

Todd Stevenson

<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEM</b> OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30		1. REQUISITION NUMBER		PAGE OF 1   7	
2. CONTRACT NO. CPSC-D-06-0002		3. AWARD/ EFFECTIVE DATE 09/30/2011	4. ORDER NUMBER 0016	5. SOLICITATION NUMBER	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME Rudi Johnson		b. TELEPHONE NUMBER (No collect calls) 301-504-7028	8. OFFER DUE DATE/LOCAL TIME ET
9. ISSUED BY CONSUMER PRODUCT SAFETY COMMISSION DIV OF PROCUREMENT SERVICES 4330 EAST WEST HWY ROOM 517 BETHESDA MD 20814		CODE FMPS	10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input checked="" type="checkbox"/> SET ASIDE: 100.00 % FOR: <input checked="" type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> EMERGING SMALL BUSINESS NAICS: <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SOLE SOURCE SIZE STANDARD: <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input checked="" type="checkbox"/> B(A) \$21.0		
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE	12. DISCOUNT TERMS Net 30		<input type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)	13b. RATING	
15. DELIVER TO CONSUMER PRODUCT SAFETY COMMISSION OFFICE OF INFORMATION SERVICES 4330 EASTWEST HIGHWAY ROOM 706 BETHESDA MD 20814		CODE EXIT	16. ADMINISTERED BY CONSUMER PRODUCT SAFETY COMMISSION DIV OF PROCUREMENT SERVICES 4330 EAST WEST HWY ROOM 517 BETHESDA MD 20814		
17a. CONTRACTOR/OFFEROR VISUAL INFORMATION SYSTEM INC ATTN VINH Q NGUYEN 8901 TRIPLE RIDGE RD FAIRFAX STATION VA 22039-3004		CODE [REDACTED]	FACILITY CODE	18a. PAYMENT WILL BE MADE BY CPSC Accounts Payable Branch AMZ 160 P. O. Box 25710 Oklahoma City OK 73125	
TELEPHONE NO. (703) 643-1628		18b. PAYMENT WILL BE MADE BY CPSC Accounts Payable Branch AMZ 160 P. O. Box 25710 Oklahoma City OK 73125			

17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

17c. 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
	Project Officer PHIL MARGOLIES 301-504-6963 PMARGOLIES@CPSC.GOV  TASK ORDER 0016 AGAINST CONTRACT CPSPDC-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 JULY 2012. ALL SERVICES SHALL BE (Use Reverse and/or Attach Additional Sheets as Necessary)				

25. ACCOUNTING AND APPROPRIATION DATA  
See schedule

26. TOTAL AWARD AMOUNT (For Govt. Use Only)  
\$246,352.40

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 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 HEREIN.

29. AWARD OF CONTRACT REF. QUOTE OFFER DATED 09/27/2011. 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)  
Kim Miles

30c. DATE SIGNED

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

31c. DATE SIGNED  
9-30-11

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
0001	<p>IN ACCORDANCE WITH THE ATTACHED STATEMENT OF WORK, CPSC-D-06-0002 AND THE CONTRACTOR'S PROPOSAL DATED SEPTEMBER 27, 2011.</p> <p>CONTRACTOR SHALL PROVIDE THE FOLLOWING:</p> <p>CPSC NEW WEB SITE MAINTENANCE AND ENHANCEMENT</p> <p>Accounting Info: 0100A11DIT-2011-1332800000-EXFM002400-252M0 Funded: \$46,352.40</p> <p>Accounting Info: 0100A11DPS-2011-1332800000-EXFM002400-252M0 Funded: \$200,000.00</p>	1960	HR	\$125.69	246,352.40

32a. QUANTITY IN COLUMN 21 HAS BEEN  RECEIVED  INSPECTED  NOTED: \_\_\_\_\_ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS

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  COMPLETE  PARTIAL  FINAL \_\_\_\_\_ 37. CHECK NUMBER \_\_\_\_\_  
 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 \_\_\_\_\_

# **STATEMENT OF WORK SUPPORT SERVICES**

## **1. Description of Services**

The Contractor shall provide maintenance and enhancement of CPSC's web sites and website search application in preparation for and in support of the launch of CPSC's redesigned CPSC.Gov website, website content entry and synchronizations across both CPSC.Gov websites, decommissioning of the old CPSC.Gov website, and enhancements to the new CPSC website following launch.

## **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 schedule of services/supplies.

## **3. Background**

In the summer of 2010, the U.S. Consumer Product Safety Commission (CPSC) began a two-pronged public website redesign process by 1) redesigning the look and feel of its website – cpsc.gov, and 2) undertaking a content management system (CMS) and website search application selection and deployment. Over the past year, the new design has been adopted and applied to a portion of CPSC.Gov's website. However, prior to website launch, web maintenance and content management will be required against both the old (HTML based) website and the new CMS website. In addition, CPSC will need to decommission the old site and archive content, as well as resolve problems on and improve the new website.

## **4. Objectives**

As new content is identified following the completion of content migration, CPSC will need to enter and manage the same content in differing format across two CPSC.Gov websites, until the new website is launched and fully functional. At that point in time the old website will not be updated with new data and will require decommissioning and data archival. Further, support and planned rollout of the CMS across the agency will require that problems and enhancements identified in the Gap Analysis to be developed, tested and implemented.

## **5. Performance Work Statement:**

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 in Section 8, "Government Furnished Equipment/Supplies."

Support Services that will be performed under this task may include, but are not necessarily limited to, the following:

**(a.) Synchronize Web Content**

The vendor shall develop and manage: a process to determine the delta between old website content and new website content, transfer the delta content not previously migrated from the old website into the CMS, and ensure issue resolution. The delta content is content entered into the old CMS after July 2011 until CMS launch. Further, as new content is provided via the established 6B and web clearance processes, the vendor shall enter new content into the new CMS and track the content status along with the delta content. Validation of content publishing is also required.

**(b.) Decommission Website**

CPSC envisions that approximately one month following launch, as the new website is performing well, the old website can be decommissioned. The vendor shall develop and manage the decommissioning and data archival process and activities. As the approach is approved by CPSC, the vendor shall execute the steps to decommission any applications required to support the old website. The vendor shall further ensure that old website content is archived, taking into account CPSC web records management policies.

**(c.) Enhance Website**

The contractor shall provide support to enhance the new CPSC CMS, website search application, and website. There are functional and content issues identified with the new website, currently being tracked in a Sharepoint database. As prioritized by CPSC management, CPSC will require the contractor to provide: analysis, development, testing, implementation and verification of solutions. Further, CPSC expects that by the end of November 2011 a Gap Analysis report will provide a list of prioritized problems that must be resolved and enhancements that must be made to the CMS system and new website content. The contractor shall provide services to: analyze, develop, test, implement and verify solutions to the problems and enhancements. In addition, the contractor shall provide workarounds to mitigate problems in an interim, prior to final resolution. The contractor shall provide alternatives to current system and website design and confirmations that simplify maintenance of both.

**(d.) Provide Training Documentation**

In support of the new CMS and website search application rollout across the agency, the Contractor shall develop documentation materials such as, but not limited to: CMS Usage Short Cuts/Cheat Sheets and a CMS Content Authoring User Guides to provide clear direction to CPSC staff who are expected to use the new CMS.

**6. Deliverables**

<b>Deliverable</b>	<b>Schedule</b>
Project Kick-Off Meeting and Presentation of proposed work plan with time line	NLT 5 Days after award

New content synchronization management plan	NLT 15 days after award
Old website decommissioning plan	NLT 45 days after award
Old web content archiving plan	NLT 45 days after award
CMS User Documentation	By function, NLT 60 days after award and thereafter monthly
Problem and enhancement resolution management plan	NLT 15 days after award
Monthly Progress Report segmented by and including: content synchronization statistics, decommissioning status, content archival status, user documentation status, Episerver integration status, problem resolution and enhancement progress report	30 days after award, then monthly (NLT 5 <sup>th</sup> of month)
CMS Simplification Roadmap	NLT 90 days after award

**6. GOVERNMENT FURNISHED MATERIALS:**

The Government will supply all 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.

**7. PLACE OF PERFORMANCE:**

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

**8. 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.

**9. 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.

## **10. Inspection and Acceptance**

The Government will inspect the work and notify the contract individual orally regarding problems and the correction needed. If satisfactory correction is not made, the Contractor will be notified in writing of the problems with the work.

## **11. Period of Performance**

The performance of work shall begin on the effective date of this delivery order and shall be completed no later than July 31, 2012.

## **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  
Email: pmargolies@cpsc.gov

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.