SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS				1. REQUISITION NUMBER REQ-2400-13-0001		PAGE OF 1 10	
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30							

2. CONTRACT NO. CPSC-D-06-0002

3. AWARD/ EFFECTIVE DATE 11/08/2012

4 ORDER NUMBER 0023

5. SOLICITATION NUMBER CPSC-Q-13-0001

6. SOLICITATION ISSUE DATE 10/23/2012

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 CODE FMPS

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

10. THIS ACQUISITION IS ☐ UNRESTRICTED OR ☒ SET ASIDE: 100.00 % FOR:
- ☒ SMALL BUSINESS
- ☐ HUBZONE SMALL BUSINESS
- ☐ SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS
- WOMEN-OWNED SMALL BUSINESS
- ☐ (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM
- ☐ EDWOSB
- ☒ 8(A)

NAICS: 541511
SIZE STANDARD: $21.0

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

12. DISCOUNT TERMS Net 30

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

13b. RATING

14. METHOD OF SOLICITATION ☒ RFQ ☐ IFB ☐ RFP

15. DELIVER TO CODE EXIT

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

16. ADMINISTERED BY CODE FMPS

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

17a. CONTRACTOR/ OFFEROR CODE [redacted] **FACILITY CODE**

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

TELEPHONE NO. (703) 643-1628

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

18a. PAYMENT WILL BE MADE BY CODE FMFS

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

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: [redacted] CONTRACTING OFFICER REPRESENTATIVE (COR) PHIL MARGOLIES EMAIL:PMARGOLIES@CPSC.GOV TEL: 301-504-6987 TASK ORDER 0023 TO DELIVERY CONTRACT CPSC-D-06-0002 IS HEREBY ISSUED TO PROVIDE ALL NECESSARY PERSONNEL, MATERIALS AND SERVICES REQUIRED TO PROVIDE A SENIOR LEVEL DATABASE AND APPLICATION COMPUTER PROGRAMMER TO PROVIDE THE				

(Use Reverse and/or Attach Additional Sheets as Necessary)

25. ACCOUNTING AND APPROPRIATION DATA
0100A13DSE-2013-9994700000-EXIT002400-252M0

26. TOTAL AWARD AMOUNT (For Govt. Use Only) $243,139.20

☐ 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: REF. _____ 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

30b. NAME AND TITLE OF SIGNER (Type or print) VINH Q. NGUYEN - PRES·DENT

30c. DATE SIGNED 11/15/12

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

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

31c. DATE SIGNED 11-16-12

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION IS NOT USABLE

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

1 DM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	FOLLOWING SERVICES FOR THE PERFORMANCE PERIOD EFFECTIVE 31 DECEMBER 2012 THROUGH 30 MARCH 2013 IN ACCORDANCE WITH THE ATTACHED STATEMENT OF WORK, THE CONTRACTOR PROPOSAL DATED 11/8/2012 AND THE TERMS AND CONDITIONS OF CPSC-D-06-0002.				
0001	THE CONTRACTOR SHALL PROVIDE SERVICES ON CPSC'S INTERNAL WEBSITES (INTRANET, SEARCH, TAXONOMY MANAGEMENT, AND SHARE POINT SITES AND RELATED SERVERS AND SYSTEMS) AND THE CPSC'S COMMISSION INFORMATION SYSTEM (CIS).	1860	HR	130.72	243,139.20
	The total amount of award: $243,139.20. The obligation for this award is shown in box 26.				

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

STANDARD FORM 1449 (REV. 2/2012) BACK

STATEMENT OF WORK (SOW)
FOR
CIS, Intranet Websites and SharePoint Sites Support
CPSC-D-06-0002/Task Order 0023

1. Description of Services

The contractor shall provide services on tasks involving CPSC's Internal Websites (including Intranet, Search, Taxonomy Management, and SharePoint sites and related servers and systems) and CPSC's Commission Information Systems (CIS). 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. Background

The CIS applications consist of 74 PowerBuilder applications and 24 .NET applications. The system back-end databases are Oracle, Sybase and SQL server. These websites exist in several environments including static HTML & XML and .Net files, EPiServer Content Management System, Microsoft SharePoint, ConceptSearch, Visual Studio, and Word Press.

3. Task Order

This is a task order under the existing firm-fixed price fully loaded hourly rate for the hours that are indicated on the schedule of services/supplies. The contractor shall propose the total number of hours required in accordance with the fixed hourly rate ($130.72, CLIN 0007) to successfully complete the task as specified herein.

4. Performance Work Statement - The contractor shall furnish all necessary personnel, materials, and services, to perform the work as described below:

A. Project Management –

(1) The contractor shall provide project management services in alignment with CPSC's Project Management Office (PMO) and Systems Development Lifecycle (SDLC) processes and templates. The contractor shall produce a project management plan, including time management in the specific areas of CIS applications, Data implementation, Internal Websites (including Intranet, SharePoint, Search, and Taxonomy management) development and support. The contractor shall also produce a project plan in alignment with the SDLC and CPSC project management requirements.

(2) The contractor shall conduct a kick-off meeting with CPSC to establish a proposed work plan with time line. The contractor shall deliver weekly and monthly progress reports, including number of requests received, a summary of activities performed in resolving the requests, project accomplishments, and upcoming activities based on open requests.

B. CIS Applications -

(1) The contractor's primary focus shall be on making bug fixes to software, and documentation to support its operational effectiveness. The contractor tasks shall include making changes to improve a system's performance resulting from an error in coding, correct problems, enhance security, or address user requirements.

(2) The contractor shall provide support services for CPSC's CIS Applications, including but not necessarily limited to the 74 PowerBuilder and 24 .Net provided as attachment A, 24 .NET applications referenced in attachment A. Support service include, but are not limited to: resolving defects and issues identified by the CPSC COR or staff and implementing the solutions as requested via Help Desk tickets, e-mails to the TSAD Team, or by the Project Officer's request. Based on last year's requests, the contractor should expect 180 CIS applications' helpdesk requests per month, plus a 10 percent growth factor.

(3) The contractor shall address CIS applications Helpdesk tickets during normal CPSC business hours (8:00am to 5:00pm Eastern Time (ET), Monday through Friday, except for federal holidays).

(4) The contractor shall carry out the tasks defined in the Systems Operation Manual, which defines the tasks, activities and responsible parties 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:
- The contractor shall ensure all processes, manual and automated, are documented in the operating procedures. These processes should comply with the system documentation;
- The contractor shall ensure users are trained on current processes and new processes;
- The contractor shall ensure that service level objectives are kept accurate and are monitored;
- The contractor shall maintain performance measurements, statistics, and system logs.
- The contractor shall monitor the performance statistics, report the results and escalate problems when they occur.
- The contractor shall ensure that system is running and available 99.99% of the time, Monday through Friday, 8am until 5pm ET, with the exception of holidays;
- The contractor shall perform backups (day-to-day protection);
- The contractor shall perform patches and upgrades on system components by properly testing and deploying them during alternative times to the defined hours of operations;

C. Individual Systems –

The contractor shall perform individualized tasks for the following systems:

(1) Sample tracking .NET application:
- The contractor shall perform mass data maintenance at EXC and EXFS's request
- The contractor shall implement user enhancement and support bug fix requests.

(2) Lab Accreditation & Approval .NET application:
- The contractor shall modify the application according the new lab scopes and policy changes
- The contractor shall perform data maintenance
- The contractor shall create ad-hoc reports
- The contractor shall implement user enhancement and support bug fix requests.

(3) Budget system .NET application:
- The contractor shall expand project performance evaluation functionalities
- The contractor shall create new reports for finance office and budget office
- The contractor shall implement user enhancement requests
- The contractor shall develop interfaces to external finance systems

(4) IFS .NET application:
- The contractor shall develop interface to existing PowerBuilder applications;
- The contractor shall implement the Ad Hoc reporting system for field users;
- The contractor shall implement user enhancement requests, adding more programs ID for difference type of assignments.
- The contractor shall implement user enhancement and support bug fix requests.

D. Intranet Operations

(1) The contractor shall provide support services to implement CPSC's internal web content management ("posting"). Support services shall include loading, publishing, updating, and archiving content to CPSC's internal websites and related systems.

(2) The contractor shall load and publish ("post") content as detailed in the CPSC web posting guidelines. The posting process involves reviewing the requests, coding the request in a web format, publishing to CPSC's internal websites and verifying the post is accessible, Section 508 compliant, and free of coding errors. The contractor shall expect a minimum of 30 posting requests per month, including a 10 percent growth factor.

(3) The contractor shall update or archive content previously posted to CPSC's internal websites. Specific requests for updating or removing content may include changes to text, code, or hyperlinks; replacing images or documents; and cross-linking by hyperlink content previously posted. The contractor should expect a minimum of 25 requests per month, including a 10 percent growth factor.

(4) The contractor shall ensure all content is cleared through the appropriate processes prior to posting to CPSC internal websites.

(5) The contractor shall set-up and shall operate CPSC's internal webcasts. The contractor shall ensure before each webcast event that the web streaming system, including streaming devices, Windows Media Services, Akamai web streaming, and Flash Media Streaming servers as needed are configured and operating without error. The contractor shall operate CPSC's web streaming system for internal webcast events, including monitoring the system to ensure the streams are active without error during the event; tracking viewership statistics for maximum and average number of viewers across environments; and updating webcast and other pages as needed to ensure the correct information is visible before, during, and after the event. The contractor shall provide one to two internal webcasts per month. Webcasts shall vary in length from 30 minutes to a full day (8 hour) events.

E. Intranet Maintenance & Administration

(1) The contractor shall provide support services to maintain CPSC's internal websites, servers, and systems. Maintenance shall include regular (daily) checks that the systems and sites are operating and available, informing the Network Engineering Branch and the CPSC Project Officer of the availability of any updates or patches related to internal web systems used on the CPSC servers under this Task, and updating code and modules within Content Management Systems, SharePoint, or other web-related server or system to resolve issues identified by the CPSC Project Officer. The contractor shall expect a minimum of 25 maintenance requests per month, including a 10 percent growth factor.

(2) The contractor shall administer CPSC's internal websites, systems, and servers. These servers include web streaming servers, CPSC's web content delivery servers, Web analytics servers, Listserv servers, Search servers, SharePoint servers, and web staging/development servers. The CPSC staff will control access to these servers and conduct routine server maintenance including upgrades;

(3) The contractor shall support and maintain the web-related configurations. This support shall include managing the Internet Information Systems settings, the Content Management Systems settings; maintaining correct site configurations; archiving web traffic logs; ensuring daily that the software, systems, and internal websites are operating without error.

(4) The contractor shall submit for CPSC approval requests received for access to internal websites, systems, and servers. If approval is granted by the appropriate site, system, or server owner(s), the contractor shall configure the permitted rights in the requested environment(s) with permission of the CPSC Project Officer.

F. Training and Documentation

(1) The contractor shall, at the direction of the Project Officer, 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 or improved methods of performing systems operations and maintenance are identified.

G. Support to CPSC staff for CIS applications, Intranet, and SharePoint issues

(1) The contractor shall provide troubleshooting support to resolve issues and problems encountered by CPSC staff and the public relating to CIS applications and CPSC's internal websites and systems. Support shall include reviewing incident reports submitted via the Help Desk tracking system (HEAT), 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 HEAT. The contractor should expect an estimated 200 requests per month, including a 10 percent growth factor.

4. Reporting Requirements

The contractor shall maintain a record of all work performed, utilizing the Help Desk system. The contractor shall provide a detailed summary of tasks completed (accomplishments), planned activities, risks and issues identified in the weekly status and progress reports. The contractor shall confer with CPSC staff on issues and problems which the contractor identifies, and shall implement a solution at the direction of the Project Officer.

5. Inspection and Acceptance

(1) The CPSC COR, with support from the Project Officer, will monitor each assignment and will evaluate the performance based on:

- Volume and frequency of data to be processed in each system, order and type of operations; and
- Monitoring of system performance statistics, report the results and escalate problems when they occur.

(2) 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 produce quality assurance documentation (where code is concerned and testing applied, per SDLC practices.
- Preparation of comprehensive reports/presentations.

(3) The Government will inspect the work for both quality and timeliness, and

Notify the contractor regarding problems and any corrections needed. The contractor shall 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.

6. Deliverables

The following deliverable items shall be performed and delivered in accordance with the following schedule:

Deliverable	Deliverable Timeframe (No Later Than =NLT)
Project Kick-Off Meeting and presentation of the project roadmap, to include the approach for staffing and addressing operations and maintenance issues associated with the CIS applications and internal websites, servers, and systems.	NLT 3rd of December, 2012
Perform systems maintenance and operations by addressing Helpdesk tickets associated with the applications previously described	Daily, post kick-off meeting
CIS applications' Weekly Status Report, which should includes Helpdesk tickets statistic, solutions, pending issues, risks, and a summary of recommended tests and security controls and an update once they are executed.	Every Thursday except in week's where a monthly progress report is due
Internal websites Weekly Status Reports, which includes Website statistic information, helpdesk tickets summary, pending issues and risks.	Every Thursday except in week's where a monthly progress report is due
Deploy the changes and enhancements for CIS applications	NLT 1 calendar day after kick-off meeting, then as on release schedule
Internal Websites Operations	Daily, starting October 31, 2012
Internal Websites Maintenance and Administration	Daily, starting October 31, 2012
Monthly documentation for CIS	30 days after award, then monthly (NLT 5th

applications support, internal websites support, which shall include a summary of Helpdesk tickets and Websites statistics, solutions, pending issues and risks.	of month)
Provide new or updated User Manual, Training Material and conduct training sessions at the direction of the Project Manager, as new mechanisms for system operations and maintenance arise.	Within 15 days of Project Manager's request

7. Period of Performance

The contractor shall provide the work of this task order from December 31, 2012 through March 30, 2013.

8. Government Furnished Materials

The Government will supply:
- Computer hardware and software
- Physical office space and a phone
- Network and internet access
- Maintenance procedures

9. Contractor Qualifications

The contractor personnel performing the work shall have experience in PowerBuilder, .NET, Oracle, Sybase, SQL server, MySQL, HTML and XML, EPiServer Content Management System, ConceptSearching ConceptSearch, Microsoft SharePoint, and Word Press.

10. Points of Contact

All questions regarding this REP/scope must be routed through the Contracting Officer (CO) or Contracting Officer's Representative (COR)
- The Contracting Officer's Representatives (COR) for this task order are: Shikha Gambhir, Phil Margolies
- The Project Manager contact for this task order is: Li Wang

11. LC 5 Contracting Officer's Representative (COR) Designation

a. The following individual has been designated at the Government's COR for this contract:
Name: Phil Margolies
Division: IT Services/ Room 839
Telephone: 301-504-6987
Email: pmargolies@cpsc.gov

b. The CPSC COR 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 COR 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.