

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NUMBER
REQ-2400-15-0082

PAGE OF
1 2

2. CONTRACT NO.
CPSC-I-15-0010

3. AWARD/EFFECTIVE DATE
05/20/2015

4. ORDER NUMBER
0016

5. SOLICITATION NUMBER

6. SOLICITATION ISSUE DATE

7. FOR SOLICITATION INFORMATION CALL:

a. NAME
Patricia Folts

b. TELEPHONE NUMBER (No collect calls)
(301) 504-7674

8. OFFER DUE DATE/LOCAL TIME

9. ISSUED BY
CONSUMER PRODUCT SAFETY COMMISSION
DIV OF PROCUREMENT SERVICES
4330 EAST WEST HWY
ROOM 523
BETHESDA MD 20814

10. THIS ACQUISITION IS UNRESTRICTED OR SET ASIDE: % FOR:
 SMALL BUSINESS WOMEN-OWNED SMALL BUSINESS
 HUBZONE SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM NAICS:
 SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS 8(A) SIZE STANDARD:

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED
 SEE SCHEDULE

13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)

13b. RATING
14. METHOD OF SOLICITATION
 RFP IFB RFP

15. DELIVER TO
CONSUMER PRODUCT SAFETY COMMISSION
OFFICE OF INFORMATION SERVICES
4330 EASTWEST HIGHWAY
ROOM 706
BETHESDA MD 20814

16. ADMINISTERED BY
CONSUMER PRODUCT SAFETY COMMISSION
DIV OF PROCUREMENT SERVICES
4330 EAST WEST HWY
ROOM 523
BETHESDA MD 20814

17a. CONTRACTORY OFFEROR
PROGRAM SUPPORT CENTER DHHS
5600 FISHERS LANE
RM 17-21
ATTN DIANA MATHEWS
ROCKVILLE MD 20857-0001

18a. PAYMENT WILL BE MADE BY
CPSC Accounts Payable Branch
AMZ 160
P. O. Box 25710
Oklahoma City OK 73125

TELEPHONE NO.
 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	DUNS Number: 043982318 COR: Shiny Varghese 301-504-7542 svarghese@cpsc.gov Task Order 0016 is hereby issued to provide procurement support services for requisition REQ-2400-15-0082 in the estimated amount of \$833,330.00. All services shall be in accordance with the attached procurement package. (Use Reverse and/or Attach Additional Sheets as Necessary)				

25. ACCOUNTING AND APPROPRIATION DATA
See schedule

26. TOTAL AWARD AMOUNT (For Govt. Use Only)
\$856,246.58

27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA ARE ARE NOT ATTACHED.
 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA ARE ARE NOT ATTACHED.

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.

29. AWARD OF CONTRACT: _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:

30a. SIGNATURE OF OFFEROR/CONTRACTOR

31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)

30b. NAME AND TITLE OF SIGNER (Type or print)
Pat JOY

30c. DATE SIGNED
6/8/15

31b. NAME OF CONTRACTING OFFICER (Type or print)
Kim Miles

31c. DATE SIGNED
6/8/15

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION IS NOT USABLE

STANDARD FORM 1449 (REV. 2/2012)
Prescribed by GSA - FAR (48 CFR) 53.212

LD

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
0001	Technical support services on tasks supporting CPSC's Dynamic Case Management System (DCM) conducting operations, maintenance, and enhancements activities. Existing HHS Contract: Contract # HHSN316201201200144W GREEN IT Systems Group NITAAC DIRECT 8 (a) Accounting Info: 0100A15DIT-2015-1332800000-EXIT002400-252M0 Funded: \$833,330.00	1	EA	833,330.00	833,330.00
0002	Surcharge Fee - 2.75% Simplified Acquisition COR: Robert Carroll 301-504-7111 RCARROLL@CPSC.GOV Accounting Info: 0100A15DSE-2015-5417600000-EXFM002730-253X0 Funded: \$22,916.58 The total amount of award: \$856,246.58. The obligation for this award is shown in box 26.	1	EA	22,916.58	22,916.58

32a. QUANTITY IN COLUMN 21 HAS BEEN

RECEIVED INSPECTED ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED.

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE 32c. DATE 32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE 32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER 34. VOUCHER NUMBER 35. AMOUNT VERIFIED CORRECT FOR 36. PAYMENT 37. CHECK NUMBER

PARTIAL FINAL COMPLETE PARTIAL FINAL

38. S/R ACCOUNT NUMBER 39. S/R VOUCHER NUMBER 40. PAID BY

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT 42a. RECEIVED BY (Print)

41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER 41c. DATE 42b. RECEIVED AT (Location)

42c. DATE REC'D (YY/MM/DD) 42d. TOTAL CONTAINERS

<h1>REQUISITION</h1>				PROCUREMENT REQUEST NO. REQ-2400-15-0082		
1. NAME, PHONE NUMBER, AND ROUTING SYMBOL OF PERSON TO CONTACT Amelia Shifflett/(301) 504-7172				REQUISITION DATE 05/19/2015		
3. ORIGINATING OFFICE DATA CONSUMER PRODUCT SAFETY COMMISSION				2. TYPE OF REQUEST (Check one) A. <input checked="" type="checkbox"/> NEW REQUEST B. <input type="checkbox"/> CHANGE TO PENDING PR NO. _____ C. <input type="checkbox"/> MODIFICATION TO CONTRACT OR ORDER NO. _____		
4. ADDITIONAL INFORMATION (Suggested supply sources, security data, etc.) GREEN IT - under NITAAC Direct 8a						
5. APPROVALS						
APPROVING OFFICIALS (A)		ROUTING SYMBOL (B)	DATE (C)	INTERNAL ROUTING		
				INITIALS (D)	ROUTING SYMBOL (E)	
(1) AUTHORIZED REQUISITIONER Amelia Shifflett		CPSC	amorrissey@cpsc.gov	Digitally signed by amorrissey@cpsc.gov DN: cn=amorrissey@cpsc.gov Date: 2015.05.19 14:59:55 -0400	6. CONSIGNEE AND DESTINATION CONSUMER PRODUCT SAFETY COMMISSION OFFICE OF INFORMATION SERVICES 4330 EASTWEST HIGHWAY ROOM 706 BETHESDA MD 20814	
(2)			mjames@cpsc.gov	Digitally signed by mjames@cpsc.gov DN: cn=mjames@cpsc.gov Date: 2015.05.20 06:55:38 -0400		
(3)						
(4)						
				7. DATE(S) REQUIRED 09/30/2015		
				8. GOVERNMENT FURNISHED PROPERTY <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO (If "Yes," see par. 8 of instructions on next page.)		
9. DESCRIPTION OF ITEMS OR SERVICES						
ITEM NO. (A)	ITEM OR SERVICE (Include Specifications and Special Instructions) (B)	QUANTITY (C)	UNIT (D)	ESTIMATED COST		
				UNIT (E)	AMOUNT (F)	
0001	FOB: Destination FOLLOW ON WORK NITAAC DIRECT 8 (a) Task Order to GREEN IT Contract # HHSN316201201200144W The Contractor shall provide technical support services on tasks supporting CPSC's Dynamic Case Management System (DCM) conducting operations, maintenance, and enhancements activities. COR: Shiny Varghese Phone: (301)504-7542 Email: svarghese@cpsc.gov				833,330.00	
				TOTAL ESTIMATED COST \$833,330.00		
10. ACCOUNTING DATA Accounting Info : 0100A15DIT-2015-1332800000-EXIT002400-252M0						

HHS SURCHARGE APPROVED
 \$ 22,916.58
 AMOUNT
 FUNDS CONTROL OFFICER

rcarroll@cps
 c.gov
 Digitally signed by rcarroll@cpsc.gov
 DN: cn=rcarroll@cpsc.gov
 Date: 2015.05.20 09:31:31 -0400

0010

5/20

STATEMENT OF WORK

The Contractor shall furnish all of the necessary personnel, materials, services, facilities, (except as otherwise specified herein), and otherwise do all the things necessary for or incident to the performance of the work as set forth below:

Dynamic Case Management System (DCM) Technical Support Performance Work Statement (PWS)

Introduction

The U.S. Consumer Product Safety Commission (CPSC) is charged with protecting the public from unreasonable risks of serious injury or death from thousands of types of consumer products under the Commission's jurisdiction. The CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical, or mechanical hazard or can injure children. The CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters, and household chemicals - contributed significantly to the 30 percent decline in the rate of deaths and injuries associated with consumer products over the past 30 years.

The Agency has jurisdiction over 15,000 types of consumer products, from automatic-drip coffee makers to toys to lawn mowers. Some types of products, however, are covered by other federal agencies. For example: cars, trucks and motorcycles are covered by the Department of Transportation; foods, drugs, and cosmetics are covered by the Food and Drug Administration; and alcohol, tobacco and firearms are within the jurisdiction of the Department of the Treasury.

CPSC works to reduce the risk of injuries and deaths from consumer products by:

1. Developing voluntary standards with industry;
2. Issuing and enforcing mandatory standards; banning consumer products if no feasible standard would adequately protect the public;
3. Obtaining the recall of products or arranging for their repair;
4. Conducting research on potential product hazards; and
5. Informing and educating consumers through the media, international, federal, state and local governments, private organizations, and by responding to consumer inquiries.

EXIT is charged with ensuring the Commission and its staff has all applicable tools and infrastructure required to execute their duties. As part of its ongoing efforts to support the Commission, However, this procurement is limited to system support for the following investment: DCM.

CPSC's goal is to engage a Contractor to provide systems development, enhancement, operations and maintenance and technology refresh services. As part of this effort, the following which are currently part of DCM are in scope of work:

- DCM – Section 15, which tracks Section 15 reports. Businesses under Section 15 of Consumer Product Safety Act utilize the tool to report a potentially hazardous product that they manufacture, distribute, import or sell.
- DCM – Product Safety Assessment (PSA), which is an evaluation of a subject product that can be potentially hazardous to consumers.
- Data repository/warehouse (a central data store for the unification of CPSC incident related data) containing data relevant to both modernized and legacy systems.

Systems that are not included under this statement of work include the operations and maintenance of: webservers, websites and legacy CIS applications. However cooperative efforts to integrate legacy systems with DCM must be supported.

The Contractor shall perform the work of this task order for the CPSC as described below.

Description of Services

The Contractor shall provide technical support services on tasks supporting CPSC's Dynamic Case Management System (DCM) conducting operations, maintenance, and enhancements activities. Additionally, the Contractor shall provide support services for DCM application related hardware and software installation and configuration. The Contractor shall perform their work in accordance with CPSC's established system procedures, including but not limited to: system operating procedures, application and database management policies, procedures, and standards; systems development lifecycles; and relevant Federal (non-CPSC) guidance.

DCM currently provides functionality such as: case management, search, taxonomy, company management and document management. DCM component are often referred to as DCM, PSA, DCM-IFS, and Data Repository/Warehouse (DR).

Appian, a business process management toolset provides case management functionality for DCM inclusive of DCM-IFS. It has a XML framework for workflow, definitions and properties and JAVA for advanced development. The system back-end databases are MySQL and SQL server. The database also functions as the Data Repository/Warehouse (DR)

There is a backlog of system bug and enhancement requests for DCM or case management systems. DCM references in this statement of work are always inclusive of DCM-Section 15 and DCM-PSA functionality in production.

CPSC is currently in the process of continuing development on the DCM platform, integrating legacy Integrated Field System (IFS) functionality into DCM using Appian. As the development contractor deploys iterative releases into the DCM application, the technical support contractor must coordinate releases and schedules with the development contractor. Some bugs and enhancements resulting from the development effort will be added to the DCM ticket backlog following each DCM-IFS iterative release.

Operations and maintenance of DCM focuses primarily on keeping the various technical and administrative pieces of the system operating effectively and making changes to software, platforms, and documentation where required to support this goal. It includes; managing users, responding to DCM Level 2 help desk system tickets, making changes to improve a system's performance, problem remediation, upgrading versions, enhancing security, and addressing user requirements.

Description of Work

A. General

- 1) Independently, and not as an agent of the Government, the Contractor shall furnish all necessary personnel, materials, services, and facilities to perform the work set forth below, except as provided in Section 9, "Government Furnished Materials," to perform the work as set forth below.
- 2) The Contractor shall provide expert services, including but not limited to: project planning and management; conducting business analysis; requirements gathering;

technical documentation; systems/data architecting; designing; coding; integrating systems; providing common interfaces; configuring; and testing in support of CPSRMS.

- 3) The Contractor shall provide full system and software life cycle support for modernized systems in accordance with the CPSC System Development Lifecycle (SDLC). Life cycle operations and maintenance includes, but is not limited to: ensuring systems are available and operate efficiently, trouble tickets, troubleshooting and resolving problems, administering users, improving system performance, improving system administrative processes, fixing bugs, and patching or upgrading software, including software platforms.
- 4) The Contractor shall manage and support software, system, platform and data updates and releases adhering to defined CPSC and program-specific Change Management procedures.
- 5) The Contractor shall adhere to and plan for requirements identified in CPSC directives, policies and procedures, such as, but not limited to: SDLC, Security Training, Configuration Management and Removable Storage Device Policy.
- 6) The Contractor shall ensure that federal requirements are considered and met, throughout all SDLC lifecycles, such as, but not limited to: Plain English usage in all project artifacts and deliverables, Federal Enterprise Architecture standards and guidance, Federal Financial System standards, federal security standards, such as those provided by National Institute of Standards and Technology (NIST) and the National Security Agency (NSA) and Section 508 accessibility standards.
- 7) The Contractor shall ensure that project management services and deliverables are in alignment with the SDLC and CPSC's Project Management Office (PMO) standards.
- 8) When recommending products or developing system requirements the Contractor shall include in analysis and recommendations: Government Off-the-Shelf (GOTS) solutions, Commercial Off-the-Shelf (COTS) solutions, cloud-based solutions and emerging technologies if they are available.
- 9) Throughout solution development or enhancements, the Contractor shall recommend solutions that minimize custom system development, minimize required vendor support and reduce configuration complexity for ease of configuration maintenance and system management.
- 10) When designing systems the Contractor shall recommend designs requiring minimal, easily maintained configurations.
- 11) The Contractor shall operate and maintain the modernized systems to ensure that the systems are operating effectively, administrative procedures are followed, systems are secure, and enhancements are developed, planned and scheduled.
- 12) The Contractor shall work cooperatively with interfacing infrastructure, network and

development teams, coordinating software releases and schedules.

- 13) The Contractor shall manage and support the implementation of security controls based on federal information assurance guidance, including but not limited to: National Institute of Standards Technology (NIST) and Office of Management and Budget (OMB) standards and guidelines. The contractor shall manage and support the development and resolution of required security documentation, including security plans, security assessment reports, contingency plans and a plan of action & milestones (POA&M) documents.

B. Knowledge Transfer

- 1) The Contractor shall conduct a review and inventory of DCM technical components and features, operations, maintenance & administration requirements, functionality, procedures and training materials, including discussions with appropriate CPSC staff.
- 2) The Contractor shall review administrative processes and procedures and documentation required for daily management or enhancement of DCM components, databases, configurations and systems in preparation for effectively operating, maintaining and enhancing all software of DCM and its associated documentation.
- 3) Provide the Project Officer a briefing on contractor efforts to manage or mitigate:
 - o Business disruption risk (i.e. any disruptions to the business, including the delay of requested enhancements and/or system bug fixes;
 - o Organizational alignment risks (i.e. resistance in the organization to work on the systems or provide input and decisions on the systems); and
 - o Other risks as identified in advance by the Project Officer.

C. Operations, Maintenance and Administration

- 1) The Contractor shall provide support services for the operations, maintenance and administration of CPSC's DCM system. Support hours include, but are not limited to; ensuring applications are available during CPSC business hours, Monday through Friday, 7:00 AM ET to 7 PM ET, except for Federal holidays or scheduled downtime, or as defined in the system operating procedures. Support services include analyzing and resolving defects, implementing maintenance solutions or modifying the systems user access as requested via CPSRMS systems trouble tickets, e-mails to the IT Solutions Development Division (ITSD), or by the Contracting Officer's Representative (COR)'s request. The Contractor shall provide contact methods staff to support emergency requests on a 24 hour / 7 days a week basis. Emergency requests shall be defined as system inoperable at the following levels:
 - Fatal – Total system inoperability
 - Impaired – Partial system inoperability
 - Business critical – unable to perform core business functions
- 2) The Contractor shall ensure that domestic incident management systems are maintained to operate efficiently and effectively. The Contractor focus shall be on making bug fixes to software to maintain and improve operational effectiveness. The Contractor's tasks shall include making changes to improve the systems' performance, resolving bugs resulting from an error in coding or configuration, to correct operational problems, or to enhance security.
- 3) The Contractor shall carry out the tasks and activities necessary to maintain system operation. Systems operations activities are performed on a scheduled, recurring basis, to ensure that the production environment is fully functional and is performing as specified. The following is a checklist of systems operations key tasks and activities:
 - i. The Contractor shall ensure all processes, manual and automated, are documented in system operating procedures.
 - ii. The Contractor shall ensure that all procedures executed comply with the documented system operating procedures.
 - iii. The Contractor shall update written system operating procedures when they change due to efficiency and effectiveness process improvements or due to changes in the application.
 - iv. The Contractor shall monitor and keep current the scheduled window system services, extraction, transformation and load (ETL) processes, scheduled batch process and API's.

- v. The Contractor shall maintain systems' statistics and system logs. The Contractor shall track and report on all application downtime which is scheduled or unscheduled.
- vi. The Contractor shall monitor performance statistics, report the results and escalate problems when they occur.
- vii. The Contractor shall apply patches and upgrades on system components by properly coding and testing the updates. The Contractor shall deploy these patches and updates outside of the CPSC business hours of operations, except in the case of emergency patches or as requested by the COR.
- viii. The Contractor shall perform data corrections, refresh and migration for DCM system as necessary or at the request of the COR.
- ix. The Contractor shall ensure and report on a daily basis that the DCM applications are operating and available, informing the COR of any problems, programming changes or new release of applications.
- x. The Contractor shall apply required security patches and improve software responding to Plan of Action & Milestones (POA&Ms), internal and external notifications of security weaknesses.
- xi. The Contractor shall work cooperatively with other CPSC organizations and contracting teams to provide for system integration, changes to the data warehouse and continued operations.

D. Request Fulfillment

The Contractor shall perform required fulfillment on existing DCM systems to ensure continued operations; improve efficiency and performance; address new user requirements; or add new functionality.

The Contractor shall develop software improvements and set a release schedule based on regularly scheduled customer enhancement & bug fix priority setting meetings. The Contractor shall hold regular stakeholder prioritization meetings, record outcomes and work with the customer, technical leads and COR to recommend release packages and schedule.

The Contractor shall provide software with a high level of quality. Software functional quality reflects how well it complies with or conforms to a given design, based on the functional requirements and specifications that the Contractor shall have gathered. Structural quality reflects the software meetings its non-functional requirements that support the delivery of the functional requirements, such as robustness and maintainability, and shall perform to

requirements gathered by the Contractor and approved by CPSC.

The Contractor shall actively manage the TFS work items to make sure there are no duplicates and tickets are properly statused, updated and closed out.

The Contractor shall be responsible for timely and quality root cause analysis and repair of all bugs introduced by the contractor in a release, without reducing planned releases or operational activities.

E. Project Management

- 1) The Contractor shall provide project management services in support of the project, and shall:
 - a. Develop, document, and execute plans and procedures for conducting activities and tasks of the Operations and Maintenance Phase as defined in the CPSC Systems Development Lifecycle (SDLC);
 - b. Provide for an avenue of problem reporting and CPSC satisfaction;
 - c. Communicate clearly with the systems' customers to understand problem tickets, prioritize and plan releases, elicit and reach user consensus on requirements and releases, and coordinate User Acceptance of release functionality;
 - d. Keep Help Desk personnel informed of all changes to the systems, especially those requiring new instructions to users; and
 - e. Drive the change management meetings, by convening a meeting with Contractor resources and the government Project Officer, so that CPSC can approve recommendations for changes and improvements to the systems.

- 2) The Contractor shall conduct a kick-off meeting with CPSC to establish a proposed staffing plan, present an approach and time line for knowledge transfer activities and demonstrate their plan to ensure process improvements and quality software development.

- 3) The Contractor shall deliver weekly and monthly progress reports, including data on, but not limited to:
 - a. All TFS tickets:
 - i. Number of tickets active per category (Bug, Enhancement, and Support) and priority
 - ii. 0-Emergency/Hot Fix
 - iii. 1-High Priority Bug
 - iv. 2-High Priority Enhancement
 - v. 3-Medium Priority Bug/Enhancement
 - vi. 4-Low Priority Cosmetic Updates
 - vii. 5-Future Enhancement
 - viii. Number of active tickets over 60 days, 90 days and 120 days
 - ix. Number of new tickets due to a release
 - b. Process and system performance improvements,
 - c. Issues and risks,

- d. System down-time and upcoming releases and activities.

F. Training and Documentation

1. The Contractor shall, at the direction of the COR, perform knowledge sharing and transfer to CPSC employees by providing documentation, training materials, user manuals, and/or conducting onsite training sessions. The Contractor shall provide these services when new, corrected, or improved methods of performing systems operations and maintenance are identified, or when a bug fix alters the standard operating process.
2. The Contractor shall manage and support the development of required security documentation: including security plans, security assessment reports, contingency plans and a plan of action & milestones (POA&M) documents.
3. The Contractor shall build process into SDLC to make sure all documents are up-to-date.

G. Support Requirements

The Contractor shall provide troubleshooting support to resolve issues and problems encountered by CPSC staff and Contractors relating to DCM application, databases, servers and systems. Support shall include reviewing incident reports submitted via the DCM problem tracking systems, analyzing the problem, conducting root cause analysis if necessary to resolve the issue, testing the potential fixes, implementing the resolution, and documenting the actions taken and resolution in the problem tracking system. Documentation of a problem resolution shall include a summary of recommended user tests (for confirmation that the resolution solves the customer's reported issue or where more appropriate an underlying issue that caused the customer to report an issue).

The Contractor shall perform triage on all DCM problem tickets received to determine if the ticket or part of the ticket represents an operational or maintenance issue that can be corrected without in-depth development or enhancement (bug fix), an enhancement request to improve the existing functionality or feature set available in the application(s), or a request for new development that involves building new functionality or features into an application beyond what currently exists. The Contractor shall review these triage protocols and decisions regularly with the COR to better understand whether or not a resolution is within scope of this Task Order.

The Contractor shall document new application releases resulting from fixes or enhancements made under this task order, following the SDLC or a process pre-agreed to with the COR. Documentation shall include a report supplying problem-related information. The problem-related report shall include the following information:

- Statistical evaluations
 - Outstanding problems

- According to duration since creation of the problem record
 - According to categories
 - Trend analysis (i.e. is the number of open problem increasing or decreasing?)
- Resolution times of closed Problems, categorized by:
 - Resolution times
 - Problem categories
- Problems with special importance regarding Availability, Capacity, Service Continuity and Security Management
 - Description
 - Affected services and CIs
 - Available Workarounds
 - Root cause
 - Applied or envisaged resolution
 - Resolution type (for some problems it is not economical to resolve their root causes; in such cases, the solution consists in providing a workaround)
 - Required measures to eliminate the root cause
 - Time schedule for the resolution of the Problem
- Other important Problems with extensive effects upon the quality of systems
 - Description
 - Affected services and CIs
 - Available Workarounds
 - Root cause
 - Applied or envisaged resolution
 - Resolution type (for some Problems it is not economical to resolve their root causes; in such cases, the solution consists in providing a workaround)
 - Required measures to eliminate of the root cause
 - Time schedule for the resolution of the problem

On projects where CPSC assigns an Independent Verification and Validation team (IV&V) to provide testing, the Contractor shall support the procedures and appropriately repair the software as needed.

The Contractor shall submit the necessary documentation to CPSC change control board for approval to roll out the new release. Upon approval by the change control board, the Contractor shall schedule and perform deployments for the new application release.

Contractor Qualifications

The Contractor personnel performing the work shall have a minimum of five (5) years' experience in their respective subject matter area of expertise except where a toolset may not have had a 5 year lifespan, such as Appian, where a minimum of 4 years' experience is required.

The contractor shall supply personnel experienced in Microsoft Team Foundation Server (TFS), SQL, Appian, HTML and XML and administrator/development experience in SQL Server (Database Engine, SSIS, and Services Broker), IIS, JBOSS and Server Management (Windows Server).

The Contractor shall name and provide resumes for key personnel including developers.

INSPECTION AND ACCEPTANCE (ORDERS)

Pursuant to the inspection clause as provided in the master contract, all work described in the SOW/PWS/SOO to be delivered under this contract is subject to final inspection and acceptance by an authorized representative of the Government. The authorized representative of the Government is the Government's COR, who is responsible for inspection and acceptance of all services, materials, or supplies to be provided by the Contractor.

DELIVERIES or PERFORMANCE

PERIOD OF PERFORMANCE

The period of performance shall be for a base period of 12 months as follows:

Base Period: 9/30/2015 to 07/31/2016

PLACE OF PERFORMANCE

The performance location for work in this task order shall be CPSC headquarters located at 4330 East West Highway Bethesda, Maryland.

REPORT(S)/DELIVERABLES AND DELIVERY SCHEDULE

The contractor shall submit all required report(s)/deliverables, to the COR via electronic mail, in accordance with the following schedule: All reports shall reference and cite the contract/order number. The following deliverable items shall be performed and delivered in accordance with the following schedule:

The Government will apply the following general inspection standards to the reporting and delivery requirements:

- Meeting agreed upon schedule dates.
- Submission of all deliverables as specified.
- Ability to control and deliver quality artifacts and products.

The Government will inspect the work for both quality and timeliness, and notify the Contractor regarding problems and any corrections needed. The Contractor will be notified in writing of the problems with the work and the Contractor shall provide an acceptable correction, correction plan or recommendation within 24 hours of notification.

Deliverable	Deliverable Description	Deliverable Timeframe (No Later Than =NLT)
Perform systems maintenance and operations	A list of problem tickets addressed during the day, tickets that will require resolution time beyond a day, and action steps to complete the work associated with the list of problem tickets.	Daily

<p>Perform scheduled software enhancements and bug fixes, per the release schedule and as required in an emergency.</p>	<p>Product changes or system upgrades that increases software capabilities identified in this task order, beyond original client specifications. Product enhancements shall include:</p> <ul style="list-style-type: none"> • additional functionality, • error/bug repair and handling; • greater processing speed; and • Better cross-platform compatibility. <p>The Contractor shall provide a daily report of enhancements and bug fixes accomplished, as described in the previous deliverable.</p>	<p>Daily</p>
<p>Weekly Status Reports with details as defined in sample</p>	<p>A written document based on ticket attributes in TFS, including risk and issues, significant accomplishments and upcoming activities.</p>	<p>Every Monday (covering the previous calendar week) except in weeks where a monthly progress report is due</p>
<p>Monthly Status Reports, with details as defined in the sample as well as a review of deliverables and invoice/payment status.</p>	<p>A written document based on ticket attributes in TFS, including risk and issues, significant accomplishments and upcoming activities. Report on contractor invoicing reflective of deliverables and accomplishments.</p>	<p>4 weeks after award, then monthly (NLT 5th of month)</p>
<p>Provide new or updated User Manual, Training Material and conduct training sessions at the direction of the COR, as new mechanisms for system operations and maintenance arise.</p>	<p>A technical communication document intended to give assistance to CPSC staff and technical staff charged with interacting with the system(s). The document shall be created based on the existing manual of the COR-provided template.</p>	<p>Within 2 weeks of Project Officer's request</p>
<p>Release packages including software and necessary maintenance and enhancements per a release schedule</p>	<p>Configurations and/or code deployed to make system modifications and adjustments that shall be checked into Team Foundation Server (TFS).</p>	<p>Software bug fixes and enhancement releases, not less frequently than every 3 months following the period of performance start.</p>

CONTRACT ADMINISTRATION DATA

AUTHORITIES OF GOVERNMENT PERSONNEL

Notwithstanding the Contractor's responsibility for total management during the performance of this order, the administration of the order will require coordination between the Government and the Contractor. The following individuals will be the Government's points of contact during performance of the order.

Contracting Officer

Contracting Officer Representative

Shiny Varghese

Phone: (301)504-7542

Email: svarghese@cpsc.gov

CONTRACTING OFFICER'S REPRESENTATIVE (COR) AUTHORITY

(a) Performance of work under this contract must be subject to the technical direction of the Contracting Officer's Representative identified above, or a representative designated in writing. The term "technical direction" includes, without limitation, direction to the contractor that directs or redirects the labor effort, shifts the work between work areas or locations, fills in details and otherwise serves to ensure that tasks outlined in the work statement are accomplished satisfactorily.

(b) Technical direction must be within the scope of the specification(s)/work statement.

The Contracting Officer's Representative does not have authority to issue technical direction that:

- (1) Constitutes a change of assignment or additional work outside the specification(s)/statement of work;
- (2) Constitutes a change as defined in the clause entitled "Changes";
- (3) In any manner causes an increase or decrease in the contract price, or the time required for contract performance;
- (4) Changes any of the terms, conditions, or specification(s)/work statement of the contract;

(5) Interferes with the contractor's right to perform under the terms and conditions of the contract; or

(6) Directs, supervises or otherwise controls the actions of the contractor's employees.

(c) Technical direction may be oral or in writing. The Contracting Officer's Representative shall confirm oral direction in writing within five work days, with a copy to the Contracting Officer.

(d) The contractor shall proceed promptly with performance resulting from the technical direction issued by the Contracting Officers, Representative. If, in the opinion of the contractor, any direction of the Contracting Officers, Representative, or his/her designee, falls within the limitations in (b), above, the contractor shall immediately notify the Contracting Officer no later than the beginning of the next Government work day.

(e) Failure of the contractor and the Contracting Officer to agree that technical direction is within the scope of the contract shall be subject to the terms of the clause entitled "Disputes."

GOVERNMENT-FURNISHED PROPERTY

The Government will provide the following items(s) of Government property to the Contractor for use in the performance of this contract. The property shall be used and maintained by the Contractor in accordance with the HHS Contractors' Guide for Control of Government Property. The Contractor shall be responsible and accountable for all government property; either furnished or acquired, and also is required to keep the Government's official records of Government property in their possession and control. The following item(s) of Government property are hereby furnished to the Contractor:

The Government will supply:

- Computer hardware and software
- Physical office space
- Laptops with CPSC network and internet access (the Contractor shall not access the CPSC network or systems with Contractor hardware)
- Maintenance procedures
- CPSC Systems Development Lifecycle (SDLC)
- Microsoft Team Foundation Server (TFS)

List of Documents, Exhibits and Other Attachments

ATTACHMENT A:	QASP
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Attachment A: Quality Assurance Surveillance Plan

1.1 Purpose

Team Green IT understands that the Government seeks Quality Assurance (QA) and Quality Control (QC) services that provide a standard, formal, and consistently applied approach for quality management. Our approach includes establishing quality requirements and criteria; monitoring key IT processes and their sequence and interaction; and auditing the policies, criteria, and methods for defining, detecting, correcting, and preventing nonconformity and potential quality gaps. We understand that data quality is an imperative factor in the analysis and reporting process, so we will focus on management, planning, techniques, and performance improvement in this area. We understand the importance of using standardized processes, and all of our employees are rigorously trained in stringent quality control methods. These methods involve defined verification methods such as peer reviews, testing, simulations, and identification of support tools, facilities, and test equipment for controlling quality.

This Quality Assurance Surveillance Plan (QASP) has been developed to make sure that the U.S. Consumer Product Safety Commission (CPSC) (the Government) and Team Green IT (the contractor) achieve an understanding of performance expectations and how performance will be measured against those expectations.

This QASP is based on the premise the Government desires to maintain a quality standard in application support services. Team Green IT will be responsible for management and quality control actions to meet the terms of the task order. The role of the Government is quality assurance to ensure contract standards are achieved.

1.2 Roles and Responsibilities

Our approach to QA is based on the understanding that our performance is ultimately measured by the success of our customers. Team Green IT's Quality Management System (QMS) was developed to ensure efficient use of resources, decision-making based on factual evidence, and a focus on customer satisfaction. Our employees have been trained on the applicable procedures, access to those procedures, how to apply them to their job function, and how to report results. To ensure our QMS is effectively implemented on this contract, our project manager will implement the QMS requirements to meet specific customer and contract requirements. The project manager will develop a quality plan prior to the commencement of the work. The quality plan establishes:

- The Team Green IT quality team roles and responsibilities
- Quality standards for Team Green IT services
- Procedure for QC of all CPSC deliverables
- CPSC deliverables acceptance criteria
- Control of CPSC documents, data, and records
- Management of Government Furnished Equipment (GFE)
- Application of the corrective and preventative action process
- Management escalation plan
- Application of the Risk Management Process

Customer satisfaction is reviewed continuously by the project manager during internal monthly and quarterly contract reviews. In addition, our quality manager distributes, analyzes, and initiates improvements based on formal and informal customer feedback.

1.3 Methods of Assessment

The methods of evaluating contractor compliance may vary depending on the tasks specified by the task order. The Contracting Officer's Representative (COR) is responsible for selection of the method(s) to be used and the specific detailing of the method(s). The following sections describe alternative methods of observation.

1.3.1 100 Percent Evaluation

This is the appropriate method of evaluating infrequent tasks or tasks with stringent performance requirements (e.g., where safety or health is a concern). With this method, performance is inspected/evaluated at each occurrence. One hundred percent inspection is too expensive to be used in most cases.

1.3.2 Random Review

This is an appropriate method of surveillance for recurring tasks. Random sampling works best when the number of instances of the services being performed is very large and a statistically valid sample can be obtained.

1.3.3 Customer or Other Government Feedback

Customer feedback can come from interaction with the general public or through interaction with Government employees and other Government offices/agencies. Although usually not a primary method, this is a valuable supplement to more systematic methods. For example, in a case where random sampling indicates unsatisfactory service, customer complaints can be used as substantiating evidence. In certain situations where customers can be relied upon to complain consistently when the quality of performance is poor (e.g., dining facilities, building services), customer surveys and customer complaints may be a primary surveillance method.

1.4 Government Remedies

The Government Contracting Officer (CO) shall follow FAR 52.212-4, "Contract Terms and Conditions-Commercial Items" for contractor's failure to perform satisfactory services or failure to correct non-conforming services.

1.5 Quality Measures (EXAMPLE TABLE)

Task Performance Objectives	Performance Standard	Schedule	Method of Surveillance/QAE	Incentives/Disincentives
Deliverables are produced on time and accepted by COR	Deliverables are provided to the COR as required on or before the established due date; are comprehensive, coherent and accurate; are well researched and encompass all appropriate variables; articulate clear conclusions and/or recommendations, if appropriate; are written and formatted to the appropriate audience; and reflect Government guidance on the submittals or draft(s).	As indicated in PWS	Random review by the COR no less than once a month and feedback from appropriate Government sources (state other QAEs if any)	Consistent total satisfaction with work product may favorably affect schedules for future deliverables following contractor suggestions that might benefit the contractor in workload management, staffing, etc. – reviews specific for this incentive will be done at midpoint of base period. Less than total satisfaction with the quality of work product may adversely affect past performance ratings.
Provide monthly and weekly status reports	Status reports accurately reflect due dates and all issues requiring resolution or otherwise may affect the success of the PME; include other metrics as determined by the COR; and are comprehensive and timely.	10 th of every month	100% COR Review	COR manager directed re-write for any submission due to inadequacy will result in a re-do of the report and resubmission with no additional compensation.
Provide Request Fulfillment	1) A new release is deployed into production and pass all test cases; test results must be accepted by the COR 2) All release documentation updated within 2 weeks of a release, including user and technical documents. 3) Solutions entered in TFS tickets resolved with release.	Not less than every 2 months as defined in the project plan and accepted by the COR	100% COR Review	Less than total satisfaction with the quality of work product may adversely affect past performance ratings
Provide System Operation, Maintenance and Administration	97% availability. No more than 5 hours of down time per week.	Per release	100% COR Review	Less than total satisfaction with the quality of work product may adversely affect past performance ratings
Manage Problem Tickets	1) List of problem tickets address by day, tickets	Daily	100% COR Review	Less than total satisfaction with the

Task Performance Objectives	Performance Standard	Schedule	Method of Surveillance/QAE	Incentives/ Disincentives
	requiring resolution time beyond that day, and action steps required to complete the work associated with the list of problem tickets. 2) Solutions entered in TFS tickets resolved.			quality of work product may adversely affect past performance ratings

1.6 Performance Criteria

1.6.1 Acceptable Performance

Acceptable performance meets the specified standard and does not exceed the allowable deviation. The Government may conduct trend analysis of surveillance results to increase or decrease the level of surveillance for specific requirements.

1.6.2 Unacceptable Performance

Unacceptable performance does not meet the specified standard and exceeds the allowable deviation. The Government QA contact may, if the contractor fails to provide performance at the allowable deviation for any two consecutive months, initiate an interim past performance assessment in CPARS that will adversely affect the published ratings.

1.6.3 Unacceptable Performance Administration

The COR shall forward an official email request to the Government CO for an official determination.