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<td>DUNS Number: 912345678901234</td>
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<tr>
<td>CONTRACTING OFFICER REPRESENTATIVE</td>
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<tr>
<td>COR: ALEXANDER FILIP</td>
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</tr>
<tr>
<td>EMAIL: <a href="mailto:AFFILI@CPSC.GOV">AFFILI@CPSC.GOV</a></td>
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<td>TEL: 301-504-7663</td>
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<tr>
<td>Task Order 0424 to Delivery Contract</td>
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<tr>
<td>CPSC-D-06-0024 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</td>
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</table>

**ACCOUNTING AND APPROPRIATION DATA**

0100A1303E-2013-4472000000-CM00001600-252H0

**TOTAL AWARD AMOUNT (For Gov't Use Only)**

$202,616.00

**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. UNITED STATES OCEANIA (SIGNATURE OF CONTRACTING OFFICER)**

**30. NAME AND TITLE OF SIGNER (Type or print)**

V. M. RIVERA - PRESIDENT

**31. DATE SIGNED**

12/13/2012

**STANDARD FORM 1448 (REV. 2013)**

Prescribed by GSA - FAR (48 CFR) 52.212

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.

The total amount of award: $202,616.00. The obligation for this award is shown in box 26.

<table>
<thead>
<tr>
<th>ITEM NO.</th>
<th>SCHEDULE OF SUPPLIES/SERVICES</th>
<th>QUANTITY</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
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</thead>
<tbody>
<tr>
<td>0001</td>
<td></td>
<td>1550 HR</td>
<td>130.72</td>
<td></td>
<td>202,616.00</td>
</tr>
</tbody>
</table>

32b. QUANTITY IN COLUMN 21 HAS BEEN

[Options: Received, Inspected, Accepted, and conforms to the contract, except as noted]

32c. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32d. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32e. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. GRIP NUMBER

34. VOUCHER NUMBER

35. AMOUNT VERIFIED CORRECT FOR

36. PAYMENT

37. CHECK NUMBER

[Options: Complete, Partial, Final]

38. SR ACCOUNT NUMBER

39. SR 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 (Name)

42b. RECEIVED AT (Location)

42c. DATE REC'D (YYYYMMDD)

42d. TOTAL CONTAINERS

STANDARD FORM 1449 (REV. 3/2010) BACK
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 websites. 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 listserv. 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:

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Deliverable Timeframe</th>
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<tr>
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<td>(No Later Than =NLT)</td>
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6
| 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 5th 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: afilip@cpcsc.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.