CONSUMER PRODUCT SAFETY COMMISSION
DIV OF PROCUREMENT SERVICES
4330 EAST WEST HWY
ROOM 517
BETHESDA MD 20814

VISUAL INFORMATION SYSTEM INC
ATTN VINH Q NGUYEN
8901 TRIPLE RIDGE RD
FAIRFAX STATION VA 22039-3004

CPSC Accounts Payable Branch
AMZ 160
P. O. Box 25710
Oklahoma City OK 73125

(703) 643-1628

TASK ORDER 0015 AGAINST CONTRACT CPSC-D-06-0002 IS HEREBY ISSUED TO PROVIDE ALL NECESSARY PERSONNEL, MATERIALS AND SERVICES TO PROVIDE SENIOR LEVEL DATABASE COMPUTER PROGRAMMING SERVICES FOR THE PERFORMANCE PERIOD 30 SEPTEMBER 2011 THROUGH 31 MARCH 2012. ALL SERVICES SHALL BE (Use Reverse and/or Attach Additional Sheets as Necessary)

SCHEDULE OF SUPPLIES/SERVICES

<table>
<thead>
<tr>
<th>ITEM NO.</th>
<th>QUANTITY</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
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</table>

ACCOUNTING AND APPROPRIATION DATA

0100A11DCC-2011-9994700000-EXITIT2400-252MD0

$110,607.20

SIGNATURE OF OFFEROR/CONTRACTOR

AUTHORIZED FOR LOCAL REPRODUCTION

PREVIOUS EDITION IS NOT USABLE

CONTRACTOR SHALL PROVIDE THE FOLLOWING:

<table>
<thead>
<tr>
<th>ITEM NO.</th>
<th>QUANTITY</th>
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<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>880</td>
<td>HR</td>
<td>125.69</td>
<td>110,607.20</td>
</tr>
</tbody>
</table>

The total amount of award: $110,607.20. The obligation for this award is shown in box 26.
STATEMENT OF WORK
WEBSITES

1. Description of Services

Independently, and not as an agent of the Government, the Contractor shall provide services relating to identifying and resolving technical, administrative, content, and design issues involving CPSC's Content Management System (CMS) and Website search application, which support CPSC's new CPSC.gov Website. Services shall include conducting a gap analysis and developing solutions for resolving issues identified during the analysis.

The Contractor shall perform their work in accordance with CPSC's established web and systems procedures, including but not limited to, website management policies, procedures, and standards; systems development lifecycles; and relevant Federal (non-CPSC) guidance.

2. Task Order

This is a firm-fixed price Task Order based on the firm-fixed price fully loaded hourly rate for the hours indicated on the schedule of services/supplies.

3. Qualifications

The technical qualifications necessary for these tasks are .Net Programming experience (versions 1.0 and above), Visual Studio 2010 and Team Foundation Server 2010 experience, Content Management System development experience, and website search application experience.

4. Performance Work Statement

A. Project Management Services

(1) The Contractor shall provide project management support in alignment with CPSC's Project Management Office and Systems Development Lifecycle (SDLC) processes and templates. This support shall include a project management plan, describing the Contractor's process for conducting an analysis of issues (to be identified by the Contractor through system testing and review of CPSC's Website Redesign project Issues List) relating to CPSC's CMS and the Contractor's approach to developing solutions for the issues identified.

(2) The Contractor shall conduct a kick-off meeting with CPSC to establish a proposed work plan with time line.
(3) The Contractor shall deliver weekly and monthly progress reports, including but not limited to the master list of issues, number of total issues, list of new issues identified, list of issues resolved, and list of development activities planned and completed.

(4) The Contractor shall document the Gap Analysis process and the development activities involved in resolution of the issues, including but not limited to, collateral issues arising from the resolution of issues on the master list and recommendations for improvements to the CMS, new CPSC.gov Website, and Website Search application identified during the Contractor's Gap Analysis and Development and Testing process.

B. Gap Analysis Services

The gap analysis is intended to identify and analyze issues with CPSC's CMS and Web search application to produce a prioritized master list of issues for resolution in support of the system becoming publically available.

(1) The Contractor shall conduct an analysis of the issues identified (gap analysis), including but not limited to reviewing the current state of the CMS, new CPSC.gov Website, and Website Search application, reviewing CPSC's Website Redesign Project Issues List (available on the CPSC SharePoint site), and conducting functional and user testing to establish a master list of issues relating to the CMS, new CPSC.gov Website, and Website Search application.

(2) The Contractor shall deliver to CPSC a report detailing the development activities required to resolve the issues. The report shall include, but not be limited to, a summary of the issues identified, the Contractor's recommendation for severity and priority of resolution, the potential impact of not resolving each issue, and the Contractor's plan for development activities to resolve the issues. The Contractor shall use CPSC's classifications for Severity (Show Stopper, High, Medium, Low) and Priority (High, Medium, and Low).

C. Systems Development and Testing Services

(1) The Contractor shall develop and test resolutions for the issues based on the severity and priority classifications. The Contractor shall develop and test these resolutions in CPSC's CMS Development and Quality Assurance, and the ConceptSearch Development environments. CPSC shall validate and approve or approve without validation within five (5) business days the resolutions, based on the issues listed as resolved in the Contractor's weekly report.

(2) Once the resolutions are validated by CPSC, the Contractor shall implement, in coordination with CPSC staff and CPSC's change control process, the changes to the CMS Staging and Production and ConceptSearch Production environments. CPSC shall validate and approve within five (5) business days the resolutions, based on the development activities listed as completed in the Contractor's weekly report.

(3) The Contractor shall monitor all changes developed or implemented by the Contractor and CPSC staff to ensure the system maintains optimal functionality, and the Contractor shall,
in coordination with CPSC staff as needed, investigate issues and develop solutions that arise from changes the Contractor or CPSC staff have implemented.

(4) The Contractor shall update the master list of issues with any and all collateral issues that arise during or because of the development, testing, and implementation of the resolutions.

5. Reporting Requirements

The Contractor shall keep a record of all work performed, by utilizing the SharePoint and Help Desk systems where all requirements and assignments are recorded. The Contractor shall provide a detailed summary of tasks completed (accomplishments), planned activities, and risks and issues identified in weekly status and progress reports. The Contractor shall keep an open line of communication between himself/herself and CPSC staff to discuss, advise and recommend on issues and problems which the Contractor identifies.

6. Inspection and Acceptance

The Contractor’s performance will be evaluated by each assignment and the nature of each assignment. Expected times of completion will be commensurate with those expected of CPSC employees, who are web team members, doing similar work. The Government will ascertain the time of completion and quality of the work by examination of the record of work performed entered into specialized area identified for completed work. The Government will inspect the work and notify the Contractor orally regarding problems and any corrections needed. If satisfactory correction is not made, 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.

The following deliverable items must be performed or delivered in accordance with the following schedule:

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Schedule</th>
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</thead>
<tbody>
<tr>
<td>Project Kick-Off Meeting</td>
<td>NLT 5 Days after award</td>
</tr>
<tr>
<td>Weekly Status Reports</td>
<td>NLT then one week after kick off meeting, then weekly on Thursday except in week’s where a monthly progress report is due</td>
</tr>
<tr>
<td>Project Management Plan</td>
<td>NLT 15 days after kick off, then monthly updates</td>
</tr>
<tr>
<td>Monthly Progress Report</td>
<td>30 after award, then monthly (NLT 5th of month)</td>
</tr>
</tbody>
</table>
Gap Analysis Report | NLT 30 days after award
---|---
System Acceptance | NLT December 31, 2011
Project Close Out (delivering of remaining documentation, reports, and final master list of issues) | Within 10 business days from final system acceptance

6. Period of Performance

The performance of work will be from the effective date (Block #3) of the delivery task order and shall be completed no later than March 31, 2012.

7. GOVERNMENT FURNISHED MATERIALS:
The contractor is only responsible for providing the qualified contract individuals. The Government will supply all other materials, such as a workstation (including computer hardware and software, and phone), network and internet access, documents describing web maintenance procedures, and any other items necessary to perform the work.

8. PLACE OF PERFORMANCE:

Consumer Product Safety Commission  
Division of Information Technology Services  
4330 East West Highway  
Room 504  
Bethesda, Maryland 20814

9. HOURS OF PERFORMANCE: Services shall be performed Monday through Friday during the CPSC core hours of 7:30 am – 4:00 pm weekends and holidays excluded.

10. CONTRACTOR PERSONNEL:

a. The contractor shall be responsible for satisfactory standards of employee competency, conduct and integrity. The contractor’s employees must be presentable in appearance (i.e. clean, un-torn appropriate attire and exercise good personal hygiene). The contractor shall be responsible for taking disciplinary actions including suspension and termination with respect to contractor employees as may be necessary. At all times while on CPSC’s premises, the contractor shall
comply with all rules and regulations governing the conduct of personnel on Government Property.

b. CPSC reserves the right to have the contractor remove any of its employees, for any reason including failure to comply with any terms of this call or observed failure to provide satisfactory service to the Government.

12. LC 5B PROJECT OFFICER DESIGNATION:

a. The following individual has been designated at the Government's Project Officer for this contract:

Name: Phil Margolies
Division: Information Technology Services
Telephone: 301-504-6987

b. The CPSC Project Officer is responsible for:

(1) monitoring the Contractor's technical progress, including surveillance and assessment of performance, and notifying the Contracting Officer within one week when deliverables (including reports) are not received on schedule in accordance with the prescribed delivery schedule.

(2) performing technical evaluation as required, assisting the Contractor in the resolution of technical problems encountered during performance; and

(3) inspection and acceptance of all items required by the contract.

c. The Project Officer is not authorized to and shall not:

(1) make changes in scope of work, contract schedules, and/or specifications to meet changes and requirements,

(2) direct or negotiate any change in the terms, conditions, or amounts cited in the contract; and

(3) take any action that commits the Government or could lead to a claim against the Government.
d. A clear distinction is made between Government and Contractor personnel. No employer-employee relationship will occur between government employees and contractor employees. Contractor employees must report directly to their company (employer) and shall not report to Government personnel.