

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

1. REQUISITION NUMBER: REQ-2400-15-0145
 PAGE OF: 1 | 13
 2. CONTRACT NO: GS-35F-0577V
 3. AWARD/EFFECTIVE DATE: 09/14/2015
 4. ORDER NUMBER: CPSC-F-15-0081
 5. SOLICITATION NUMBER:
 6. SOLICITATION ISSUE DATE:

7. FOR SOLICITATION INFORMATION CALL: a. NAME: Derrick Braswell
 b. TELEPHONE NUMBER (No collect calls): (301) 504-7310
 8. OFFER DUE DATE/LOCAL TIME:

9. ISSUED BY: CONSUMER PRODUCT SAFETY COMMISSION
 DIV OF PROCUREMENT SERVICES
 4330 EAST WEST HWY
 ROOM 523
 BETHESDA MD 20814
 CODE: FMPS
 10. THIS ACQUISITION IS: UNRESTRICTED OR SET ASIDE: % 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:
 SIZE STANDARD:

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: 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 523
 BETHESDA MD 20814
 CODE: FMPS

17a. CONTRACTOR/OFFEROR: TRUETANDEM LLC
 11911 FREEDOM DR STE 590
 RESTON VA 20190-5646
 CODE: [REDACTED] FACILITY CODE:
 18a. PAYMENT WILL BE MADE BY: CPSC Accounts Payable Branch
 AMZ 160
 P. O. Box 25710
 Oklahoma City OK 73125
 CODE: FMPS
 TELEPHONE NO.:

17b. 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
	DUNS Number: [REDACTED] Contracting Officer Representative (COR): Shawn Battle Email: SBattle@cpsc.gov Tel: 301-504-6952 The contractor shall provide all services and personnel necessary to provide Microsoft Premier Services for the performance period of one (1) year in accordance with the GSA Schedule (GS-35F-0577V) and the attached terms and (Use Reverse and/or Attach Additional Sheets as Necessary)				

25. ACCOUNTING AND APPROPRIATION DATA: 0100A15DSE-2015-9995100000-EXIT002400-257I0
 26. TOTAL AWARD AMOUNT (For Govt. Use Only): \$122,551.46

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: _____ 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):
 30c. DATE SIGNED:
 31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER):
 31b. NAME OF CONTRACTING OFFICER (Type or print): Rudi M. Johnson
 31c. DATE SIGNED: 9/14/2015

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	conditions. BASE PERIOD: SEPTEMBER 30, 2015 THROUGH SEPTEMBER 29, 2016				
0001	Support Account Management (TAM time)	200	HR	230.93	46,186.00
0002	Support Assistance	91	HR	236.01	21,476.91
0003	Problem Resolution Support	85	HR	223.81	19,023.85
0004	Rap as a Service Plus (RaaS+) for SharePoint	1	EA	16,765.00	16,765.00
0005	Rap as a Service Plus (RaaS+) for SCCM	1	EA	16,765.00	16,765.00
0006	Onsite Visit by TAM and/or DSE	1	EA	2,334.70	2,334.70
	FIRST (1ST) OPTION PERIOD: SEPTEMBER 30, 2016 THROUGH SEPTEMBER 29, 2017 The contractor shall provide all services and personnel necessary to provide Microsoft Premier Continued ...				

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 _____

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-35F-0577V/CPSC-F-15-0081PAGE OF
3 13NAME OF OFFEROR OR CONTRACTOR
TRUETANDEM LLC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Services as indicated below in accordance with the attached terms and conditions.				
0007	Support Account Management (TAM time) (Option Line Item)	200	HR	235.55	0.00
0008	Support Assistance (Option Line Item)	91	HR	240.73	0.00
0009	Problem Resolution Support (Option Line Item)	85	HR	228.28	0.00
0010	Rap as a Service Plus (RaaS+) for SharePoint (Option Line Item)	1	EA	17,100.41	0.00
0011	Rap as Service Plus (RaaS+) for SCCM (Option Line Item)	1	EA	17,100.41	0.00
0012	Onsite Visit by TAM and/or DSE (Option Line Item)	1	EA	2,381.40	0.00
	SECOND (2ND) OPTION PERIOD: SEPTEMBER 30, 2017 THROUGH SEPTEMBER 29, 2018				
	The contractor shall provide all services and personnel necessary to provide Microsoft Premier Services as indicated below in accordance with the attached terms and conditions.				
0013	Support Account Management (TAM time) (Option Line Item)	200	HR	240.26	0.00
0014	Support Assistance (Option Line Item)	91	HR	245.55	0.00
	Continued ...				

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-35F-0577V/CPSC-F-15-0081PAGE OF
4 13

NAME OF OFFEROR OR CONTRACTOR

TRUETANDEM LLC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0015	Problem Resolution Support (Option Line Item)	85	HR	232.85	0.00
0016	Rap as a Service Plus (RaaS+) for Sharepoint (Option Line Item)	1	EA	17,442.41	0.00
0017	Rap as a Service Plus (RaaS+) for SCCM (Option Line Item)	1	EA	17,442.41	0.00
0018	Onsite Visit by TAM and/or DSE (Option Line Item)	1	EA	2,429.03	0.00
	THIRD (3RD) OPTION PERIOD: SEPTEMBER 30, 2018 THROUGH SEPTEMBER 29, 2019				
	The contractor shall provide all services and personnel necessary to provide Microsoft Premier Services as indicated below in accordance with the attached terms and conditions.				
0019	Support Account Management (TAM time) (Option Line Item)	200	HR	245.06	0.00
0020	Support Assistance (Option Line Item)	91	HR	250.46	0.00
0021	Problem Resolution Support (Option Line Item)	85	HR	237.51	0.00
0022	Rap as a Service Plus (RaaS+) for SharePoint (Option Line Item)	1	EA	17,791.26	0.00
0023	Rap as a Service Plus (RaaS+) for SCCM (Option Line Item)	1	EA	17,791.26	0.00
	Continued ...				

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-35F-0577V/CPSC-F-15-0081PAGE OF
5 13NAME OF OFFEROR OR CONTRACTOR
TRUETANDEM LLC

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0024	Onsite Visit by TAM and/ or DSE (Option Line Item) FOURTH (4TH) OPTION PERIOD: SEPTEMBER 30, 2019 THROUGH SEPTEMBER 29, 2020 The contractor shall provide all services and personnel necessary to provide Microsoft Premier Services as indicated below in accordance with the attached terms and conditions.	1	EA	2,477.60	0.00
0025	Support Account Management (TAM time) (Option Line Item)	200	HR	249.96	0.00
0026	Support Assistance (Option Line Item)	91	HR	255.46	0.00
0027	Problem Resolution Support (Option Line Item)	85	HR	242.26	0.00
0028	Rap as a Service Plus (RaaS+) for SharePoint (Option Line Item)	1	EA	18,147.09	0.00
0029	Rap as a Service Plus (RaaS+) for SCCM (Option Line Item)	1	EA	18,147.09	0.00
0030	Onsite Visit by TAM and/or DSE (Option Line Item) The total amount of award: \$637,761.69. The obligation for this award is shown in box 26.	1	EA	2,527.16	0.00

TERMS AND CONDITIONS
CPSC-F-15-0081

1. DESCRIPTION OF WORK: The contractor shall provide all non-professional labor categories and services to support the U.S. Consumer Products Safety Commission, (CPSC) Office of Information and Technology Services, located in Bethesda, Maryland.

2. CONTRACT TYPE: This procurement is a firm fixed-priced type, performance base contract for the services described herein. This delivery order includes a base period and four (4) option years and is a non-personal contract.

3. SERVICES: The contractor shall provide services in accordance with Block 20, Schedule of Supplies/Services for CLIN(s) 0001- 0030.

4. OBJECTIVE: The objective of this procurement is to seek IT professional support services within the scope of GSA Schedule.

5. PERIOD OF PERFORMRANCE: The period of performance shall be effective 30 September 2015 through 29 September 2016.

6. PERFORMANCE WORK STATEMENT:

The contractor shall act independently, and not as an agent of the Government. The Contractor shall furnish all necessary personnel, materials, services, and facilities to perform the work.

8. HOURS OF PERFORMANCE:

All on site work shall be performance between the hours 8:00 am and 6:00 pm, Monday through Friday, excluding Federal holidays and any other day when the CPSC is closed.

7. CONTRACTOR'S RESPONSIBILITY: The contractor shall perform the services required under this contract in a professional manner, based on the information made available, and to use the same degree of care and skill ordinarily exercised in similar circumstances by any reputable contractor performing comparable services.

8. QUALITY CONTROL:

The contractor shall develop and maintain a quality control program that is in accordance with the commonly accepted commercial practices. The contractor shall also develop and implement a plan that will ensure that all of the support that has been identified in this performance work.

9. LC1A CONTRACTOR'S NOTE

Deliveries and/or shipments shall not be left at the Loading Dock. **All deliveries shall be considered "inside deliveries"** to the appropriate room at the Consumer Product Safety Commission (CPSC) and in accordance with the instructions below. When scheduling deliveries the purchase order number shall always be referenced and all packages shall clearly display the Purchase Order Number on the outside of the cartons and/or packages, to include the packing slip.

ATTENTION GOVERNMENT VENDOR

A. DELIVERY INSTRUCTIONS:

1. DELIVERY INSTRUCTIONS FOR LARGE OR HEAVY ITEMS:

If the shipment or item being delivered requires use of a loading dock, advance notification is required. The contractor shall contact the Shipping and Receiving Coordinator at 301-892-0586 or Constantia Demas (301) 504-7544 forty-eight (48) hours in advance of the date the items are to arrive to schedule use of the loading dock.

LOADING DOCK HOURS OF OPERATION:

9:00 am to 11:00 am or 1:30 pm to 4:00 pm
Monday through Friday (except holidays)

Please notify contact person if there is a change in the delivery date. For changes, delays, or assistance please contact CPSC as follows:

Facilities Management Support Services (301) 504-7091 and

The COR – The COR noted on page 1.

Upon arrival, the driver should contact the CPSC Guard, 301-504-7721, at the loading dock to obtain assistance in using freight elevators and to gain access to CPSC security areas.

2. DELIVERY INSTRUCTION FOR SMALL ITEMS

When delivering or shipping small items, the contractor and/or carrier service shall report to the 4th floor lobby, North Tower, 4330 East West Highway, to sign in with the CPSC guard. Upon completion of signing in, the contractor shall deliver all shipments to the Mail Room, Room 410. After delivery, delivery personnel shall promptly depart the building.

MAIL ROOM HOURS OF OPERATION:

Monday through Friday (except holidays) – 7:30 am to 5:00 pm

B. BILLING INSTRUCTIONS

Pursuant to the Prompt Payment Act (P.L. 97-177) and the Prompt Payment Act Amendments of 1988 (P.L. 100-496) all Federal agencies are required to pay their bills on time, pay interest penalties when payments are made late, and to take discounts only when payments are made within the discount period. To assure compliance with the Act, vouchers and/or invoices shall be submitted on any acceptable invoice form which meets the criteria listed below. Examples of government vouchers that may be used are the Public Vouchers for Purchase and Services Other Than Personal, SF 1034, and Continuation Sheet, SF 1035. At a minimum, each invoice shall include:

1. The name and address of the business concern (and separate remittance address, if applicable).
2. **Do NOT** include Taxpayer Identification Number (TIN) on invoices sent via e-mail.
3. Invoice date.
4. Invoice number.

5. The contract or purchase order number (see block 2 of OF347 and block 4 of SF1449 on page 1 of this order), or other authorization for delivery of goods or services.
6. Description, price and quantity of goods or services actually delivered or rendered.
7. Shipping cost terms (if applicable).
8. Payment terms.
9. Other substantiating documentation or information as specified in the contract or purchase order.
10. Name, title, phone number and mailing address of responsible official to be notified in the event of a deficient invoice.

ORIGINAL VOUCHERS/INVOICES SHALL BE SENT TO:

U.S. Mail

Enterprise Service Center, c/o CPSC, Accounts Payable Branch, AMZ-160
PO Box 25710
Oklahoma City, Ok. 73125

FEDEX

Enterprise Service Center, c/o CPSC, Accounts Payable Branch, AMZ-160
6500 S. MacArthur Blvd.
Oklahoma City, Ok. 73169

OR

Via email to:

9-AMC-AMZ-CPSC-Accounts-Payable@faa.gov

Invoices not submitted in accordance with the above stated minimum requirements will not be processed for payment. Deficient invoices will be returned to the vendor within seven days or sooner. Standard forms 1034 and 1035 will be furnished by CPSC upon request of the contractor.

Inquiries regarding payment should be directed to the Enterprise Service Center (ESC), Office of Financial Operations, Federal Aviation Administration (FAA) in Oklahoma City, 405-954-1693.

C. PAYMENT

Payment will be made as close as possible to, but not later than, the 30th day after receipt of a proper invoice as defined in "Billing Instructions," except as follows:

When a time discount is taken, payment will be made as close as possible to, but not later than, the discount date. Discounts will be taken whenever economically justified. Otherwise, late payments will include interest penalty payments. Inquiries regarding payment should be directed to Caleb Pierce at 405-954-1693 or at the U.S. Mail and Fedex addresses listed above:

Complaints related to the late payment of an invoice should be directed to Ricky Woods at the same the same address (above) or 405-954-5351.

Customer Service inquiries may be directed to Adriane Clark at AClark@cpsc.gov.

D. INSPECTION & ACCEPTANCE PERIOD

Unless otherwise stated in the Statement of Work or Description, the Commission will ordinarily inspect all materials/services within seven (7) working days after the date of receipt. The CPSC representative responsible for inspecting the materials/services will transmit disapproval, if appropriate, to the contractor and the contract specialist listed below. If other inspection information is provided in the Statement of Work or Description, it is controlling.

E. ALL OTHER INFORMATION RELATING TO THE PURCHASE ORDER

Contact: Contract Specialist- Derrick Braswell at (301) 504-7310

F. PROCESSING INSTRUCTIONS FOR REQUESTING OFFICES

The Purchase Order/Receiving Report (Optional Form 347 or Standard Form 1449) must be completed at the time the ordered goods or services are received. Upon receipt of the goods or services ordered, each item should be inspected, accepted (partial or final) or rejected. The Purchase Order/Receiving Report must be appropriately completed, signed and dated by the authorized receiving official. In addition, the acceptance block shall be completed (Blocks 32 a, b & c on the SF 1449 and column G and page 2 of the OF 347).

The receiving report shall be retained by the requesting office for confirmation when certifying invoices.

G. PROPERTY/EQUIPMENT PURCHASES

In the case of Purchase Orders/Receiving Reports involving the purchase and receipt of property/equipment, a copy of the Purchase Order/Receiving Report must also be immediately forwarded directly to the Property Management Officer (Constantia Demas) in the Facilities Management Support Services Branch (Room 425). The transmittal of Purchase Orders/Receiving Reports to the property management officer is critical to the integrity and operation of CPSC's Property Management System. Receiving officials should also forward copies to their local property officer/property custodian consistent with local office procedures.

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

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

Name: Shawn Battle
Office of IT Services
Telephone: (301)504-6952
Email: sbattle@cpsc.gov

b. The CPSC COR is responsible for performing specific technical and administrative functions, including:

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

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

c. The COR, who may be personally liable for unauthorized acts, is not authorized to and shall not:

(1) make changes in scope of work, contract schedules, and/or specifications, or to make changes that affect price, quality, quantity or delivery,

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

(3) make commitments or changes that affect price, or take any action that commits the Government or could lead to a claim against the Government.

d. This delegation is not redelegable and remains in effect during the period of performance of the contract.

e. 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.

52.217-8 Option to Extend Services. (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 15 days.

(End of clause)

52.217-9 Option to Extend the Term of the Contract. (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within fifteen days prior to the expiration of the contract; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least thirty days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five years.

(End of clause)