

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

1. REQUISITION NUMBER: REQ-2200-13-0004
PAGE OF: 1 9
2. CONTRACT NO.: CPSC-D-06-0002
3. AWARD/EFFECTIVE DATE: 12/17/2012
4. ORDER NUMBER: 0024
5. SOLICITATION NUMBER: CPSC-Q-13-0003
6. SOLICITATION ISSUE DATE: 11/14/2012

7. FOR SOLICITATION INFORMATION CALL: Rudi Johnson
8. TELEPHONE NUMBER (No collect calls): 301-504-7028
9. 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:
 SMALL BUSINESS
 HUBZONE SMALL BUSINESS
 SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS
 UNRESTRICTED OR
 SET ASIDE: 100.00 % FOR:
WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM
EDWOSB
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:
 RFP
 IFB
 RFP

15. DELIVER TO: CONSUMER PRODUCT SAFETY COMMISSION
OFFICE OF COMMUNICATION
4330 EAST WEST HIGHWAY
BETHESDA MD 20814
CODE: OCM
16. ADMINISTERED BY: CONSUMER PRODUCT SAFETY COMMISSION
DIV OF PROCUREMENT SERVICES
4330 EAST WEST HWY
ROOM 517
BETHESDA MD 20814
CODE: FMPS

17a. CONTRACTOR/OFFEROR: VISUAL INFORMATION SYSTEM INC
ATTN VINH Q NGUYEN
8901 TRIPLE RIDGE RD
FAIRFAX STATION VA 22039-3004
CODE: [REDACTED]
FACILITY CODE: [REDACTED]
17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER
18a. PAYMENT WILL BE MADE BY: CPSC Accounts Payable Branch
AMZ 160
P. O. Box 25710
Oklahoma City OK 73125
CODE: FMPS
TELEPHONE NO.: (703) 643-1628

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 16a UNLESS BLOCK BELOW IS CHECKED
 SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	<p>DONS Number: [REDACTED] CONTRACTING OFFICER REPRESENTATIVE COR: ALEXANDER FILIP EMAIL: AFILIP@CPSC.GOV TEL: 301-504-7883</p> <p>TASK ORDER 0024 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</p> <p>(Use Reverse and/or Attach Additional Sheets as Necessary)</p>				

25. ACCOUNTING AND APPROPRIATION DATA: 0100A13DSE-2013-4479200000-CM00001600-252H0
26. TOTAL AWARD AMOUNT (For Govt. Use Only): \$202,616.00

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.
 29. AWARD OF CONTRACT: REF. OFFER DATED [REDACTED]. 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: [Signature]
31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER): [Signature]

30b. NAME AND TITLE OF SIGNER (Type or print): VINH NGUYEN - PRESIDENT
30c. DATE SIGNED: 12/18/2012
31b. NAME OF CONTRACTING OFFICER (Type or print): Kim Miles
31c. DATE SIGNED: 12-19-12

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
0001	<p>FOLLOWING SERVICES AS STATED BELOW FOR PERFORMANCE PERIOD EFFECTIVE 19 DECEMBER 2012 THROUGH MARCH 29, 2013, IN ACCORDANCE WITH THE ATTACHED STATEMENT OF WORK, THE CONTRACTOR'S PROPOSAL DATED 15 NOVEMBER 2012 TO INCLUDE REVISE PAGE 9, DATED 7 DECEMBER 2012 AND THE TERMS AND CONDITIONS OF CPSC-D-06-0002.</p> <p>THE CONTRACTOR SHALL PROVIDE SENIOR LEVEL DATABASE AND APPLICATION COMPUTER PROGRAMMER TO PROVIDE OPERATIONS AND MAINTENANCE SERVICES OF THE CURRENT CPSC'S PUBLIC WEBSITES AND RELATED SYSTEMS INCLUDING WEB OPERATIONS, WEB MAINTENANCE AND ADMINISTRATION, TRAINING AND DOCUMENTATION, SUPPORT TO CPSC STAFF FOR WEB AND PROJECT MANAGEMENT ISSUES.</p> <p>The total amount of award: \$202,616.00. The obligation for this award is shown in box 26.</p>	1550	HR	130.72	202,616.00

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 _____ 41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER _____ 41c. DATE _____
 42a. RECEIVED BY (Print) _____
 42b. RECEIVED AT (Location) _____
 42c. DATE REC'D (YYMMDD) _____ 42d. TOTAL CONTAINERS _____

CPSC-D-06-0002 TASK ORDER 0024
CPSC Public Websites Operations and Maintenance Support

1. Description of Services -

The contractor shall provide operations and maintenance services on CPSC's public websites and related systems as detailed below. 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. These public websites exist in several environments including static HTML & XML, .Net files, Microsoft SharePoint, Concept Search, Visual Studio, Word Press, Lyris, Listserv, Webtrends and MySQL databases.

2. 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. .

3. Services and Prices –

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 in paragraph 4.

4. Performance Work Statement - The contractor shall work independently, and not as an agent of the Government and shall furnish all necessary personnel, materials, services, and facilities to perform the work set forth below:

A. Web Operations

- (1) The contractor shall provide support services to implement CPSC's public web content management ("posting"). Support services shall include but are not limited to loading, publishing, updating, archiving content and providing RSS feeds for CPSC websites and related systems, including Web Taxonomy, Listserv and Web Analytics.
- (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 the format appropriate for the specific site, publishing to CPSC public websites, and verifying the post is accessible to the public, and free of coding errors. Based on last fiscal year's requests, the contractor should expect an estimated 105 posting requests per month, including a 10 percent growth factor.
- (3) The contractor shall update or archive content previously posted to CPSC's public web sites. Specific requests for updating or removing content may include changes to text, code, or hyperlinks; replacing images or documents; updates for the public calendar; cross-linking by hyperlink content previously posted. Based on last fiscal

year's requests, the contractor should expect an estimated 105 requests per month, including a 10 percent growth factor.

- (4) The contractor shall apply the CPSC Web Taxonomy to the MySQL databases Concept Search Taxonomy Manager and content as required for each content type per the CPSC web posting guidelines and EPiServer protocols. Every posting request of one of these content types shall be added to the appropriate MySQL database (an estimated 95 posts per year fall under one of these content types).
- (5) The contractor shall add and remove, per CPSC website posting guidelines, recalls and news releases in the mobile site and web API MySQL. All recalls and news releases posted will be included in the mobile site either automatically or manually as required.
- (6) The contractor shall send e-mail messages including recalls, news releases, the public calendar, and CPSIA postings to CPSC's listservs. Criteria and process for sending messages is based on CPSC's web posting guidelines. In addition to these e-mail messages, there are an estimated two e-mails per month that shall be sent based on other CPSC's requests.
- (7) The contractor shall ensure all content is cleared through the appropriate process (Web clearance via the Office of Communications for content that office produces or via the Office of the Secretariat, the Executive Director, or a Commissioner's Office for other content as appropriate).
- (8) The contractor shall set-up and shall operate public webcasts through CPSC's websites. 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 publicly 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 home pages to ensure the correct information is visible before, during, and after the event. Based on last fiscal year's events, the contractor should expect two to three public webcasts on average per month. Webcasts may vary in length from 30 minutes to a full day (8 hour) events.
- (9) The contractor shall ensure that the CPSC.gov website search is displaying accurate results. The contractor shall evaluate and improve search on CPSC.gov by writing and testing user scenarios and refining the search based on the results. The contractor shall use analytics information to evaluate commonly used search terms to evaluate search result sets for accuracy.

B. Web Maintenance & Administration

- (1) The contractor shall provide support services to maintain CPSC's public web server and sites, including related Web Taxonomy, Listserv, Web Analytics, and Search

systems. Maintenance shall include regular (daily) checks that the systems and sites are operating and available, informing the Office of Information & Technology Services, Office of Communications and the CPSC Project Officer of the availability of any updates or patches related to web systems used on the CPSC servers under this Task. Based on last fiscal year's requests, the Contractor should expect an estimated 60 maintenance requests per month, including a 10 percent growth factor.

- (2) The contractor shall administer CPSC's public web sites. These servers include web streaming, CPSC's web content management and delivery, Web Taxonomy, Web analytics, Listserv, and web staging/development systems. While CPSC staff will control access to these servers and conduct server maintenance including upgrades, the Contractor shall support and monitor web-related configurations, and inform appropriate Office of Information & Technology Services staff when the configurations or systems need updating, upgrade, or maintenance. This support shall include monitoring the redirects on the websites; maintaining correct site configurations; archiving web traffic logs as required; and ensuring daily that websites are operating without error.
- (3) The contractor shall submit for CPSC Contracting Officer's Representative (COR) approval requests received for access to Web sites and systems, and if permission is granted, configure the approved rights in the requested environment(s) or request CPSC Information Technology staff to configure approved rights as needed.

C. Training and Documentation

The contractor shall, at the direction of the CPSC's 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 or improved methods of performing systems operations and maintenance are identified.

D. Support to CPSC Staff for Web issues

The contractor shall provide troubleshooting support to resolve issues and problems encountered by CPSC staff and the public relating to CPSC's web sites 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 190 requests per month, including a 10 percent growth factor.

E. Project Management

- (1) The contractor shall conduct a kick-off meeting with CPSC to establish a proposed work plan with time line.

- (2) 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.

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, and risks and issues identified in 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 COR.

5. Inspection and Acceptance -

The CPSC COR, with support from other supportive CPSC Staff 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.

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.

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.

6. Deliverables –

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

Deliverable	Deliverable Timeframe (No Later Than =NLT)
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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 public websites.	NLT December 2012
Perform systems maintenance and operations by addressing HelpDesk tickets associated with the applications previously described	Daily, post kick-off meeting
Public websites weekly Status Reports, which includes Website statistic information, helpdesk tickets summary, pending issues and risks.	Weekly, except in weeks where a monthly progress report is due
Web Operations	Daily, started October 31, 2012
Web Maintenance and Administration	Daily, started October 31, 2012
Monthly documentation updates for Public websites, which includes Website statistic information, helpdesk tickets summary, pending issues and risks, accomplishments, and summary of task order invoice and payment statuses.	30 days after award, then monthly (NLT 5 th of month)
New or updated User Manual(s), Training Material and training sessions conducted at the direction of the COR, as new mechanisms for system operations and maintenance arise.	Within 15 days of COR' s request

7. Period of Performance

The contractor shall complete all work associated with this task order no later than 29 March 2013. The COR is to notify the Contracting Office in writing if the services are to be cut off prior to March 29, 2012.

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 a minimum of three years' experience in some, but not limited to .NET, SQL server, MySQL, HTML and XML, CSS, Concept Searching Concept Search, Microsoft SharePoint, Visual Studio and Word Press.

10. Quality Control

The contractor shall develop and maintain a quality control program to ensure qualified and professional personnel are being provided and that their performance is in accordance with the criteria stated within this Performance Work Statement and the commonly accepted commercial practices. At a minimum, the contractor shall develop quality control procedures that address the areas identified in the Performance Work Statement.

11. 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 is:
Name: Alex Filip
Division: Office of Communications
Telephone: 301-504-7782
- The Project Manager contact for this task order is:
Name: Stacey Palosky
Division: Office of Communications
Telephone: 301-504-7648

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

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

Name: Mr. Alex Filip
Division: Office of Communications
Telephone: 301-504-7782
Email: afilep@cpsec.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.