification. This provision applies to solicitations that are for, or specify the use of, EPA- designated items.

(xvi) 52.225-2, Buy American Certificate. This provision applies to solicitations containing the clause at 52.225-1.

(xvii) 52.225-4, Buy American--Free Trade Agreements--Israeli Trade Act Certificate. (Basic, Alternates I, II, and III.) This provision applies to solicitations containing the clause at 52.225- 3.

(A) If the acquisition value is less than \$25,000, the basic provision applies.

(B) If the acquisition value is \$25,000 or more but is less than \$50,000, the provision with its Alternate I applies.

(C) If the acquisition value is \$50,000 or more but is less than \$79,507, the provision with its Alternate II applies.

(D) If the acquisition value is \$79,507 or more but is less than \$100,000, the provision with its Alternate III applies.

(xviii) 52.225-6, Trade Agreements Certificate. This provision applies to solicitations containing the clause at 52.225-5.

(xix) 52.225-20, Prohibition on Conducting Restricted Business Operations in Sudan--Certification. This provision applies to all solicitations.

(xx) 52.225-25, Prohibition on Contracting with Entities Engaging in Certain Activities or Transactions Relating to Iran—Representation and Certification. This provision applies to all solicitations.

(xxi) 52.226-2, Historically Black College or University and Minority Institution Representation. This provision applies to solicitations for research, studies, supplies, or services of the type normally acquired from higher educational institutions.

(2) The following certifications are applicable as indicated by the Contracting Officer:

[Contracting Officer check as appropriate.]

(i) 52.204-17, Ownership or Control of Offeror.

(ii) 52.222-18, Certification Regarding Knowledge of Child Labor for Listed End Products.

(iii) 52.222-48, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Certification.

(iv) 52.222-52 Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services--Certification.

(v) 52.223-9, with its Alternate I, Estimate of Percentage of Recovered Material Content for EPA- Designated Products (Alternate I only).

(vi) 52.227-6, Royalty Information.

(A) Basic.

(B) Alternate I.

(vii) 52.227-15, Representation of Limited Rights Data and Restricted Computer Software.

(d) The offeror has completed the annual representations and certifications electronically via the SAM website accessed through <https://www.acquisition.gov>. After reviewing the SAM database information, the offeror verifies by submission of the offer that the representations and certifications currently posted electronically that apply to this solicitation as indicated in paragraph (c) of this provision have been entered or updated within the last 12 months, are current, accurate, complete, and applicable to this solicitation (including the business size standard applicable to the NAICS code referenced for this solicitation), as of the date of this offer and are incorporated in this offer by reference (see FAR 4.1201); except for the changes identified below [offeror to insert changes, identifying change by clause number, title, date]. These amended representation(s) and/or certification(s) are also incorporated in this offer and are current, accurate, and complete as of the date of this offer.

FAR Clause	Title	Date	Change
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Any changes provided by the offeror are applicable to this solicitation only, and do not result in an update to the representations and certifications posted on SAM.

(End of provision)

52.219-1 SMALL BUSINESS PROGRAM REPRESENTATIONS (OCT 2014)

(a) Definitions. As used in this provision--

Economically disadvantaged women-owned small business (EDWOSB) concern means a small business concern that is at least 51 percent directly and unconditionally owned by, and the management and daily business operations of which are controlled by, one or more women who are citizens of the United States and who are economically disadvantaged in accordance with 13 CFR part 127. It automatically qualifies as a women-owned small business concern eligible under the WOSB Program.

Service-disabled veteran-owned small business concern--

(1) Means a small business concern--

(i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans; and

(ii) The management and daily business operations of which are controlled by one or more service-disabled veterans or, in the case of a service-disabled veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran.

(2) Service-disabled veteran means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

Small business concern means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the criteria in 13 CFR Part 121 and the size standard in paragraph (b) of this provision.

Small disadvantaged business concern, consistent with 13 CFR 124.1002, means a small business concern under the size standard applicable to the acquisition, that--

(1) Is at least 51 percent unconditionally and directly owned (as defined at 13 CFR 124.105) by--

(i) One or more socially disadvantaged (as defined at 13 CFR 124.103) and economically disadvantaged (as defined at 13 CFR 124.104) individuals who are citizens of the United States, and

(ii) Each individual claiming economic disadvantage has a net worth not exceeding \$750,000 after taking into account the applicable exclusions set forth at 13 CFR 124.104(c)(2); and

(2) The management and daily business operations of which are controlled (as defined at 13 CFR 124.106) by individuals who meet the criteria in paragraphs (1)(i) and (ii) of this definition.

Veteran-owned small business concern means a small business concern--

(1) Not less than 51 percent of which is owned by one or more veterans (as defined at 38 U.S.C. 101(2)) or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more veterans; and

(2) The management and daily business operations of which are controlled by one or more veterans.

Women-owned small business concern means a small business concern--

(1) That is at least 51 percent owned by one or more women; or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women; and

(2) Whose management and daily business operations are controlled by one or more women.

Women-owned small business (WOSB) concern eligible under the WOSB Program (in accordance with 13 CFR part 127), means a small business concern that is at least 51 percent directly and unconditionally owned by, and the management and daily business operations of which are controlled by, one or more women who are citizens of the United States.

(b)(1) The North American Industry Classification System (NAICS) code for this acquisition is \_\_\_\_ --[insert NAICS code].

(2) The small business size standard is \_\_\_\_ --[insert size standard].

(3) The small business size standard for a concern which submits an offer in its own name, other than on a construction or service contract, but which proposes to furnish a product which it did not itself manufacture, is 500 employees.

(c) Representations. (1) The offeror represents as part of its offer that it [ \_\_\_\_ ] is, [ \_\_\_\_ ] is not a small business concern. (2) [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this

provision.] The offeror represents that it [ \_\_\_ ] is, [ \_\_\_ ] is not, a small disadvantaged business concern as defined in 13 CFR 124.1002.

(3) [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents as part of its offer that it [ \_\_\_ ] is, [ \_\_\_ ] is not a women-owned small business concern.

(4) Women-owned small business (WOSB) concern eligible under the WOSB Program. [Complete only if the offeror represented itself as a women-owned small business concern in paragraph (c)(3) of this provision.] The offeror represents as part of its offer that--

(i) It [ \_\_\_ ] is, [ \_\_\_ ] is not a WOSB concern eligible under the WOSB Program, has provided all the required documents to the WOSB Repository, and no change in circumstances or adverse decisions have been issued that affects its eligibility; and

(ii) It [ \_\_\_ ] is, [ \_\_\_ ] is not a joint venture that complies with the requirements of 13 CFR part 127, and the representation in paragraph (c)(4)(i) of this provision is accurate for each WOSB concern eligible under the WOSB Program participating in the joint venture. [The offeror shall enter the name or names of the WOSB concern eligible under the WOSB Program and other small businesses that are participating in the joint venture: \_\_\_ --.] Each WOSB concern eligible under the WOSB Program participating in the joint venture shall submit a separate signed copy of the WOSB representation.

(5) Economically disadvantaged women-owned small business (EDWOSB) concern. [Complete only if the offeror represented itself as a women-owned small business concern eligible under the WOSB Program in (c)(4) of this provision.] The offeror represents as part of its offer that--

(i) It [ \_\_\_ ] is, [ \_\_\_ ] is not an EDWOSB concern eligible under the WOSB Program, has provided all the required documents to the WOSB Repository, and no change in circumstances or adverse decisions have been issued that affects its eligibility; and

(ii) It [ \_\_\_ ] is, [ \_\_\_ ] is not a joint venture that complies with the requirements of 13 CFR part 127, and the representation in paragraph (c)(5)(i) of this provision is accurate for each EDWOSB concern participating in the joint venture. [The offeror shall enter the name or names of the EDWOSB concern and other small businesses that are participating in the joint venture: \_\_\_ --.] Each EDWOSB concern participating in the joint venture shall submit a separate signed copy of the EDWOSB representation.

(6) [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents as part of its offer that it [ \_\_\_ ] is, [ \_\_\_ ] is not a veteran-owned small business concern.

(7) [Complete only if the offeror represented itself as a veteran-owned small business concern in paragraph (c)(6) of this provision.] The offeror represents as part of its offer that it [ \_\_\_ ] is, [ \_\_\_ ] is not a service-disabled veteran-owned small business concern.

(8) [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents, as part of its offer, that--

(i) It [ \_\_\_ ] is, [ \_\_\_ ] is not a HUBZone small business concern listed, on the date of this representation, on the List of Qualified HUBZone Small Business Concerns maintained by the Small Business Administration, and no material changes in ownership and control, principal office, or HUBZone employee percentage have occurred since it was certified in accordance with 13 CFR Part 126; and

(ii) It [ \_\_\_ ] is, [ \_\_\_ ] is not a HUBZone joint venture that complies with the requirements of 13 CFR Part 126, and the representation in paragraph (c)(8)(i) of this provision is accurate for each HUBZone small business concern participating in the HUBZone joint venture. [The offeror shall enter the names of each of the HUBZone small

business concerns participating in the HUBZone joint venture: \_\_\_\_ --.] Each HUBZone small business concern participating in the HUBZone joint venture shall submit a separate signed copy of the HUBZone representation.

(d) Notice.

(1) If this solicitation is for supplies and has been set aside, in whole or in part, for small business concerns, then the clause in this solicitation providing notice of the set-aside contains restrictions on the source of the end items to be furnished.

(2) Under 15 U.S.C. 645(d), any person who misrepresents a firm's status as a business concern that is small, HUBZone small, small disadvantaged, service-disabled veteran-owned small, economically disadvantaged women-owned small, or women-owned small eligible under the WOSB Program in order to obtain a contract to be awarded under the preference programs established pursuant to section 8, 9, 15, 31, and 36 of the Small Business Act or any other provision of Federal law that specifically references section 8(d) for a definition of program eligibility, shall—

(i) Be punished by imposition of fine, imprisonment, or both;

(ii) Be subject to administrative remedies, including suspension and debarment; and

(iii) Be ineligible for participation in programs conducted under the authority of the Act.

(End of provision)

## Section L - Instructions, Conditions and Notices to Bidders

INSTRUCTIONS TO OFFERORS

## Section L - Instructions, Conditions and Notices to Bidders

**1.0 GENERAL INSTRUCTIONS:**

1.1 This solicitation is issued as a 100% Service Disabled Veteran Owned Small Business (SDVOSB) Set-Aside. The applicable North American Industry Classification System (NAICS) code is 541519 and the size standard established by the Small Business Administration is \$27.5 million.

1.2 The Government contemplates award of two or more Multiple Award Indefinite-Delivery/Indefinite-Quantity type contracts with cost plus fixed fee and Firm fixed Price Task Orders resulting from this solicitation. The resultant contracts are for a Naval Higher Education Information Technology Consortium support services in accordance with the PWS provided herein. Awards will be based on a best value procurement under FAR Part 15, and consist of a one year base ordering period followed by four one-year option periods. Evaluation will extend to the option years.

1.3 Each contract will provide for the issuance of Firm Fixed Price (FFP) or Cost Plus Fixed Fee (CPFF) task orders; however, the Government intends to maximize the use of FFP task orders. The Government anticipates continuing short-term requirements originally issued on a CPFF basis will be re-competed as FFP orders to the maximum extent feasible. In accordance with FAR 37.112, the Government intends to use these contracts to acquire contractor support services, which shall not be regarded or treated as personal services. Each period of performance for all task orders shall in no event exceed one year. Task orders may contain option periods, however each option period shall in no event exceed one year.

1.4 Questions regarding this procurement must be submitted through email to the Contract Specialist at [Michael.a.oliva@navy.mil](mailto:Michael.a.oliva@navy.mil). All questions submitted shall include the solicitation number in the subject line. Other methods of question submittal will not be acknowledged. The Government will make every attempt to answer all questions in a timely manner; however, questions submitted within 7 days of the posted closing date may not allow ample time to respond and offerors cannot be guaranteed a response. All questions and answers will be posted for viewing by all other potential offerors.

**2.0 PROPOSAL FORMAT AND CONTENT**

2.1 Offerors shall submit their proposals in the following format:

2.1.1 Volume I – Technical Capability

2.1.2 Volume II – Past Performance

2.1.3 Volume III – Cost

Volume Name	*Number of Copies	Page Limit
Volume I – Offer **	(1) Hard Copy	Unlimited
Volume I – Technical***	(3) Hard Copies	(85) pages exclusive of resumes, letter of intents, table of contents, and table of figures.
Volume II- Past Performance	(3) Hard Copies	2 Pages exclusive of Offerors Past Performance Data –Attachment 2
Volume III- Cost	(1) Hard Copy	Unlimited

**Hard copies must be mailed and received by the RFP closing date identified. HAND DELIVERED COPIES OF THE PROPOSAL WILL NOT BE ACCEPTED.**

\*NOTE: Hard copy is in addition to one electronic copy provided via email to [michael.a.oliva@navy.mil](mailto:michael.a.oliva@navy.mil), and shall be mailed to:

NAVSUP Fleet Logistics Center San Diego (FLCSD)  
Regional Contracts Department, Code 230  
ATTN: Mike Oliva, Phone #: 619-556-7201  
3985 Cummings Road, Bldg 116, 3rd Floor  
San Diego, CA 92136-4200

\*\* This includes a filled out and signed copy of the original solicitation document and all amendments.

\*\*\* Volume I must not contain any price or cost information.

\*\*\*\* Soft copies are to be submitted on a CD mailed with the hard copy of the proposal.

2.2 Soft copies are to be submitted on a CD mailed with the hard copy of the proposal. These electronic documents shall be submitted in Adobe PDF, Microsoft Word, or Excel format. Zip files are not allowed. Any other formats may not be accessed and may be determined as mishandled. All offers must be received by the date specified in the RFP. This posted closing date and time applies to all submissions, as well as to all parts of the proposal which are to be considered for award.

2.3 Proposals must be legible, single-spaced typewritten (on one side only) in font size “12”, and the paper size is 8 ½ x 11 inches. The font size used for graphics, charts and tables (only) may be 10 points or larger and must conform to not less than 1 inch margins. Tables, charts, and graphic depictions may be single spaced but limited to data and reference material presentation only, not textual explanations. Foldout charts or diagrams may be used within the aforementioned restrictions/page limitations. Each eight and a half by eleven foldout pages will be counted as one page (i.e., one foldout with two pages will be counted as two 8 1/2 x 11 pages). Charts or diagrams provided in foldout format must be capable of being evaluated without removal from the proposal volume. Page numbers may fall within the 1-inch margin.

2.4 All pages in each volume (hard or soft copies) shall be numbered sequentially (i.e., 1-25); pages identified above that are not included in the page limitation may be numbered differently or not at all. The Government will only evaluate that part of the proposal that complies with the instructions set forth herein. For example, if an offeror submits 87 pages, the last two pages will not be read and/or evaluated.

2.5 Clarity and completeness of the proposal are of the utmost importance. The proposal must be written in a practical, clear, and concise manner. It must use quantitative terms whenever possible and must avoid qualitative adjectives to the maximum extent possible. Proposal volumes must be internally consistent or the proposal will be considered unrealistic and may be considered unacceptable. The Government intends to award a contract without discussions as authorized by FAR 52.215-1. Any exception to the Government's technical requirements/specifications must be resolved prior to the solicitation closing date. Offerors that take exception to the Government's technical requirements without prior resolution with the Contracting Officer will not be considered for award. Alternate proposals are not authorized and will be rejected.

2.6 Notwithstanding its plan to award without discussions, the Government reserves the right to conduct discussions with offerors in the competitive range, if necessary, and to permit such offerors to revise their proposals. The Government also reserves the right to change any of the terms and conditions of the RFP by Amendment at any time prior to contract award and to allow offerors to revise their offers accordingly, as authorized by FAR 52.215-1.

2.7 The proposal must convey evidence the offeror understands all RFP and PWS requirements and their interrelationships. It must demonstrate the Offeror's familiarity with the detailed aspects of the requirements, and clearly show that the offeror correctly interpreted all of the requirements. Offerors are cautioned against restating PWS requirements in their proposal, particularly with regard to technical requirements; and must state how all RFP and PWS requirements will be met. Statements such as "the offeror understands" and "the offeror shall/can comply", along with reference or industry references does not reflect that the offeror understands the requirements, and will likely result in a diminished evaluation rating.

2.8 Proposals shall contain only UNCLASSIFIED information. Offers shall be signed by a responsible officer representing the company who submitted the proposal. If any section of the proposal was not prepared by the individual who signs the proposal as described in the aforementioned sentence, identify the person's name, employment capacity, the name of the person's firm, the relationship of that firm to the offeror, and the portion of the proposal in which the person participated and their authority to bind your firm.

### **3.0 Volume I – Technical Proposal**

3.1 Volume I of the proposal is the Technical Volume and is comprised of the Factor, and Sub-factors. It also includes the offer and signature page. No cost or pricing information shall be included in any part of the Technical Volume. The technical section of Volume I shall be divided into three clearly labeled sections, correlating to the three sub-factors, in order. Offerors shall ensure that each sub-factor section, clearly addresses the descriptions below.

#### **3.2 Factor I – Technical Capability**

Sub-factor (1) – Technical Approach

Sub-factor (2) – Management Plan

Sub-factor (3) – Staffing Plan

3.3 Sub-factor (1) Technical Approach: To be considered further for award, offerors must :

3.3.1 Demonstrate that they are capable of fulfilling requirements of all three Naval Higher Education Information Technology Consortium (NHEIT): Naval Postgraduate School, Monterey, CA; Naval War College, Newport, RI; and Naval Academy, Annapolis, MD; and,

3.3.2 Offerors must demonstrate they are capable of fulfilling requirements at all three geographic areas. Geographic areas of the Naval Higher Education Information Technology Consortium (NHEITC) which includes Naval Postgraduate School, Monterey, CA, Naval War College, Newport, RI, and the Naval Academy, Annapolis, MD.

3.3.3 Indicate the planned approach for meeting DoD security standards on every task order. The contractor shall provide a proposal that demonstrates the offeror meets applicable DoD facility requirements IAW the DD254.

3.3.4 The proposal shall detail the offerors' experience performing work associated with an educational computing system that supports constant student, faculty and outside traffic of the network. This includes supporting distance learning, research, and administration and business systems of institutions of higher education. The proposal shall detail the offerors' experience in performing key PWS areas that are unique to the .edu environment that include Learning management System (LMS) Service Support, Learning Management System (LMS) Service Support, Multimedia Educational Technology Support Services. Offerors should document how the work that *it* has done is similar in size and scope to the work outlined in the PWS. To maximize scoring, offerors should demonstrate its use of technology; and, should identify innovations in processes and procedures that it intends to use for this effort.

3.3.5 The technical volume shall explain the offeror's philosophy, methods, and techniques to ensure quality and consistency across the service types outlined in the PWS. The proposal shall include details of the proposed quality control plan including training, inspection system, corrective measures, and documentation, including notifying the Government COR, within one business day, when a specific PWS performance standard is not met, why the performance standard was not met, corrective action taken, and how they will prevent future occurrences.

3.4 Sub-factor (2) Management Plan:

3.4.1 The technical proposal shall contain a management plan that incorporates and demonstrates the offeror's ability to meet technical performance objectives to support the requirements of the three NHEITC member institutions. The plan shall outline the management structure to address the various elements of the PWS, the proposed technical approach and staffing plan. The plan must identify the management controls that will be put in place to assure quality and schedule accountability. The proposal shall describe the organizational freedom to identify and evaluate quality problems/discrepancies, to provide recommended solutions, and ensure corrective action is taken.

3.4.2 The proposal shall contain the offeror's approach to quality management and associated metrics gathering and reporting procedures and propose policies/procedures for managing and directing the effort. The Offeror shall discuss a process for early identification and resolution of problems. Proposal shall address management and administrative organization. Organization/functional charts are to be used to illustrate lines of management responsibility. There must be clear identification of the chain of command and the liaison with Government.

3.5 Sub-factor (3) Staffing Plan

3.5.1 The proposal shall detail how the offeror plans to build and maintains a technically trained and experience team or workforce to satisfy task orders in support of the member institutions of varying complexity with little or no advance notice. The offer shall detail in the proposal a plan to retain the breadth and level of expertise and competence throughout the life of the contract and task orders while reducing turnover rates of personnel.

3.5.2 The proposal shall detail the approach the offeror plans to implement on meeting DoD staff investigation requirements for IT-I, IT-II, and IT-III level positions as defined by the PWS and the DOD. This shall include approach for placing the proper staff at the task order level in a timely fashion. The proposal shall detail the offeror's approach to recruit and retain

3.5.3 The contractor shall identify key personnel, their qualifications, and the method of retaining them throughout the life of the contract. When the offeror identifies key personnel the proposal shall contain a resume tailored to this solicitation that identifies these individuals' qualifications that supports the selection as key personnel.

#### **4.0 Volume II– Past Performance**

4.1 Past Performance shall be evaluated based on the submission of past performance data supplied by the offeror's reference/s, the Government's verification of that data (including information supplied separately by previous customers), and review of any other pertinent information. Offerors shall contact their past performance references and request that each reference complete the "Offeror's Past Performance Data" (OPPD) – Attachment 2.

4.2 Completed OPPDs shall be submitted by email directly to [Michael.a.oliva@navy.mil](mailto:Michael.a.oliva@navy.mil) no later than the closing date of this solicitation. The subject line of the emailed OPPD must read "SOLICITATION N00244-16-R-0009 OPPD". Offerors may submit up to three (3) OPPDs as the prime contractor; subcontractors may submit up to two (2) OPPDs.

4.3 In addition to the OPPD, offeror's shall include in Volume II, a one to two page document listing all potential references. Information to be provided is reference name, address, phone number, email address, and any other identifying information with respect to the OPPD such as Contract Number or type of work provided.

4.4 The Government shall evaluate the offeror's past performance on similar or directly-related work performed within the past three years which is similar in scope, magnitude, and complexity to that detailed in the Performance Work Statement. Past Performance shall be evaluated based on relevance and confidence (in terms of timeliness, quality, cost control, and customer satisfaction as indicated by the questionnaire). Past Performance references may include federal, state, or local Government and private contracts performed by the offeror that were similar in nature for this effort being evaluated.

4.5 Offerors may submit past performance information regarding the following: predecessor companies, key personnel who have relevant experience and subcontractors that will perform major aspects of the requirement.

4.6 Offerors may submit performance data regarding current contract performance as long as a minimum of one year of performance has been completed as of the closing date of this solicitation. Relevant past performance will be evaluated and receive scores in consonance with the evaluation scheme set forth in the RFP.

4.7 If the offeror possesses no relevant past performance, it must affirmatively state this fact in the Volume II submittal. Failure to submit OPPDs shall be considered certification that the offeror has no past performance in relevant services for the Government to evaluate.

## **5.0 Volume III- Cost**

5.1 Offeror's cost proposal shall provide a detailed breakdown of cost data including all costs that are proposed to be reimbursed by the Government.

### **5.2 Contractor Labor Categories**

5.2.1 Labor categories specified in the tables below may be required for performance under this contract. Labor category descriptions are provided in Attachment 1. It is recognized that Government's nomenclature may vary from that of the offeror. The cost proposal must indicate both Government and offeror nomenclature so as to clearly show consistency with labor categories submitted in the technical proposal. Failure of the offeror to provide this information in its initial offer may result in a determination that the proposal is not acceptable as it may not be susceptible to evaluation or audit.

5.2.2 Offeror that deviated from the Government labor hour's estimates shall render the proposal ineligible and shall not be considered for award. The estimated hours will be used for comparison purposes during proposal evaluation but do not necessarily reflect the number of hours that will be incurred during the performance of the Task Order. Each offeror shall allocate the labor hours as identified below for the Base Year and subsequent Option Years as follows:

NPS (Monterey, CA)						
Labor Category	Base Year	Option 1	Option 2	Option 3	Option 4	Total
Application Developer	9,600	9,600	9,600	9,600	9,600	48,000
Business Process Engineering Specialist	1,920	1,920	1,920	1,920	1,920	9,600
Communication Analyst	1,920	1,920	1,920	1,920	1,920	9,600
Data Services Developer	1,920	1,920	1,920	1,920	1,920	9,600
Database Manager/Administrator	3,840	3,840	3,840	3,840	3,840	19,200
Graphics Designer	1,920	1,920	1,920	1,920	1,920	9,600
High Performance Computing System Architect	1,920	1,920	1,920	1,920	1,920	9,600
Information Assurance Systems Specialist	9,600	9,600	9,600	9,600	9,600	48,000
Lab Services Technician	5,760	5,760	5,760	5,760	5,760	28,800
Learning Management Systems Technician	1,920	1,920	1,920	1,920	1,920	9,600
Linux Systems Administrator	1,920	1,920	1,920	1,920	1,920	9,600
Mobile Device Application Developer	3,840	3,840	3,840	3,840	3,840	19,200
Network and Infrastructure Technician	3,840	3,840	3,840	3,840	3,840	19,200
Network Architect	1,920	1,920	1,920	1,920	1,920	9,600
Network Engineer	1,920	1,920	1,920	1,920	1,920	9,600
Network Systems Administrator	1,920	1,920	1,920	1,920	1,920	9,600
Service Center Specialist	5,760	5,760	5,760	5,760	5,760	28,800
Service Center Technician	5,760	5,760	5,760	5,760	5,760	28,800
Visualization Technician	1,920	1,920	1,920	1,920	1,920	9,600
Vulnerability/Threat Specialist	9,600	9,600	9,600	9,600	9,600	48,000
Web Architect	1,920	1,920	1,920	1,920	1,920	9,600
Web Content Manager	5,760	5,760	5,760	5,760	5,760	28,800
Web Designer	3,840	3,840	3,840	3,840	3,840	19,200
<b>Total</b>	<b>90,240</b>	<b>90,240</b>	<b>90,240</b>	<b>90,240</b>	<b>90,240</b>	<b>451,200</b>

NWC (Newport, RI)						
Labor Category	Base Year	Option 1	Option 2	Option 3	Option 4	Total
Communication Analyst	3,840	3,840	3,840	3,840	3,840	19,200
Data Services Developer	3,840	3,840	3,840	3,840	3,840	19,200
Information Assurance Systems Specialist	1,920	1,920	1,920	1,920	1,920	9,600
Learning Management Systems Technician	5,760	5,760	5,760	5,760	5,760	28,800
Network and Infrastructure Technician	3,840	3,840	3,840	3,840	3,840	19,200
Network Systems Administrator	5,760	5,760	5,760	5,760	5,760	28,800
Service Center Specialist	3,840	3,840	3,840	3,840	3,840	19,200
Service Center Technician	5,760	5,760	5,760	5,760	5,760	28,800
<b>Total</b>	<b>34,560</b>	<b>34,560</b>	<b>34,560</b>	<b>34,560</b>	<b>34,560</b>	<b>172,800</b>

USNA (Annapolis, MD)						
Labor Category	Base Year	Option 1	Option 2	Option 3	Option 4	Total

Application Developer	7,680	7,680	7,680	7,680	7,680	38,400
Business Process Engineering Specialist	1,920	1,920	1,920	1,920	1,920	9,600
Data Services Developer	1,920	1,920	1,920	1,920	1,920	9,600
Database Manager/Administrator	5,760	5,760	5,760	5,760	5,760	28,800
Information Assurance Systems Specialist	5,760	5,760	5,760	5,760	5,760	28,800
Lab Services Technician	11,520	11,520	11,520	11,520	11,520	57,600
Linux Systems Administrator	3,840	3,840	3,840	3,840	3,840	19,200
Mobile Device Application Developer	1,920	1,920	1,920	1,920	1,920	9,600
Service Center Specialist	13,440	13,440	13,440	13,440	13,440	67,200
Service Center Technician	13,440	13,440	13,440	13,440	13,440	67,200
Vulnerability/Threat Specialist	5,760	5,760	5,760	5,760	5,760	28,800
Web Content Manager	1,920	1,920	1,920	1,920	1,920	9,600
Web Designer	1,920	1,920	1,920	1,920	1,920	9,600
<b>Total</b>	<b>76,800</b>	<b>76,800</b>	<b>76,800</b>	<b>76,800</b>	<b>76,800</b>	<b>384,000</b>

5.2.3 The yearly (the contractor will have to prorate these hours based on the performance periods of the CLINS in section B) level of effort for use in computing total direct labor costs is 201,600 direct labor hours. Total level of effort hours of 1,008,000 for all five years of the contract are calculated as follows:

$$5 \text{ yrs} \times 201,600 \text{ annual hours} = 1,008,000$$

Annual level of effort Direct Labor Hours: Although actual hours performed may vary, offeror must submit a cost proposal based on this level of effort to be considered for evaluation and award.	
<b>Labor Categories</b>	<b>Hours</b>
Application Developer	17,280
Business Process Engineering Specialist	3,840
Communications Analyst	5,760
Data Services Developer	7,680
Database Manager/Administrator	9,600
Graphics Designer	1,920
High Performance Computing System Architect	1,920
Information Assurance Systems Specialist	17,280
Lab Services Technician	17,280
Learning Management Systems Technician	7,680
Linux Systems Administrator	5,760
Mobile Device Application Developer	5,760
Network and Infrastructure Technician	7,680

Network Architect	1,920
Network Engineer	1,920
Network Systems Administrator	7,680
	23,04
Service Center Specialist	0
	24,96
Service Center Technician	0
Visualization Technician	1,920
	15,36
Vulnerability/Threat Specialist	0
Web Architect	1,920
Web Content Manager	7,680
Web Designer	5,760

### 5.3 Specific Requirements of Cost Proposal

5.3.1 Detailed Pricing Format. For each CLIN, offeror shall provide a detailed pricing schedule that identifies all labor categories and hours by category, direct labor rates and their application to the various labor categories, ODCs, subcontractors/consultants (if any), service centers, indirect/FCCM burden rates and their application, calculated costs, fee/profit and total pricing, by CLIN and in total for all five contract years.

5.3.2 Labor Rates. Offeror shall propose direct labor rates based on actual salaries for all key/resumed personnel. Composite/weighted average rates may be used for labor categories. Offeror shall provide detailed explanation of development of direct labor rates (e.g., based on actual salaries, labor surveys, internal labor categories, composite rates based on multiple labor categories, etc.). Offeror shall provide detailed calculation of proposed rates (e.g., composite rates) for each labor category for each CLIN. Offeror shall provide a separate schedule of internal salary rates/category rates that may be sent to DCMA/DCAA for rate verification. Offeror shall indicate if the offeror is subject to a Forward Pricing Rate Agreement for direct labor rates, and if so, shall provide a copy of the Agreement.

5.3.3 Labor Escalation. Offeror shall describe development of proposed labor escalation rate(s) (e.g., historical costs/judgment/other sources), along with the offeror's historical labor escalation rate for the previous three fiscal years.

5.3.4 Direct Labor Cost. Offeror shall provide detailed schedules calculating labor cost by labor category by year.

5.3.5 Compensation Plan. Offeror shall provide its compensation plan policy relative to salaries and fringe benefits for professional employees who will be working on the proposed contract in accordance with FAR 52.222-46, Evaluation of Compensation for Professional Employees.

5.3.6 Estimated Other Direct Costs (ODCs). To assist in proposal preparation, Government has identified annual unburdened ODC estimates to be used by offeror in preparing its cost proposal. ODCs for each performance year are identified in Section B of this solicitation. Offeror shall describe its standard burden applied to ODC, and shall apply burden to estimated ODCs pursuant to its standard burden structure.

5.3.7 Subcontracts. Offerors shall provide a copy of each subcontractor cost proposal. Offeror shall provide a schedule of proposed subcontractors and total costs proposed. Offeror will provide a schedule of subcontractor hours by labor category. Offeror will provide schedules that apply proposed subcontractor rates to proposed hours, resulting in total costs that reconcile to the proposed subcontractor amounts.

5.3.8 Offeror shall indicate type of rate (e.g., CPFF, T&M, FFP) proposed by each subcontractor/consultant.

5.3.9 Major Subcontractors. Each subcontractor/consultant that proposes \$700,000.00 or more in cost is considered to be a major subcontractor. Each major subcontractor shall provide its proposal to the contracting officer, in sealed envelope or under separate cover, in the same level of detail as required of the prime offeror, pursuant to the requirements of this section 5.3 and the below section 5.5. The subcontractor's proposal is due to the contracting officer no later than the prime offeror's proposal is due to the contracting officer.

5.3.10 Indirect Rates. Offeror shall provide a table summarizing proposed indirect rates (e.g., fringe benefits, labor overhead, material handling, general and administrative) by CLIN and by contract year, in a format that that may be sent to DCMA/DCAA for rate verification. Offeror shall provide a description of pools and bases for proposed indirect rates. Offeror shall provide calculations of composite indirect rates used for each contract year, if the offeror's fiscal year rates differ from contract year rates. Offeror shall indicate if the offeror is subject to a Forward Pricing Rate Agreement for indirect rates or DCAA provisional rates, and if so, shall provide a copy of the Agreement or DCAA provisional rate letter.

If a contractor proposes indirect rates lower than prevailing Forward Pricing Rate Agreement or DCAA-approved Provisional Billing Rates, the contractor must certify they are willing to cap these rates for the life of the contract.

5.3.11 Indirect Cost. Offeror shall provide detailed pricing schedules by contract year that clearly identify the application of indirect rates to application bases, and calculate proposed indirect costs for each indirect rate.

5.3.12 New Cost Centers. If new cost centers are developed for the proposed contract, the proposal shall provide historical data for existing cost centers for efforts similar to the requirements of this solicitation.

5.3.13 Facilities Capital Cost of Money (FCCM). If offeror elects to claim FCCM as an allowable cost, offeror must submit the calculation of proposed amounts on DD Form 1861, or equivalent, with the applicable cost of money base rates indicated, as well as percentage of total cost of money proposed by land, buildings, and equipment. Offeror shall also provide copy of the most recent completed Form CASB-CMF.

5.3.14 Fee. Offeror shall identify proposed fee rate(s) and application base(s) (e.g., 4.0% on burdened labor cost, 2.0% on burdened subcontract cost, 0.0% on burdened ODC). Offeror is invited to submit a completed DD Form 1547 'Record of the Weighted Guidelines Application' in support of the proposed fee rate(s).

5.3.15 Historical Rates. Offeror shall provide historical direct labor rates by labor category for the three most recent completed fiscal years. For each proposed indirect/FCCM rate, offeror shall provide historical rates for the three most recent completed fiscal years, separately identifying projected vs actual rates as in the following example:

2014    2013    2012

Projected at start of year

Incurred at end of year

5.3.16 Format of spreadsheets. Each offeror's cost proposal **MUST** be submitted in a spreadsheet format provided in Attachment 3, Sample Proposal, which includes labor categories, labor hours, direct labor rates, indirect rates, and fee. Elements contain in Attachment 3 are provided as examples only. **FORMULAS MUST BE INCLUDED WITHIN THE CELLS. COST INFORMATION SHALL NOT BE SUBMITTED IN PDF FORMAT.** The spreadsheet must list the factors used for the Base Year and each Option Year. Labor categories shall be in accordance with the tables provided in Section L. If the offeror intends on subcontracting, the aforementioned information shall be provided as well by the subcontractor.

5.3.17 Offeror shall provide a complete softcopy of its cost proposal. Softcopy shall be in Microsoft Word format for proposal narrative, and Excel format for schedules. All Excel schedules shall contain working equations and links.

#### 5.4 Submission of Cost or Pricing Data

5.4.1 It is expected that this contract will be awarded based upon a determination that there is adequate price competition; therefore, the offeror is not required to submit or certify cost or pricing data (SF 1411) with its proposal.

5.4.2 If, after receipt of proposals, the Contracting Officer determines that adequate price competition does not exist in accordance with FAR 15.403-1, the offeror shall provide certified cost or pricing data as requested by the Contracting Officer.

#### 5.5 Additional Required Information

5.5.1 Offeror shall provide the following additional information as an appendix/enclosure to the cost proposal. If the information is already provided elsewhere in the proposal, identify page and section number of the information's location:

5.5.1.1 DCAA office, Supervisory Auditor POC, phone number, email address, street address

5.5.1.2 DCMA office, ACO POC, phone number, email address, street address

5.5.1.3 DUNS number

5.5.1.4 CAGE Code

5.5.1.5 TAX ID

5.5.1.6 Fiscal Year (e.g., calendar year; year ending 31-July-20xx)

5.5.1.7 Brief description of company organization, parent organization if applicable, number of divisions, number of employees, annual revenues for the past three years, share of revenues provided by Govt vs Commercial, product lines, customers.

5.5.1.8 Date the accounting system was considered acceptable or approved by DCAA/DCMA

5.5.1.9 Copy of letter from DCAA/DCMA regarding acceptability of accounting system

5.5.1.10 Date the billing system was considered acceptable or approved by DCAA/DCMA

5.5.1.11 Copy of letter from DCAA/DCMA regarding acceptability of billing system

5.5.1.12 Date the purchasing system was considered acceptable or approved by DCAA/DCMA

5.5.1.13 Copy of letter from DCAA/DCMA regarding acceptability of purchasing system

5.5.1.14 Date of the latest financial capability audit by DCAA/DCMA

5.5.1.15 Copy of letter/report from DCAA/DCMA regarding financial capability

5.5.1.16 Date of Disclosure Statement

5.5.1.17 Date of Disclosure Statement approval by ACO

5.5.1.18 Copy of latest Forward Pricing Rate Agreement or Forward Pricing Rate Proposal

5.5.1.19 Copy of latest approved Billing Rate letter

5.5.2 Offeror will provide discussion of its financial capability to perform the contract. The discussion will identify the results of any DCAA/DCMA financial capability reviews, ability to obtain financing, current financial status, etc.

5.5.3 Offeror shall demonstrate that it maintains an adequate accounting system in accordance with DFARS 252.242-7006

5.5.4 Offeror agrees to hold the prices in its offer firm for 120 calendar days from the date specified for receipt of offers.

(End of provision)

CLAUSES INCORPORATED BY REFERENCE

52.207-1	Notice Of Standard Competition	MAY 2006
52.222-24	Preaward On-Site Equal Opportunity Compliance Evaluation	FEB 1999
52.222-46	Evaluation Of Compensation For Professional Employees	FEB 1993
52.237-10	Identification of Uncompensated Overtime	MAR 2015

CLAUSES INCORPORATED BY FULL TEXT

52.216-1 TYPE OF CONTRACT (APR 1984)

The Government contemplates award of Indefinite Delivery/Indefinite Quantity (IDIQ) Multiple Award Contract (MAC) with cost plus fixed fee and firm fixed price task orders resulting from this solicitation.

(End of provision)

52.233-2 SERVICE OF PROTEST (SEP 2006)

(a) Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the Government Accountability Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from

Nick Giacalone  
Contracting Officer  
NAVSUP Fleet Logistic Center San Diego  
3985 Cummings Road, Building 116  
San Diego, CA 92136-4200

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

(End of provision)

## Section M - Evaluation Factors for Award

### EVALUATION FACTORS FOR AWARD

#### **1.0 Basis for Award**

1.1 The award resulting from this solicitation shall include two or more Indefinite-Delivery/Indefinite-Quantity type contracts with Cost Plus Fixed Fee and Firm fixed Price Task Orders resulting from this solicitation. Award will be made on a total Service Disabled Veteran Owned Small Business (SDVOSB) Set-Aside basis, using a best value trade-off methodology for source selection. The government reserves the right to limit the number of awards based on administrative costs and this may not exceed ten awards total. Offerors are advised that the Government reserves the right to make award to other than the lowest price offeror(s), or to the offeror(s) with the highest technical rating(s) if the Government determines that to do so would result in the overall best value to the Government. As indicated below, the two non-cost factors [Factor I (Technical Capability), Factor II (Past Performance)] are listed in descending order of importance. When combined, the non-cost factors [Factor I (Technical Capability), Factor II (Past Performance)], are significantly more important than Factor III (Cost). A rating of "Unacceptable" in any factor or sub-factor may render the entire proposal ineligible for award.

1.2 Although cost is not the most important factor, and as indicated above, is significantly less important than non-technical factors, its importance in the best-value trade-off award will increase to the extent the difference in technical proposals, past performance considered, decreases. Cost will become the most important factor to the extent the proposals are essentially equal in value to the Government.

1.2 To be eligible for award, the offeror(s) must fully comply with the PWS, and address all solicitation requirements. As such, offers that take exception to any term or condition of this solicitation, propose any additional term or condition, or omit any required information, may not be considered for award. Alternate proposals are NOT authorized and will be rejected. The offeror(s) must propose in accordance with the directions set forth in Section L to be considered for award.

1.3 The Government intends to award without discussions. Notwithstanding this intent, the Contracting Officer reserves the right to conduct discussions, a matter within his discretion. If this occurs, the Contracting Officer shall establish, in accordance with FAR 15.306, a competitive range. The Government also reserves the right to limit the number of offerors in the competitive range for purposes of efficiency. The Contracting Officer may limit the number of proposals in the competitive range to the greatest number that will permit an efficient competition among the highest rated proposals. In accordance with FAR 15.307, at the conclusion of discussions, the Contracting Officer shall give each offeror an opportunity to revise their proposal as appropriate.

#### **2.0 Evaluation Factors and Grading Criteria**

The Government will evaluate proposals based on the following three Factors and Sub-factors, listed in descending order of importance:

##### **2.1 Factor I – Technical Capability**

2.1.1 Sub-factor (1) – Technical Approach

2.1.2 Sub-factor (2) – Management Approach

2.1.3 Sub-factor (3) – Staffing Plan

2.2 **Factor II – Past Performance Confidence**

2.3 **Factor III – Cost**

### 3.0 **Relative Weights**

3.1 Factor I (Technical Capability) and Factor II (Past Performance Confidence) are listed in descending order of importance. When combined, the non-cost factors [Factor I (Technical Capability) and Factor II (Past Performance Confidence), are significantly more important than Factor III (Cost). A rating of “Unacceptable” in any factor may render the entire proposal ineligible for award.

3.2 There are three sub-factors under Factor I (Technical Capability): Sub-factor (1) Technical Approach, Sub-factor (2) Management Plan and Sub-factor (3) Staffing Plan. These three sub-factors are in descending order of importance and shall be used to establish an overall rating for Factor I. An unacceptable in any sub-factor may result in an overall Factor I rating of unacceptable, rendering the entire proposal ineligible for award.

3.3 Awards will be made to the offeror(s) whose proposal contains the combination of those criteria offering the best overall value to the Government. In making this comparison the Government is more concerned with obtaining superior Technical Capability (Factor I), Past Performance Confidence (Factor II), than making the award to the lowest cost (Factor III) to the Government. However, the Government may not make an award at a significantly higher cost to the Government to achieve slightly superior technical capability or past performance, see 6.1 below.

### 4.0 **Factor I – Technical Capability Grading Criteria:**

Inherent in a greatest value evaluation is the fact the Contracting Officer, while always mindful of Price, encourages strengths and/or innovative approaches. Accordingly, to the extent an offeror provides strengths to its proposal, the offeror may receive a higher rating. Offerors are on notice that innovations, well documented technical capability, improved management approach and extensive staffing plan will be considered “strengths.” However, Offerors are advised that the Government may give a higher rating only if the strength(s) represent a real value or benefit to the Government.

4.1 The following Factor (I) Sub-factors shall be rated individually with these ratings used to determine overall rating for Technical Capability. In descending order of importance, the Technical Capability sub-factors are:

4.1.1 Sub-factor (1) Technical Approach: Offerors shall indicate the planned approach for meeting DoD security standards on every task order; and, they shall provide a proposal that demonstrates how they will meet applicable DoD facility requirements IAW the DD254 the Government will evaluate the technical approach to determine the offerors’ overall understanding and capability to successfully provide required services to support the activities of Naval Higher Education Information Technology Consortium support services across all three member institutions. Offerors shall document its experience in the following 14 critical support categories including applications, computer network defense, learning management systems, multimedia educational technologies, virtualization, network and infrastructure maintenance, network engineering, enterprise architecture, service center services, client hardware and lab services, enterprise information, system architecture, system administration, and visualization services. Offerors should document how the work that it has done is similar in size and scope to the work outlined in the PWS. To maximize scoring, offerors should demonstrate its use of technology;

and, should identify innovations in processes and procedures that it has used successfully and demonstrate how those innovations may be deployed for use in this effort. To the extent the offerors’ utilize the expertise of identified subcontractors, offerors shall clearly demonstrate what work the subcontractors will be performing exploiting any expertise not available to the offerors.

4.1.2 Sub-factor (2) Management Approach: The Government will evaluate the management approach sub-factor based on the degree the proposed approach addresses management of Naval Higher Education Information Technology Consortium support services. The government will evaluate the proposal in terms of the offeror’s ability to provide an effective approach to perform, manage, maintain quality, and coordinate various elements of the PWS. The government will evaluate the degree to which the organization shows clear and effective delineation of functional roles and responsibilities. The evaluation will include the effectiveness of the offeror’s organization lines of authority and ability to perform on day one of contract.

4.1.3 Sub-factor (3) Staffing Plan: The Government will evaluate the staffing plan to determine the offeror’s ability to support the management and technical approach set forth under sub-factors (1) and (2). This includes evaluating the approach on quickly filling task order staffing needs, meeting personnel security requirements, reducing turnover and the planned utilization of key personnel.

4.2 The following table of Ratings/Definition/Description shall be used for the Technical/Risk Rating for each Sub-factor and for Factor (I). The overall Factor I (Technical Capability) rating will be determined by evaluating the ratings for each of the sub-factors. The overall rating will be used for tradeoff analysis. Inherent in the Factor (I) rating definition is a component for risk, reflecting the projected risk of the proposed approach to successfully perform the contract.

Table 1	Combined Technical/Risk Rating
Rating	Description
Outstanding	Proposal meets requirements and indicates an exceptional approach and understanding of the requirements. Strengths far outweigh any weaknesses. Risk of unsuccessful performance is very low.
Good	Proposal meets requirements and indicates a thorough approach and understanding of the requirements. Proposal contains strengths which outweigh any weaknesses. Risk of unsuccessful performance is low.
Acceptable	Proposal meets requirements and indicates an adequate approach and understanding of the requirements. Strengths and weaknesses are offset or will have little or no impact on contract performance. Risk of unsuccessful performance is no worse than moderate.
Marginal	Proposal does not clearly meet requirements and has not demonstrated an adequate approach and understanding of the requirements. The proposal has one or more weaknesses which are not offset by strengths. Risk of unsuccessful performance is high.
Unacceptable	Proposal does not meet requirements and contains one or more deficiencies. Proposal is un-awardable.

4.3 Unacceptable Rating. Any proposal receiving a score of “unacceptable” in a factor or any sub-factor may render the entire proposal ineligible for award.

**5.0 Factor II – Past Performance Grading Criteria**

5.1 Each offeror will be given two ratings- one for relevancy and one for confidence. The relevancy rating will be incorporated in the confidence rating. The more relevant the past performance data submitted is to this work effort, the higher the government's confidence in the offeror's ability to successfully perform will be.

5.2 The assessment of offeror's past performance will be used by the government as a means to evaluate the relative capability of the offeror and other competitors to successfully meet the requirements of the PWS and as a measure of performance risk for contract award. The government's assessment of performance risk is not intended to be the product of a mechanical or mathematical analysis of an offeror's performance on a list of contracts, but rather the product of subjective judgment of the Government after it considers all available relevant and recent information.

5.3 The government intends to verify past performance information on contracts listed by the offerors. The government may contact some or all of the references. The government reserves the right to obtain information for use in the evaluation of past performance from any and all sources including sources outside of the Government.

5.4 In the case of an offeror without a record of relevant past performance, or for whom information on past performance is not available, the government will not evaluate the offeror favorably or unfavorably on past performance. Such offerors will receive a neutral rating for past performance. However, the proposal of an offeror with no relevant past performance history, while rated Neutral in past performance, may not represent the most advantageous proposal to the government, and thus, may be an unsuccessful proposal when compared to the proposals of other offerors.

5.5 The government shall evaluate the offeror's past performance on similar or directly-related work performed within the past three years from the solicitation posting date (similar in scope, magnitude, and complexity to that detailed in the Statement of Work). Past performance shall be evaluated based on Relevancy (the less relevant the past performance, the lower the score), as well as Confidence (timeliness, quality, cost control, and customer satisfaction as indicated by the questionnaire). Past Performance references may include federal, state, or local government and private contracts performed by the offeror that were similar in nature for this effort being evaluated.

5.6 Past performance may be demonstrated from an individual prior contract or effort, or by aggregating multiple prior contracts or efforts of same or similar scope to that which is described in the solicitation. However, the government will give greater consideration to individual prior contracts or efforts of the same or similar scope, magnitude and/or complexity to that which is described in the solicitation.

5.7 The government may take into account past performance information regarding predecessor companies, key personnel who have relevant experience, and teaming partners/subcontractors that will perform major or critical aspects of the requirement when such information is relevant to the procurement.

5.8 In accordance with FAR 15.305 (a) (2) (i), the government may consider in its evaluation, the currency and relevance of the information, source of the information, context of the data, and general trends in the offeror's performance.

5.9 In determining Confidence, the Government shall consider how well the contractor has performed on previous contracts in areas such as timeliness, quality, cost control, and customer satisfaction.

5.10 Each offeror shall submit past performance that can be given a rating for both Relevancy and Confidence or affirmatively state that it possesses no relevant past performance. If the offeror does neither of the foregoing, the proposal may not be eligible for award. However, these criteria are interdependent, and a single confidence rating will be used in the best value trade off award.

5.11 Past Performance Relevancy Rating

Table 2	Past Performance Relevancy Rating
Rating	Definition
Very Relevant	Based on the offeror’s recent/relevant performance record, the Government has a high expectation that the offeror will successfully perform the required effort.
Relevant	Based on the offeror’s recent/relevant performance record, the Government has a reasonable expectation that the offeror will successfully perform the required effort.
Somewhat Relevant	Based on the offeror’s recent/relevant performance record, the Government has a low expectation that the offeror will successfully perform the required effort.
Not Relevant	Based on the offeror’s recent/relevant performance record, the Government has no expectation that the offeror will be able to successfully perform the required effort.

5.12 Factor II Grading Criteria – Past Performance Confidence Assessment

Table 3	Performance Confidence Assessment
Rating	Description
Substantial Confidence	Based on the offeror's recent/relevant performance record, the Government has a high expectation that the offeror will successfully perform the required effort.
Satisfactory Confidence:	Based on the offeror's recent/relevant performance record, the Government has a reasonable expectation that the offeror will successfully perform the required effort.
Limited Confidence	Based on the offeror's recent/relevant performance record, the Government has a low expectation that the offeror will successfully perform the required effort.
No Confidence:	Based on the offeror's recent/relevant performance record, the Government has no expectation that the offeror will successfully perform the required effort.
Unknown Confidence (Neutral):	No recent/relevant performance record is available or the offeror's performance record is so sparse that no meaningful confidence assessment rating can be reasonably assigned.

6.0 Factor III – Cost

6.1 Although cost is less significant than the other factors, it should not be ignored. The degree of its importance will increase with the degree of equality of proposals in relation to Technical Capability and Past Performance. Conversely, the significance of cost will decrease when it is so significantly high as to diminish the value of the technical superiority to the government.

6.2 The evaluation of Cost will be based on a cost realism evaluation of specific elements of each offeror’s proposed cost to determine whether the proposed cost elements are realistic for the work to be performed, reflect a clear understanding of the requirement, and are consistent with any unique method of performance proposed by the offeror. The purpose of the analyses shall be to determine the probable cost of performance. The probable cost will reflect the government’s best estimate of the cost for that particular proposal being evaluated. This probable cost will be used for purposes of determining best value. The Government will use Defense Contract Audit Agency audited rates, if available, and other means available to determine validity of direct and indirect rate elements. The Government will likewise review the costs

proposed for various labor categories and compare those to the qualifications of personnel proposed; it reserves the right to evaluate the costs at a higher rate to match the caliber of personnel proposed, as represented in the minimum qualifications.

6.3 The burden of proof for cost credibility rests with the offeror. Offerors are cautioned that to the extent proposed costs appear unrealistic; the Government may infer either a lack of understanding of the requirements, increased risk of performance, or lack of credibility on the part of the offeror.

6.4 The Government will evaluate offers for award purposes by adding the total evaluated costs for the base year to the total evaluated costs for the four option years. Evaluation of the options WILL NOT obligate the Government to exercise the options.

6.5 Contractors accounting system shall be evaluated to determine adequacy in accordance with DFAR 252.242-7006. Any Offeror that fails to demonstrate an "Acceptable accounting system" as defined in DFARS 252.242-7006 may render the entire proposal ineligible.

(End of provision)

#### CLAUSES INCORPORATED BY REFERENCE

52.217-5

Evaluation Of Options

JUL 1990