

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE
J

PAGE OF PAGES
1 2

2. AMENDMENT/MODIFICATION NO.
05

3. EFFECTIVE DATE
20-Mar-2017

4. REQUISITION/PURCHASE REQ. NO.
N6298017RCC3403

5. PROJECT NO. (If applicable)
N/A

6. ISSUED BY CODE

N00189

7. ADMINISTERED BY (If other than Item 6)

CODE

S0514A

NAVSUP FLC Norfolk, Detachment Philadelphia
700 Robbins Avenue, Bldg. 2B
Philadelphia PA 19111-5083

DCMA SAN DIEGO
9174 Sky Park Court, Suite 100
SAN DIEGO CA 92123-4353

SCD: C

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and Zip Code)

Strategic Data Systems dba SDS
610 West Ash Street #1100
San Diego CA 92101

9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.

N00178-14-D-7939 / N00178-14-D-7939-EX02

10B. DATED (SEE ITEM 13)

01-Jul-2015

CAGE CODE
1KKU1

FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

SEE SECTION G

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

- A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
- B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
- C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
- D. OTHER (Specify type of modification and authority)
FAR 52.217-9 'Option to Extend the Term of the Contract'

E. IMPORTANT: Contractor is not, is required to sign this document and return ___ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

SEE PAGE 2

15A. NAME AND TITLE OF SIGNER (Type or print)

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

15B. CONTRACTOR/OFFEROR

15C. DATE SIGNED

16B. UNITED STATES OF AMERICA

16C. DATE SIGNED

(Signature of person authorized to sign)

BY

(Signature of Contracting Officer)

20-Mar-2017

NSN 7540-01-152-8070

PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (Rev. 10-83)

Prescribed by GSA
FAR (48 CFR) 53.243

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GENERAL INFORMATION

The purpose of this modification is to:

- 1) Exercise option I
- 2) Fund the option period in the amount of \$1,071,000.00.
- 3) Change the COR from [REDACTED].

Accordingly, said Task Order is modified as follows: A conformed copy of this Task Order is attached to this modification for informational purposes only.

The Line of Accounting information is hereby changed as follows:

The total amount of funds obligated to the task is hereby increased from [REDACTED] by [REDACTED] to \$3,677,260.88.

CLIN/SLIN	Type Of Fund	From (\$)	By (\$)	To (\$)
200601	O&MN,N	0.00	[REDACTED]	[REDACTED]
600001	O&MN,N	0.00	[REDACTED]	[REDACTED]

The total value of the order is hereby increased from [REDACTED] by [REDACTED] to \$5,535,726.52.

CLIN/SLIN	From (\$)	By (\$)	To (\$)
2006	0.00	[REDACTED]	[REDACTED]
6000	0.00	[REDACTED]	[REDACTED]

The Period of Performance of the following line items is hereby changed as follows:

CLIN/SLIN	From	To
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SECTION B SUPPLIES OR SERVICES AND PRICES

CLIN - SUPPLIES OR SERVICES

For FFP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
2000	D316	Base Period - CSC Labor Support IAW PWS. (O&MN,N)	12.0	MO		
200001	D316	Funding for CLIN 2000 (O&MN,N)				
200002	D316	Funding for CLIN 2000 (O&MN,N)				
200003	D316	Funding for CLIN 2000 (O&MN,N)				

For FFP / NSP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
2001		Base Period - Deliverables in support of CLIN 2000 IAW PWS	1.0	LO		NSP

For FFP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
2002	D316	Base Year (Optional CLIN) - Additional FTEs to meet Surge requirements (+10%;+10% total of historical LOE). Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		
2003	D316	Base Year (Optional CLIN) - Additional FTEs to meet Surge requirements (+10%;+20% total of historical LOE). Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		
2004	D316	Base Year (Optional CLIN) - Additional FTEs to meet Surge requirements (+10%;+30% total of historical LOE). Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		
2006	D316	Option I - CSC Labor Support IAW PWS. (O&MN,N)	12.0	MO		
200601	D316	Document N6298017RCC3403 applies (O&MN,N)				

For FFP / NSP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
2007		Option I - Deliverables in support of CLIN 2006 IAW PWS	1.0	LO		NSP

For FFP Items:

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Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
2008	D316	Option I(Optional CLIN) - Additional FTEs to meet Surge requirements (+10%;+10% total of historical LOE). Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		
2009	D316	Option I(Optional CLIN) - Additional FTEs to meet Surge requirements (+10%;+20% total of historical LOE). Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		
2010	D316	Option I(Optional CLIN) - Additional FTEs to meet Surge requirements (+10%;+30% total of historical LOE). Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		

For ODC Items:

Item	PSC	Supplies/Services	Qty	Unit	Est. Cost
3000	D316	Base Period - Travel in support of CLIN 2000 IAW JTR. NTE. (O&MN,N)	1.0	LO	
300001	D316	Funding in support of CLIN 3000 (O&MN,N)			

For FFP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
5000	D316	Option II - CSC Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		

For FFP / NSP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
5001		Option II - Deliverables in support of CLIN 5000 IAW PWS	1.0	LO		NSP

For FFP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
5002	D316	Option II(Optional CLIN) - Additional FTEs to meet Surge requirements (+10%;+10% total of historical LOE). Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		
5003	D316	Option II(Optional CLIN) - Additional FTEs to meet Surge requirements (+10%;+20% total of historical	12.0	MO		

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Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
		LOE). Labor Support IAW PWS. (O&MN,N) Option				
5004	D316	Option II(Optional CLIN) - Additional FTEs to meet Surge requirements (+10%;+30% total of historical LOE). Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		
5006	D316	Option III - CSC Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		

For FFP / NSP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
5007		Option III - Deliverables in support of CLIN 5006 IAW PWS	1.0	LO		NSP

For FFP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
5008	D316	Option III (Optional CLIN) - Additional FTEs to meet Surge requirements (+10%;+10% total of historical LOE). Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		
5009	D316	Option III (Optional CLIN) - Additional FTEs to meet Surge requirements (+10%;+20% total of historical LOE). Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		
5010	D316	Option III (Optional CLIN) - Additional FTEs to meet Surge requirements (+10%;+30% total of historical LOE). Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		

For ODC Items:

Item	PSC	Supplies/Services	Qty	Unit	Est. Cost
6000	D316	Option I - Travel in support of CLIN 2006 IAW JTR. NTE. (O&MN,N)	1.0	LO	
600001	D316	Document N6298017RCC3403 applies (O&MN,N)			
6001	D316	Option II - Travel in support of CLIN 5000 IAW JTR. NTE. (O&MN,N) Option	1.0	LO	
6002	D316	Option III - Travel in support of CLIN 5006 IAW JTR. NTE. (O&MN,N) Option	1.0	LO	

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For FFP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
8000	D316	Option IV - CSC Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		

For FFP / NSP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
8001		Option IV - Deliverables in support of CLIN 8000 IAW PWS	1.0	LO		NSP

For FFP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
8002	D316	Option IV (Optional CLIN) - Additional FTEs to meet Surge requirements (+10%;+10% total of historical LOE). Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		
8003	D316	Option IV (Optional CLIN) - Additional FTEs to meet Surge requirements (+10%;+20% total of historical LOE). Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		
8004	D316	Option IV (Optional CLIN) - Additional FTEs to meet Surge requirements (+10%;+30% total of historical LOE). Labor Support IAW PWS. (O&MN,N) Option	12.0	MO		

For ODC Items:

Item	PSC	Supplies/Services	Qty	Unit	Est. Cost
9000	D316	Option IV - Travel in support of CLIN 8000 IAW JTR. NTE. (O&MN,N) Option	1.0	LO	

The following Level of Effort (provided for informational purposes only) is based on historical data (Attachment I):

Labor Categories	Base	Opt I	Opt II	Opt III	Opt IV
Customer Service Center Manager (CSSM)	1,920	1,920	1,920	1,920	1,920

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Knowledge Base Administrator	1,920	1,920	1,920	1,920	1,920
Knowledge Mgt. Specialist	1,920	1,920	1,920	1,920	1,920
Information Specialist	1,920	1,920	1,920	1,920	1,920
Customer Relation Management (CRM) Analyst Level II	1,920	1,920	1,920	1,920	1,920
Web Content Specialist	1,920	1,920	1,920	1,920	1,920
Customer Service Center Supervisor (CSSS)	5,760	5,760	5,760	5,760	5,760
Customer Service Representative (CSR) Level I	48,000	48,000	48,000	48,000	48,000
Customer Service Representative (CSR) Level II	28,800	28,800	28,800	28,800	28,800
Total	94,080	94,080	94,080	94,080	94,080

PERSONNEL QUALIFICATIONS (NAVSUP 5252.237-9401)(JAN 1992)

(a) Personnel assigned to or utilized by the Contractor in the performance of this contract shall, as a minimum, meet the experience, educational, or other background requirements set forth below and shall be fully capable of performing in an efficient, reliable, and professional manner. If the offeror does not identify the labor categories listed below by the same specific title, then a cross-reference list should be provided in the offeror's proposal identifying the difference.

(b) Individual resumes are not requested and will not be evaluated.

(c) If the Ordering Officer questions the qualifications or competence of any person performing under the contract, the burden of proof to sustain that the person is qualified as prescribed herein shall be upon the Contractor.

(d) The Contractor must have the personnel, organization, and administrative control necessary to ensure that the services performed meet all requirements specified in delivery/task orders. The work history of each Contractor employee shall contain experience directly related to the tasks and functions to be assigned. The Ordering Officer reserves the right to determine if a given work history contains necessary and sufficiently detailed, related experience to reasonable ensure the ability for effective and efficient performance.

All positions are designated as IT Level II for systems access

1. The minimum general requirements for a Customer Service Representative (CSR) Level I shall include:

- High School Diploma
- Secret Clearance eligible. A favorable adjudicated NACLIC is required.
- Knowledge of current CRM systems device or 6 months experience with similar devices.
- Knowledge of printer functions, connectivity and understanding of basic printer/scanning troubleshooting.
- Working knowledge of software packages including the Microsoft Office bundle.
- Good written and oral communication skills.
- Willingness to work under supervision and in a team environment.
- Initial skill sets shall be current at the time personnel are brought to the task. Due to the evolving nature of the Customer Relationship Management industry, the government requires the skill level of the staff to remain current with technology. The contractor shall remain trained in current, next generation and any future COTS technologies used by Department of the Navy at no additional cost to the Government.
- Experience with documentation using acceptable business methods.
- Contractor shall supply 1 bi-lingual agent per shift (2 total) that can speak, read and write fluently in Spanish/English.

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2. The minimum general requirements for a CSR Level II shall include:

- High School Diploma
- Secret Clearance eligible. A favorable adjudicated NACLIC is required.
- 6 months experience with current CRM systems device or 6 months experience with similar devices.
- Knowledge of printer functions, connectivity and understanding of basic printer/scanning troubleshooting.
- Working knowledge of software packages including the Microsoft Office bundle.
- Good written and oral communication skills.
- Willingness to work under supervision and in a team environment.
- Initial skill sets shall be current at the time personnel are brought to the task. Due to the evolving nature of the Customer Relationship Management industry, the government requires the skill level of the staff to remain current with technology. The contractor shall remain trained in current, next generation and any future COTS technologies used by Department of the Navy at no additional cost to the Government.
- Experience with documentation using acceptable business methods.

3. The minimum general requirements for a Customer Service Center Supervisor (CSSS) shall include:

- High School Diploma
- Secret Clearance eligible. A favorable adjudicated NACLIC is required.
- 1 year experience as a CSA (Level I or II).
- Knowledge of printer functions, connectivity and understanding of basic printer/scanning troubleshooting.
- Working knowledge of software packages including the Microsoft Office bundle.
- Good written and oral communication skills.
- Willingness to work under supervision and in a team environment.
- Initial skill sets shall be current at the time personnel are brought to the task. Due to the evolving nature of the Customer Relationship Management industry, the government requires the skill level of the staff to remain current with technology. The contractor shall remain trained in current, next generation and any future COTS technologies used by Department of the Navy at no additional cost to the Government.
- Experience with documentation using acceptable business methods.

4. The minimum general requirements for a Customer Service Manager (CSSM) shall include:

- Bachelor's Degree preferably in Communications
- Secret Clearance eligible. A favorable adjudicated NACLIC is required.
- 3-5 years experience in medium to large (35-75 agents) Contact Center.
- 5-10 years of management experience.
- Understanding of Computer Telephony Integration (CTI), telephone operations and staffing systems, e-mail management, Interactive Voice Recognition (IVR), Voice over Internet Protocol (VOIP) and CRM applications.
- Knowledge of printer functions, connectivity and understanding of basic printer/scanning troubleshooting.
- Working knowledge of software packages including the Microsoft Office bundle.
- Good written and oral communication skills.
- Initial skill sets shall be current at the time personnel are brought to the task. Due to the evolving nature of the Customer Relationship Management industry, the government requires the skill level of the staff to remain current with technology. The contractor shall remain trained in current, next generation and any future COTS technologies used by Department of the Navy at no additional cost to the Government.

5. The minimum general requirements for a Knowledge Base Administrator shall include:

- High School Diploma
- Secret Clearance eligible. A favorable adjudicated NACLIC is required.
- 3-5 years experience with hands-on training in knowledge base development, implementation and current applications and hardware.
- Effective people skills.
- Effective Change Management skills.
- Proficiency in Microsoft Office.
- Initial skill sets shall be current at the time personnel are brought to the task. Due to the evolving nature of the Customer Relationship Management industry, the government requires the skill level of the staff to remain current

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with technology. The contractor shall remain trained in current, next generation and any future COTS technologies used by Department of the Navy at no additional cost to the Government.

6. The minimum general requirements for a Knowledge Management Specialist shall include:

- Bachelor's degree (Master's preferred) in Communications and/or 5-7+ years experience in Customer and Personal Services.
- Secret Clearance eligible. A favorable adjudicated NACLIC is required.
- Experience in designing methods to collect and retrieve data.
- Expert knowledge of principles and processes for providing customer and personal services including: customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Experience in complex problem solving—identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Experience in system analysis: how a system works and how changes in conditions, operations and environment will affect outcomes.

7. The minimum general requirements for a Web Content Specialist shall include:

- Bachelor's Degree in computer related field, Database Management and Application Development is preferred.
- Secret Clearance eligible. A favorable adjudicated NACLIC is required..
- 3-5 years experience in Customer Relations Mgt integration or information mgt.
- Proficient knowledge of CRM tools.
- Experience in: web designing, content writing, CRM tools (integration), HTML, Oracle e-business suite modules, BMC Remedy, Adobe LiveCycle platform, automation tools.
- Experience migrating websites to new platforms and optimizing websites for mobile viewing
- Social media content integration
- Experience with CRM and search-engine analytics measurement, interpretation and presentation.
- Proficiency with Call Management Systems (CMS)
- Experience or knowledge of coding for responsive design.

8. The minimum general requirements for an Information Specialist shall include:

- Bachelor's Degree in Communications and/or 3-5 years experience in Customer and Personal Services.
- Secret Clearance eligible. A favorable adjudicated NACLIC is required.
- Experience in designing methods to collect and retrieve data.
- Knowledge of principles and processes for providing customer and personal services including: customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Experience in problem solving—identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Experience in system analysis: how a system works and how changes in conditions, operations and environment will affect outcomes.

9. The minimum general requirements for a Customer Relations Management (CRM) Analyst Level II shall include:

- Bachelor's Degree (Master's preferred) in Mathematics, Economics, Computer Science, Information Management or Statistics and 3-5 years as a data analyst.
- Secret Clearance eligible. A favorable adjudicated NACLIC is required.
- Technical expertise regarding data models, database design development, data mining and segmentation techniques.
- Strong knowledge and experience with reporting packages (Business objects, etc.), databases (SQL, etc.), programming (XML, Javascript or ETL frameworks)
- Knowledge of statistics and experience using statistical packages for analyzing large datasets (Excel, SPSS, SAS, Mini-Tab, etc.)
- Strong analytical skills and ability to collect, organize, analyze and disseminate significant amounts of information with attention to detail and accuracy.
- Adept at queries, report writing and presenting finding.

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SECTION C DESCRIPTIONS AND SPECIFICATIONS

SECTION C DESCRIPTIONS AND SPECIFICATIONS

PERFORMANCE WORK STATEMENT (PWS)

FOR

PRODUCTION AND SERVICES SUPPORT AT NAVY PERSONNEL COMMAND, MILLINGTON, TN

I. MISSION

The mission of Navy Personnel Command (NPC) is “Sailors First and Mission Always”, to provide the best possible Fleet and Sailor readiness to meet the Navy’s mission anywhere, anytime.

NPC will achieve maximum Fleet and Sailor readiness by leveraging our corporate expertise and developing supporting systems that will enable us to streamline internal business processes and provide open access for information to our customers. This open access will reduce the requirement for personal assistance on routine administrative matters and increase the quality of human resource services provided.

II. BACKGROUND

The goal of the Customer Service Center (CSC) is two-fold: 1) To offer Sailors and family members a way to access information and communicate by any means and at any time and, 2) To provide Senior Navy leaders with visibility of customers’ behavior in order to properly allocate resources that better serve the needs and desires of Sailors, families and other customers.

The CSC is revolutionizing customer service across the Navy HR enterprise through the functional and technical expansion of the Navy Personnel Command, Customer Service Center. The CSC continues to refine and expand the concept of universal Customer Relations Management through Customer Service Agents (CSA) to address diverse Navy related HR inquiries. The CSC is recognized as the wide-world entry point to address any/all Navy Human Resource (HR) issues for more than 1.7 million Sailors (Officer and Enlisted, active and Reserve) and their families, Navy operational and administrative chains of command, other governmental agencies, Retirees, Veterans and the general public via a toll free number (1 866 U ASK NPC). It provides consistent, cost effective and professional services using industry standards and best practices for contact centers and customer service.

III. SCOPE

1.5.1 The multi-channel Customer Service Center (CSC) is the one-stop shop which allows entry into NPC’s complex environment for personnel services world-wide. The CSC addresses issues, customer questions and provides self-help access in a user friendly environment. This effort is designed to enhance the customers experience by leveraging people, processes, and technology in a knowledge rich environment to maximize available information through multiple channels, minimize phone calls requiring Agent support and, optimizing the NPC staff, reducing time spent conducting personalized services.

1.5.2. The multi-channel CSC supports the following efforts: Navy Locator Services, Selection Boards, Casualty Assistance Programs, Navy Pay/Personnel Administrative Support Services (PASS) and the Emergency Coordination Center (ECC). The NPC CSC responds to customer requests generated by phone, e-mail, faxes, and web requests. The CSC maintains and updates a knowledge repository and plays an active role in the organizations Knowledge Management System. The CSC supports the NPC Emergency Coordination Center (ECC) when activated to respond to urgent/emergent events impacting Navy personnel.

1.5.3. Performance of CSC Production & Services in day-to-day operations for the NPC Customer Relations Management Department. The CSC is a one-stop-shop which provides a primary toll free call line (1-866 U ASK NPC) for Navy families, Reservists Retirees, Veterans, and the general public. The CSC also manages multiple toll free numbers for various HR service providers. The Contact Center is aimed at instilling confidence in our customers that the Navy delivers quality customer service for our greatest asset, our Navy family.

1.5.4. Navy Personnel Command is comprised of 4 Echelon II and 7 Echelon III departments. The population is approximately 4,000 military, civilians and contractors on the campus compound.

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1.4.5. Navy Personnel Command services over 320,000 Sailors, their families, Retirees, Reserves, Veterans and the general public. The population of end users is approximately 1.7 million. The consolidated Customer Service Center (CSC) generates over 300,000 service requests/transactions annually with an average growth rate (3yr) of 12%. The CSC maintains approximately 60 workstations with access to the local phone switch and computer and database access provided by the government.

IV. REQUIREMENTS

--Historical workload can be found as an attachment to the RFQ.

A. CUSTOMER SERVICE CENTER OPERATIONS

General Information:

The Contractor shall provide all personnel, supervision, and non-personal services necessary to perform the requirements of this Performance Work Statement (PWS). The primary scope of this contract is to provide employees to ensure all inquiries/transactions are responded to and/or processed within prescribed timelines. It is anticipated the overall tasks may change or evolve over the life of this contract. This may be due to changes directed by Congress, the Secretary of Defense, merging of like efforts/agencies, and other causes which could directly influence level of effort required on the tasks as identified in this PWS. The Contractor shall adhere to all interservice, intraservice, mutual support agreements and service contracts made by government officials at Navy Personnel Command. The Contractor shall assume total responsibility for all requirements stated herein on the first day of the contract performance period.

1.0. The contractor shall perform operations, personnel management and technical competent services in accordance with Navy regulations, policy directives, any portion of the contractor's proposed processes that are incorporated into this order for the Customer Service Center (CSC). Contractor work and responsibility shall include all contractor planning, programming, administration, management, supervision, and execution necessary to provide specified services. The contractor shall conduct work in accordance with this contract, the organizations Customer Relations Management policies and all applicable federal, state, and local laws, standards, codes, regulations and directives. The contractor shall ensure that all work meets critical reliability rates or tolerances specified in the contract deliverables, quality assurance surveillance plan and other performance requirements stated in the PWS. The contractor shall perform all contractor related administrative services, such as quality control, financial control, and correspondence, in order to meet contract specifications. The contractor shall acquire and maintain accurate and complete records, files, and libraries of documents to include federal, state, and local regulations, codes, and laws which are necessary and related to functions performed under this PWS. The contractor shall complete historical data, prepare required reports, and submit information as specified in sections V and XVI of this PWS.

Normal daily operations of the Navy Personnel Command Customer Service Center are 0700 to 1900 CST and shall be manned from 0700 to 1900 CST, Monday through Friday, excluding authorized holidays. The contractor shall provide coverage by personnel with the skill sets of Customer Service Agents, further defined within this PWS. The contractor shall provide a minimum of 1 bilingual agent per shift to speak, read and write fluently in English and Spanish. This will insure full rotation of staff and prevent any lapse of coverage. Non-normal operations are defined as those directed by higher authority and Crisis Action Organization (CAO) events which may require 24/7 operations, further defined in this PWS within Paragraph C entitled "Emergency Coordination Center".

The contractor shall perform daily activities including creating service requests related to each personnel issue. Customer service request include such things as general information, employment verification, Navy Locator Services, how to order a CD ROM, career management, records management, selection boards, Servicemembers Civil Relief Act, Department of Defense (DoD) Bone Marrow Program, personnel accountability or self-assessments. The contractor shall perform data entry/management activities as required. These are performed during normal operational hours or as needed while providing inbound/outbound coverage of phones, e-mail, v-mail, fax and, when activated, manning of the Emergency Coordination Center (ECC). The Customer Relations Management (CRM) tool will be used to create service requests for each inquiry in order to track and document service provided. Should the CRM tool for recording data become inoperable, information from interactions shall be documented and entered into the CRM database when the tool becomes operable. In all cases, responsiveness may be the only measure of success other than the hardware or software if functioning properly.

The Contractor shall provide functional support for systems including standard office automation products, off-the-shelf CRM systems, Navy Family Assessment and Accountability (NFAAS) system, Avaya Call Management System (CMS) and other workforce management tools. The Government will provide orientation to the Customer Service Agents on the NFAAS system upon award of the contract.

Other objectives include:

- a. Capture data from every customer interaction across all communication channels.
- b. Analyze real-time information.

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- c. Use the information when dealing with customers via any touch point.
- d. Provide inferential analysis (CRM Analytics) based on customer activity to adjust business and processes within the organization.
- e. Support a single entry point for NPC customers.
- f. Support NPC selection board requirements defined further in this PWS.
- g. Provide Navy Locator Services (i.e. issue Service Members Civil Relief Act certificates and Department of Defense (DoD) Bone Marrow Program notifications as defined further in this PWS.
- h. Provide Navy Casualty Programs support as defined further in this PWS
- i. Support NPC Emergency Coordination Center (ECC) customer service efforts when the ECC is activated as defined further in this PWS.
- j. Provide Pay/Personnel Administrative Support Services (PASS) support as defined further in this PWS.

Specifically, the contractor shall provide the following Customer Service Center support:

- 1.1 Interact with customers to resolve personnel related issues as needed.
- 1.2 Provide in depth research and resolution with end users using a knowledge base.
- 1.3 Coordinate with Information Technology support team regarding software patch version upgrades, installing or modifying hardware and regular and unscheduled maintenance.
- 1.4 Maintain an accurate database modified as needed of equipment and accessories. Present all equipment and accessories requirements to Contracting Officer's Representative (COR).
- 1.5 Inform the COR of potential changes to equipment or workload.
- 1.6 Provide Customer support with excellent customer service as defined further in this PWS and the Quality Assurance Survey Plan (QASP).
- 1.7 Research future equipment needs and provide data to COR as required.
- 1.8 Keep abreast of changes in Navy Personnel Command equipment and new Customer Relationship Management features produced for those assets.
- 1.9 Produce, and update as necessary, Standard Operating Procedures for the CSC and its users including new features as they become available.
- 1.10 Perform regular backup of databases and storage.
- 1.11 Produce and document workload staffing based on industry acceptable methodology and an escalation plan to meet ECC events.
- 2.0 After Hours/Automated Notification
- 2.1 There may be instances that the contractor personnel may not be able to resolve an issue, therefore requiring the services of non-contractor personnel. If this is the case, the contractor may perform the required services using the escalation process to support complex issues.
- 2.2 The contractor shall establish notifications for system failures to allow monitoring by the Contractor for unavailability of services. Should monitoring identify threats, the system notification shall be forwarded to the Contractor and the Contractor shall take immediate action to protect Navy Personnel Command's network and notify appropriate chain of command within Navy Personnel Command. If the contractor is able to remotely login and successfully analyze and resolve the problem, they shall provide a report to the designated government representative within one hour of reporting to duty the next scheduled workday. If unable to analyze and resolve the problem remotely, they shall notify the Contracting Officers Representative (COR). The contractor shall notify the COR of their alternative work solutions within 2 hours. Should the contractor determine that the problem cannot be resolved remotely within 2 hours after discovery of problem, travel to Navy Personnel Command may be required. The contractor shall inform the COR whenever the solution is identified and again when the solution is implemented. The contractor shall report to the COR no later than one (1) hour after reporting to work on the next scheduled workday.
- 3.0 Hours of Support/Coverage:

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3.1 Navy Personnel Command's Customer Service Center shall be manned 12 hours daily (0700-1900 CST), Monday through Friday, excluding authorized holidays.

3.2 The contractor shall provide coverage of this service center by personnel with the same skill set as the Customer Service Center (CSA) (Level 1). This will assure full rotation of staff and prevent any lapse of service center coverage.

B. KNOWLEDGE MANAGEMENT SYSTEM DEVELOPMENT, MAINTENANCE, SUPPORT and CRM ANALYTICS

1.0 The contractor shall manage the complete information life cycle, which includes capturing, organizing, and archiving documents and all other information. Develop systematic processes of discovering, selecting, organizing, distilling, sharing, developing and re-using the organizations knowledge. (DoN CIO 2008).

The Contractor shall focus efforts on organizational objectives such as improved performance, innovation, sharing of lessons learned, integration and continuous improvement of the workforce. Knowledge Management (KM) efforts overlap with organizational learning, and may be distinguished from that by a greater focus on the management of knowledge as a strategic asset and a focus on encouraging the sharing of knowledge. KM efforts can help individuals and groups to share valuable organizational insights, to reduce redundant work, to avoid reinventing the wheel, to reduce training time for new employees, to retain intellectual capital as employee's turnover in an organization, and to adapt to changing environments.

Other objectives include:

- a. Enhance the knowledge environment
- b. Manage knowledge as an asset
- c. Improve knowledge assets
- d. Create a web-based knowledge repository/data base.
- e. Use Customer Service Center Agents and Business Intelligence (BI) tools to capture tacit knowledge to enhance the knowledge environment

Specifically, the contractor shall provide the following knowledge base support:

- 1.1 Add contextual information to the knowledge repository.
- 1.2 Provide details of originator and/or Author.
- 1.3 Allow access to Subject Matter Experts through a 'click for help' icon that will generate an e-mail or a direct phone call
- 1.4 Provide opportunities for feedback on entries through a "did this help" icon
- 1.5 Add multi-media material such as visual training and collaboration teams at work
- 1.6 Add higher levels of data or meta-data
- 1.7 Collaborate with information owners who are responsible for particular knowledge to schedule entry and exit interviews with Subject Matter Experts
- 1.8 Catalogue and index material so that retrieval is efficient and effective
- 1.9 Document management - Provide for the tracking and storing of electronic documents.
- 1.10 Provide solutions for document storage, retrieval, filing, security, archival, retention, distribution, workflow and creation.
- 1.11 Provide collaboration tools - Allow people who are involved in a common task to achieve their goals by providing Community of Practice (CoP) configuration options.
- 1.12 Federated search - Enable a user to search multiple independent, discretely mounted data sources or databases through a single search query with minimal duplication.
- 1.13 Web portal - Allow for quick and easy access to the information that is stored in the knowledge-management system over the Web and on the organizations intranet.

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1.14 Personalization - The ability to tailor data automatically to specific user characteristics or preferences.

1.15 Coordinate with IT services and SMEs to develop a next generation knowledge base project

2.0 Hours of Support/Coverage:

2.1 The Contractor shall provide on-site knowledge base support during the Prime Period of Service (PPS) from 0700 through 1900 Monday through Friday, excluding Federal Holidays.

C. EMERGENCY COORDINATION CENTER (ECC) SUPPORT

1.0 When activated, the Contractor shall perform operations, personnel management and technical competence in accordance with Navy Regulations, policy, and directives related to Navy Personnel Command's Crisis Action Organization (CAO) which is a Division within the Customer Relations Management Department. The CAO consist of the Crisis Action Team (CAT) and the Emergency Coordination Center (ECC). The CAO is manned in response to urgent and/or emergent events anywhere in the world. The CAO may also be activated to allow for self-assessments by individuals.

The ECC is comprised of Customer Service Agents, active duty Enlisted and Officer Personnel and Reserves. The contractor shall provide staff of qualified CSAs to activate and sustain operations for 24/7 up to 21 days.

Other objectives include:

- a. Timely response time to staff the Emergency Coordination Center phones at 1-877-414-5358.
- b. Proper routing and activation of CAO phones and communications equipment.

Specifically, the contractor shall provide the following Emergency Coordination Center support:

1.1 Provide experienced CSAs as requested to activate the ECC.

1.2. Coordinate the periodic training of NPC personnel assigned to the ECC on the use of the phone systems and CRM tool for customer contact management. Assist in training, curriculum development and instruction.

1.3 Provide monthly phone system and computer maintenance. This will be routine in nature such as simply turning on computers in work spaces that have not been used for some time.

1.4. Maintain an accurate database of IT service request and outstanding tickets

1.5 Work closely with Crisis Action Team (CAT) and CAO Director

1.6 Participate in Personnel Accountability and Self-assessment exercises.

1.7 Maintain access and qualified staff to facilitate the Navy Family Accountability and Assessment System.

1.8 Maintain a manual process for data capture when computer connectivity is unavailable. Input all data in the CRM tool as soon as systems are restored.

1.9 Train NPC personnel assigned to the ECC watch on the use of the CRM and other CSC tools.

2.0 Hours of Support/Coverage:

2.1 The Contractor shall provide 24/7 support when notified by the Contracting Officer Representative (COR) within 4 hours.

D. TRANSACTION PROCESSING SUPPORT

1.0 The contractor shall generate Customer Service Request (CSR) workflows for receipt, security screening, and control of transactions processed as documents or electronic documents. A CSR with unique identifier shall be created for each transaction interaction of service such as Navy Selection Boards correspondence, Navy Locator Services request, Servicemembers Civil Relief Act Certificates, DoD Bone Marrow Program request, Employment Verifications, Navy Casualty programs support, and other CSA assisted (i.e. Tier II) transactions.

Objectives include:

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- a. Developing and updating the workflow
- b. Controlling access
- c. Perform various clerical functions such as file and box handling, shredding, data entry into web based systems, and perform inbound/outbound phones services.
- d. Tracking the location of transactions with unique identifiers through "charge-in" and "charge-out" processes
- e. Records center capabilities such as inventorying and shelf management
- f. Managing retention and disposition utilizing various means necessary for individual transactions/cases.
- g. Reports and daily workload generation
- h. Managing transactions from source applications using automated e-mail response to closed using a customer satisfaction survey.
- i. Provide secure portal access with single-sign-on for multiple requests
- j. System notification when transactions are approaching expiration.
- k. Manage Electronic Data Management System (EDMS), multi-EDMS, and other agency sources of information
- l. Prepare and submit correspondence, forms, and certificates for appropriate signatures from existing templates or samples
- m. Receive electronic and paper documents for administrative review and routing
- n. Process travel requests as directed such as preparation of travel arrangements, processing of submitted and unsubmitted travel vouchers within 5 working days of travel completion, and coordinating with other entities, as necessary, to complete and arrange

Specifically, the contractor shall provide the following Transaction Processing support:

- 1.1. Create rules-based document workflow to control and track internal and external
- 1.2 Document automation
- 1.3 Document tracking and work queue notifications
- 1.4 Automated e-mail responses
- 1.5 Secure access with encryptions
- 1.6 Multiple formats such as handle all kinds of document files: tif, pdf, MS Office, emails, faxes
- 1.7 Publishing rules for read-only access
- 1.8 Analyze document usage
- 1.9 Identify Users
- 1.10 Define custom content types
- 1.11 Access Government computers and peripherals (such as fax, scanner, copier, etc.) within the Navy Marine Corps Internet (NMCI) network which includes utilization of existing computer and web-based applications, specialized and non-specialized. Complete all necessary training as directed for access
- 2.0 Hours of Support/Coverage:
 - 2.1 Navy Personnel Command's Central Transaction Processing Division shall be manned 12 hours daily, 0700 to 1900 CST, Monday through Friday excluding authorized holidays.

E. REMOTE LOCATION SUPPORT

1.0 There may be instances where the Contractor may be required to work from a remote site. In these instances, the Government will give the contractor a minimum of 24 hours notice of Remote Location Support. Remote location support will not occur at the Contractor site but will most likely be near the Government place of performance. For remote location support, the contractor shall perform the same tasks defined for Customer Service Center Support (Section A) with the addition of the below listed tasks and services:

- 1.1 Work with the server managers and network operations to test, integrate or modify systems.
- 1.2 Ensure the rigorous application of information security/information assurance policies, principles and practices are understood the delivery of customer support services.
- 1.3 Ensure the application of appropriate security measures for each assigned task.
- 1.4 Provide support in a manner that minimizes interruptions in customers' ability to carry out business activities.
- 1.5 Plan, implement, and manage problem management systems designed to effectively recognize, report, and track, customer issues.
- 1.6 Research, evaluate and provide feedback on problematic trends and patterns in customer support requirements.
- 1.7 Provide a written description of changes, shall test and coordinate any required changes, and shall obtain approval of the Information Technology team prior to making permanent changes.
- 1.8 Coordinate with system managers to ensure new application releases are tested and approved prior to full deployment. Once approved, the contractor shall be responsible for deploying the application.

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- 1.9 Record customer service requests (CSR) into tracking system, verifying customer data, supplying a CSR number to the customer.
- 1.10 Update Standard Operating Procedures (SOPs) for remote support when required.
- 1.11 Troubleshooting of phone switches, routers and network.
- 1.12 Manage wireless access points and troubleshoot problems.

Initial skill sets shall be current at the time personnel are brought to the task. Due to the evolving nature of the Customer Relationship Management industry, the government requires the skill level of the staff to remain current with technology. Continued training for current, next generation and any future technologies used by Navy Personnel Command will be provided to the contract staff by the contractor. The contractor shall provide experienced CSAs to train NPC personnel assigned to the ECC watch on the use of the CRM and other CSC tools.

2.0 Hours of Support/Coverage:

- 2.1 When necessary, the Contractor shall provide remote site support at a location to be determined upon notification by the COR. Location will be determined based on the event.

F. WEBSITE CONTENT/APPLICATION DEVELOPMENT, MAINTENANCE AND SUPPORT

1.0 The contractor shall provide Web support that will be the Customer Service Center's entry point to the NPC internet and intranet web sites. The contractor shall attend meetings with providers and administrative personnel in order to gather information and guidance to update and maintain the CSC web pages. The contractor shall assist with online transactions to allow user data input and retrieval of data via web technology. Contractor shall provide systems analysis, design, integration, development, implementation and maintenance of applications in an object-oriented or graphic user interface (GUI) environments.

The technical environment includes but is not limited to the following software: BMC Remedy, Oracle e-business Suite, Oracle Relational Database, PL*SQL, SQL, HTML, XML, Java, Linux, JavaScript, Java Service Pages (JSP), TOAD.

The contractor shall perform daily activities such as processing transactions and insure routine backups are completed while server updates and patches are applied in accordance with DOD, DON and local instructions, and database administration and compliance to all applicable instructions."

1.1 Web Application Maintenance/Enhancements: The contractor shall maintain the current NPC website while adding enhancements as necessary.

1.2 Application Testing: The contractor shall perform the following application testing:

- 1.21 Web applications and sites in all required browser versions.
- 1.22 Web applications and sites in screen resolutions of 800 x 600 and 1024 x 768. Applications and sites must not require horizontal scrolling when viewed with 1024 x 768 resolution.

1.3 Intranet Support: The CSC operates within Navy Personnel Command's Content Management System (CMS). The contractor shall:

- 1.31 Keep the existing Intranet pages current on a daily basis.
- 1.32 Complete all requests for modifications to the Intranet pages within 5 days of the request.

1.4 Internet Support: The contractor shall:

- 1.41 Support NPC public facing website while complying with all DoD, DoN, ADA (sect 508), and other requirements.
- 1.42 Complete requests for changes to the website within five days of request, unless deemed urgent by COR and shall be accomplished same day.
- 1.43 Maintain page functionality at all times. Any period of downtime to include maintenance must be approved by the COR.
- 1.44 Provide Modification, enhancement, and improvements on a continuous, timely basis while maintaining a professional and first-class edge presence for NPC's Customer Service Center.
- 1.45 Anticipate, diagnose, and resolve problems/failures in various operating systems, applications, systems and hardware.

1.5 Tasks: The contractor shall perform the following tasks:

- 1.51 Initiate Submit a project development plan and timeline within the initial 14 days to the COR for review/approval. Provide

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- statements that include baseline system design impact and scheduling projections for proposed systems changes
- 1.52 Submit a project development plan and timeline within the initial 14 days to the COR for review/approval.
 - 1.53 Complete the most complicated projects within a timeline of six months.
 - 1.54 Maintain a project backlog of less than 14 days
 - 1.55 Support, maintain, and modify as per request existing web applications.
 - 1.56 Complete modification requests within 7 days of request.
 - 1.57 Provide written bi-weekly status updates to the COR, as well as discuss updates during a bi-weekly web status meeting.
 - 1.58 Collaborate with medical providers and provides recommendations on developing, enhancing and updating web-oriented m data-driven applications, and database queries and procedures. All developed materials and applications must be approved by the COR prior to implementation.
 - 1.59 Meet regularly with COR to provide recommendations on new directions and opportunities concerning web oriented mater data-driven applications, and database queries and procedures.
 - 1.510 Ensure all web applications meet Americans with Disabilities Act (ADA), section 508, accessibility guidelines.
 - 1.511 Develop and market web-based solutions to enhance and improve work practices and processes. The COR must review and developed web services solutions prior to implementation.
 - 1.512 Develop Quality Assurance and Improvement activities for web services. The COR must review and approve all developed prior to implementation.
 - 1.513 Provide technical support to internal customers in handling problems and concerns regarding web service issues, feedback a performance improvement areas.
 - 1.514 Design data-driven applications taking customer input into account in all steps of the design process. The COR must review approve all developed applications prior to implementation.
 - 1.515 Maintain data confidentiality at all times.
 - 1.516 Provide support for the research, analysis, design, development, documentation, testing, and deployment of modifications a and tasked by the Government for new and existing applications
 - 1.517 Troubleshoot and report system problems.
 - 1.518 Provide management of services to end users. At a minimum, the contractor shall perform systems' routine maintenance a configuration, prepare reports and documentation, coordinate activities with other codes/divisions within NPC to resolve co issues; and research and learn new technologies that will enable optimal performance of the information technology resources Personnel Command.
 - 1.519 Provide management of services to end users. At a minimum, the contractor shall perform systems' routine maintenance an configuration, system research and monitoring, prepare reports and documentation, coordinate activities with other codes/div within NPC to resolve complex issues; and research and learn new technologies that will enable optimal performance of the i technology resources a Navy Personnel Command.
 - 1.520 Provide support for the analysis of data received and/or transmitted through external and internal electronic interfaces with o systems
 - 1.521 Support reviews with functional and technical subject matter experts and system support personnel to define requirements, p projects, develop estimates, and develop test plans.
 - 1.522 Provide adequate procedures to ensure that all configuration items related to assigned applications are protected from disaste loss."

2.0 Support/Coverage:

- 2.1 The contractor shall provide website / application development, maintenance support during the Prime Period of Service (PPS from 0700 through 1900, Monday through Friday, excluding Federal Holidays.
- 2.2 System Maintenance: Unless otherwise stated or coordinated, maintenance support shall be conducted on-site Millington, TN using government provided IT equipment and facilities unless authorized by the COR, with approval from the Government Program Manager. All maintenance activities will be under the oversight and control of the Government Technical Manager.
- 2.3. Back-up and Disaster Recovery Plan: Monitor and coordinate back-up and disaster recovery plans of remote host to ensure da functional integrity.
- 2.4. Project Plan: Develop and implement a technical support plan to perform CRM, CRM webpage enhancements and other proje of similar scope as required.
- 2.5 Minimum acceptable operational capability:
 - 2.5.1. Provide Oracle administration support for Oracle e-business Suite including teleservice, iSupport, Oracle Foundation, Knowledge Base.
 - 2.5.2. Provide support for the Oracle application and subsidiaries and associated functions to include back-up and recovery su Oracle e-Business Suite upgrades.
 - 2.5.3. Provide Oracle Workflow Support to include, monitoring workflow activities, including business events and reconfigu workflows and routine workflow table maintenance.

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2.6. Provide Oracle application support:

2.6.1. Perform Oracle Portal System Administration and Performance Monitoring

2.6.2. Perform Oracle Discoverer Administration Support and Monitor Performance.

2.6.3. Provide Oracle database Support

2.6.4. Liaise with Network Engineering staff at the hosting site for hardware and software changes. Provide software support required to update, modify and change CRM applications used by the CSC.

G. SITE MANAGEMENT SUPPORT

1.0 The contractor shall provide site management support to manage and direct on-site contract personnel. This member should act as liaison between contract staff, contract holder and COR or appropriate government personnel.

The contractor shall perform daily activities including:

- 1.1 Verify duty status of all contractor staff covered by this contract and arranging replacements for absent employees each working day.
- 1.2 Track individual contract employee compliance with the performance metrics included in this contract and take appropriate action.
- 1.3 Investigate client complaints against contract employees of poor performance, lack of performance or inappropriate customer service and take appropriate action.
- 1.4 Ensure that contract employees complete Navy Personnel Command required indoctrination course (1 day) training within the first days of employment.
- 1.5 Attend a weekly staff meeting in person with the Customer Relations Management team.
- 1.6 Attend regular scheduled meetings with Contracting Officers Representative for performance review.

2.0 Hours of Support/Coverage:

2.1 The contractor shall provide on-site management support during the Prime Period of Service (PPS) commencing 0800 through 1900, Monday through Friday, excluding Federal Holidays. There may be instances where support may be required outside the PPS.

H. OTHER TASKS

The contractor will develop, document, implement and maintain processes and day-to-day standard operating procedures (SOP) for the CSC which include a training plan for CSC contractor employees. The SOP will be based on the transition plan of the predecessor contractor and the materials collected and delivered. These initial components will be reviewed, enhanced and disseminated to ensure all staff members benefit. The underlying focus of day-to-day operations will always be continuous process improvement. The project plan will provide defined goals, a planning methodology and a process design that is clearly understood, communicated and followed. The contractor will diligently implement the documented process(es) and collect ongoing performance measures for subsequent analysis.

The contractor shall provide day-to-day operation of the CSC by answering all telephone, e-mail, fax, and web-based service request inquiries. Provide an accurate and timely response to each customer inquiry. Provide responses on a wide variety of Navy issues, including personnel matters, Navy programs, policies, procedures, distribution, pay, benefits, service record entries, routine administrative matters, and other general Navy information. The CRM tool, unless another non-CRM tool is designated, will be used to create service requests for all inquiries in order to track and document service provided. Should the CRM tool for recording data become inoperable, information from interactions shall be documented and entered into the CRM database when the tool becomes operable.

The contractor shall provide Email management, accurately, professionally, and consistently to email inquiries without exception.

The contractor shall provide professional, courteous and consistent telephone responses to all callers. As appropriate, outbound calls will be placed and other call-back services provided to customers when required.

The contractor will verify and input data and content information to populate the CSC Knowledge Base of frequently asked questions. As well as continuously improving, reviewing and updating the knowledge base system to ensure it contains, current, and accurate information.

An integer metric, "Open/Closed Customer Service Requests (CSR)", discusses the length of time required to open, process and close a CSR. The contractor shall provide case tracking and management for opening and closing service requests within 24 hours, excluding holidays and weekends. Those requiring more time should be brought to the attention of the Government's Subject Matter

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Experts (SMEs) for assistance. The standard will be that all CSR's shall be closed within **24** hours, unless they are referred outside the CSC. The CSC Manager in exceptional cases may allow for an additional **8** hours, but once again, we expect all closures to occur within less than **24** hours.

The contractor will participate in a government assets inventory, identifying hardware and software for which each individual is responsible. At the conclusion of this process the contractor will jointly develop a survey of deficiencies, if any and a plan to rectify.

Unprogrammed Requirements - Upon notification from the government, the contractor shall provide management and technical information to the government including, but not limited to:

Input for staff studies

Audits of processes in accordance with the organizations Management Internal Control Program (MICP) Ad Hoc Reports

Recommendations for amending or revising government regulations or policies within scope of this contract Conducting inventory reviews to determine what presently existing components can best satisfy a particular need or requirement.

Language Requirement - The contractor shall employ persons able to speak, read, write and understand fluent English. The contractor shall ensure at least one bilingual Agent (Spanish) is present on each shift.

V. DELIVERABLES

1.0 The contractor shall provide the following deliverables:

Report	Description	Required Date	Frequency
Phase-In Plan	Provides the detailed transition of workflows and personnel to ensure uninterrupted services.	NLT 10 days after award	Initially
Contract Manager Designation	Contract specifications	NLT 10 days after award	Upon of position

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Quality Control Plan (QCP)	Contract specifications	NLT 10 days after award	Initially and upon change in Contract Manager
Monthly Technical Status Report (MTSR)	Reports accomplishments and significant events, additional work completed, anticipated activity, interactions for the period covered and status of open issues and action items.	NLT 5th working day	Monthly
Monthly Equipment Status	Equipment and materials received.	th NLT 5 working day	Monthly
Monthly Compliance Report	Monthly stats of each employee.	th NLT 10 day	Monthly
CSC Operations Status Report	Daily number of interactions (incoming) (broken down by media type), number of service requests created, abandon call rate, service level, and other info as requested	Monday	Weekly, NLT 0900, on Mondays (Each day's data should be available the following day)

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Escalation Workload Report	Contract specifications	Daily	Daily
CSC Hourly Phone Calls Report	Includes the number of daily incoming phone calls broken down by each hour operations	th NLT 5 working day	Monthly (Data should be available daily)
Selection Board Package Report	Provides the number of Letters to the Selection Board President (LTB) processed, by officer and enlisted submission. Also, number of delayed or late delivered LTBs	Monday	Weekly, NLT 0900
Situation Report	Reports on special CSC/ECC evolutions		As required

Interims Progress Report (IPR)	Review Program Status.		Monthly, NLT 5 th day of Month
Quality Assurance Reports	Contract specifications	Daily	
Phase-out Plan	Provides the detailed transition of all government property, deliverables, equipment, & SOPs.	NLT 30 Days prior to contract completion	Based on contract end date.
Ad Hoc			As required

MTSR Report

The contractor team will deliver the Monthly Technical Status Report. This reports accomplishments and significant events, additional work completed, anticipated activity, interactions for the period covered and status of open issues and action items.

CSC Operations Status Report

The contractor will deliver the daily number of interactions (incoming) (broken down by media type), number of service requests created, abandoned call rate, service level, and other information as requested.

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CSC Hourly Phone Calls Report

The contractor team will deliver this report within the Monthly Status report. This report includes the number of daily incoming phone calls broken down by each hour operations.

Selection Board Packages

The contractor team will deliver this report with the Monthly Status report. This report provides the number of selection board packages processed, broken down by total and further broken down by officer and enlisted submission.

Situation Report

This report is an ad-hoc requirement dealing with special CSC/ECC evolutions as they occur.

Interims Progress Review (IPR)

The contractor will prepare an IPR monthly to review program status, project plan progress, potential for new internal and external clientele and other actions as deemed appropriate by the Government.

The Monthly Equipment Status report shall at the minimum include the following information: § Equipment and materials received;

The Monthly Compliance Report shall at the minimum include:

- § The monthly statistics for each helpdesk employee pulled from Avaya Call Management System (CMS) and an indication of whether each employee's performance met each of the required performance metrics.
- § Any personnel actions taken that month including new hiring or loss of personnel.
- § Status of personnel training/annual training and development, showing for each Navy Personnel Command -mandated course, whether each employee has completed the training or not.
- § Delivered to the COR no later than the 10th of each month. The contractor shall minimize delivery costs by using Internet delivery via electronic media to the maximum extent possible.

VI. MINIMUM STAFFING INFORMATION

The Contractor must have the personnel, organization, and administrative control necessary to ensure that the services performed meet all requirements specified in the performance work statement. Personnel assigned to or utilized by the Contractor in the performance of this contract shall, as a minimum, meet the minimum experience, educational, or other background requirements set forth and shall be fully capable of performing in an efficient, reliable, and professional manner.

VII. DOCUMENTATION

The Contractor shall be proficient in using Navy Personnel Command's CRM system to log, monitor, document, and close transactions. All transactions shall be fully documented, including methods employed and resolution. Where issues are recurring, the Contractor shall assist the government in development of standard operating procedures that will identify the step-by-step procedures for resolving the problem. Each area of focus in this PWS requires continued documentation pertaining to the specific area or functionality, this documentation should be collected, reviewed and compiled for submission to the knowledge Base Administrator to be incorporated into the central knowledge repository, notification to the designated government employee at the designated intervals.

1.2.7.1 Standing Operating Procedures (SOPs): The contractor shall develop internal and external SOPs for each management and functional area covered under this contract unless otherwise specified. Each functional area SOP shall be identified by the applicable contract paragraph. SOPs shall describe in detail the procedures for each area and cover, at a minimum, the following topics: quality control, hours of operation, work assignments, approval authorities, work flow, functional relationships between the government and the contractor and between the contractor's organizational elements, and any other information needed for efficient and uniform performance. The contractor shall develop and obtain government approval on external SOPs for those functions that require the contractor to directly interface with authorized customers. The SOPs will become the property of the government. The government SOP will be provided upon contract award.

1.2.7.2 Monthly Status Reports: The contractor shall provide a MSR describing the work performed during the period and status of all deliverables. The MSR is a Work load statistical report on work completed for the previous month containing:

- Telephone inquiries received
- Written inquiries received (fax, Web, e-mail, hardcopy mail, etc.).
- Number of inquiries completed
- Number of escalations sent out, by title
- Quality control program activities undertaken during the previous month
- Major accomplishments/problems encountered
- One-page statistical summary of information cumulatively on the following: total inquiries, number of calls received, number of calls escalated, number of fax/mail electronic requests Email, the subject of the 10 most requested inquiries, and the subject of the 10

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most escalated calls.

- Number of complaints received (month and cumulative), reason for complaint and action taken (for month alone)
- Analysis and results of Tier 4 Business area Effectiveness Evaluation.
- State of the art methods/creative ways of improving efficiency, performance and cost savings. Status of all deliverables

1.2.7.3 Training Compliancy Reports: The contractor shall track, report and monitor compliancy of all government required training requirements which affect contractors. Compliancy reports and certificates shall be maintained onsite and shall be available for inspection at any time by the Government. If a contractor employee is found to be non-compliant then said employee shall be removed from the tasks until compliancy is met. Contractor shall ensure that all training which is available on-line (i.e. HIPAA, Information Assurance (IA), and HRC 101) is completed prior to starting work on these tasks. Refresher training may be required annually or semi-annually, as identified.

1.2.7.4 Management Reports: The report shall include inquiry volumes, performance to response and handles time metrics, escalation and deflection performance, customer reasons for contact. Detail may be required at program level.

1.2.7.5 Compliance Reports: The report shall include performance to inquiry creation metrics, inquiry quality assurance score, performance to escalation and first call resolution metrics.

1.2.7.6 Escalation Workload Reports: The report shall include a summary of inquiries escalated to Tier 4 and include inquiries on-hand, new inquiries escalated, average time to resolve/close and aging of open inquiries.

1.2.7.7 Quality Assurance Reports: The report shall include accuracy scores of inquiries created and other required documentation including hardcopy responses and correct escalation of inquiries by agent, team and entire HRSC.

1.2.7.8 Create, modify or amend existing Customer Survey Form. This form shall be approved by the Government and forwarded to customers per Government guidelines. The contractor shall ensure customer satisfaction and ensure a quality customer experience

1.2.7.9. Contractor shall configure and provide customized reports for systems such as HRSC CRM tool, Symon Communications real-time reporting, etc. followed by analysis.

1.2.7.10 Manhour Reports: The contractor shall submit to the KO, not later than (NLT) the fifth work day of the month, a manhour report which lists, the number of employees and total hours worked under this contract during the previous month.

VIII. STANDARD OPERATING PROCEDURES

The contractor shall assist in the development of departmental and Command level SOPs, as required, to support Navy Personnel Command, customer services as the CRM department grows in volume with similar services. These SOPs shall meet the requirements of the DoN CRM Program and serve as reference materials for Navy Personnel Command personnel. The information and procedures documented will cover a wide range of topics encompassing personnel and pay systems, career management and Reserves. The COR will review and approve the Standard Operating Procedures.

Meetings, Conferences, and Briefings - The contractor shall attend, participate in, and furnish input to scheduled and unscheduled meetings, conferences, and briefings that relate to contracted functions and services as required by the government to provide effective communication and impart necessary information. The contractor shall participate in meetings with installation customers, federal, state, and local agencies and their representatives, and other contractors as required by the government.

The contractor shall attend a "kick-off" meeting with the Government within seven days after contract award.

The contractor shall meet with functional representatives on a weekly basis for the first three months of the contract period.

Attendees - The contractor or designated representative shall attend all meetings as required by the government. Meeting attendees shall at times include contractor managerial, supervisory, or other personnel knowledgeable of the subject matter.

Reporting Requirement - A written report shall be furnished to the KO and all attendees within two work days after meeting completion.

Command Interest - The contractor shall notify the KO immediately on matters within the scope of this contract which impact the installation, government funds, or satisfactory performance of this contract and follow-up in writing within one work day of the discovery of the matter.

Federal Holidays. All government offices will be closed, except for minimum personnel required for essential operations, during

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Federal holidays. Except as otherwise specified, the contractor shall no schedule routine work on Federal holidays. Legal Federal holidays;

New Year's Day	1 January (or observed)	
Martin Luther King, Jr. Birthday	3 rd Monday of January	
Presidents Day	3 rd Monday of February	
Memorial Day (observed)	Last Monday of May	Independence Day 4 th July (or
Labor Day	1 st Monday of September	
Columbus Day	2 nd Monday of October	
Veterans Day	11 November (or observed)	
Thanksgiving Day	4 th Thursday of November	
Christmas Day	25 December (or observed)	

When such holidays fall on a Saturday, the preceding Friday will be considered a holiday. When such holidays fall on a Sunday, the following Monday will be considered a holiday.

Contractor Accountability

Upon termination of this contract or termination of employment of any contractor or subcontractor employee, the contractor shall collect and properly dispose of all contractor/subcontractor-furnished identification cards. If any cards are not collected, the contractor shall notify the KO in writing within 24 hours of employee termination and/or contract expiration as to circumstances for non-collection of card(s).

The prime contractor's representative shall be responsible for collection and turn-in of Civilian CACs from terminated contractor/subcontractor employees and from all contractor/subcontractor employees upon completion of contract. Civilian CACs shall be collected and turned into the COR or his/her designated representative. Turn-in shall be accomplished within five work days of employee termination and/or contract expiration. If the card is not collected, the contractor shall notify the COR and Security Office of NPC in writing within 24 hours of employee termination and/or contract expiration as to circumstance for non-collection of card(s).

Utilizing Electronic Mail (e-mail) When contractor or subcontractor personnel send e-mail messages as part of contract performance, each sender shall include his/her first and last name, e-mail address and name of employer. Accounts established in government e-mail systems for contractor and subcontractor personnel shall identify individuals as contractor personnel in the Address Book display and on individuals' e-mail. Detailed properties for the account shall include name of employer and customer's name for the contract. The contractor shall immediately notify NPC security when a contractor employee is no longer performing duties that require an account in the government e-mail system.

Appearance of Personnel - Contractor personnel shall wear attire that is appropriate for duties performed and in accordance with the organizations dress code. Contractor personnel shall not wear clothing, to include head and footwear, with slogans, drawings, or language which could be construed as being lewd, obscene, profane, or sexually suggestive, or which advocates or glorifies use of illegal drugs or other unlawful conduct.

Conduct of Personnel - The contractor shall be responsible for the performance and conduct of contractor/subcontractor employees at all times. Personnel employed by the contractor in performance of this contract, or any representative of the contractor entering the installation, shall abide by security regulations listed in the contract and shall be subject to such checks by the government as deemed necessary.

Personnel Removal - Government rules, regulations, laws, directives, and requirements which are issued during the contract term relating to law and order, installation administration, and security on the installation shall be applicable to all contractor employees or representatives who enter the installation. Violation of such rules, regulations, laws, directives, or requirements may be grounds for removal (permanently or temporarily as the government determines) from the work site. Removal of employees does not relieve the contractor from the responsibility for work defined in this contract.

ADMINISTRATIVE REQUIREMENTS

The contractor shall prepare all correspondence and maintain all functional files, blank forms, and the technical and administrative publication libraries required to accomplish the functions and tasks included in this contract. The contractor shall annotate the date received on all incoming documents and correspondence received. The contractor shall conduct reports control and records administration programs IAW Navy Correspondence Manual

Regulations, Manuals, and Technical Documents - The contractor shall become acquainted with and comply with all government

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regulations.

IX. TRAVEL

The contractor may be required to travel in order to support the tasks described in this PWS. All travel arrangements shall be coordinated and approved by the COR while complying with the Joint Travel Regulations. All travel charged against the NTE Travel CLINS shall be reimbursed in accordance with the "Reimbursement of Travel Cost" clause.

Contractor support within a 60-mile radius outside Navy Personnel Command is not considered travel and is not reimbursable under the Travel CLINS.

All travel within Navy Support Activity, Millington, TN compound is at the contractor's expense and is not reimbursable under the Travel CLINS.

X. LOCATION

The contractor will perform services as described within the PWS at 5720 Integrity Dr., Goetsch Hall, 3 Floor, Millington, TN 38055-0000rd

XI. SECURITY

Security Requirements: Multiple Statutes, Executive Orders, and/or Government Instructions exist that mandate all contract workers performing under the contract orders undergo a successfully adjudicated personnel security investigation (commonly known as a background investigation). Completion of a favorable adjudicated background investigation is a condition of performance.

The Contractor routinely manages privacy-related information, and provides potential exposure to highly sensitive classified information and processes. The contractors have Navy & Marine Corps Intranet (NMCI) access in the course of their work and must be eligible for associated clearances required, up to "SECRET".

These contract positions require access to military records and privacy act data and are designated as Information Technology (IT) Level-II per DoDD 5200.2R. All contractor personnel require a favorably adjudicated National Agency Check with Local Agency and Credit Check (NACLC) personnel security investigation (PSI). The PSI shall be initiated prior to an individual reporting for duty. Once a PSI is completed and it has been determined the individual fails to meet the standards for a favorable NACLC, the individual shall no longer be permitted to perform under the contract failure to meet PSI requirements. The Contract Facility Security Officer (FSO) will send Visit Authorization Letters (VAL) to the COR and NPC Security Manager at least one week prior to any contract personnel reporting. The VAL will identify all requirements per DoD 5220.22M and identify the position as IT Level-II. NAVPERSCOM Industrial Security point of contact can be reached at (901) 874-3088. The contractor shall ensure that employees assigned to this contract, understand and adhere to the Privacy Act of 1974. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

With ongoing transitions from current systems to systems allowing out-sourcing software and network services the potential for increased Intranet activity (internal website development) exists, thus increasing the likelihood for posting "For Official Use Only" and higher information on CAC secured internal websites and systems. The user agency will identify such information and provide specific direction and guidance concerning the safeguarding of such information. The contract staff shall be required to read and adhere to clearance requirements and validations for CAC and other system access; must understand the appropriate nondisclosure requirements and shall be required to sign appropriate nondisclosure statements.

Physical Security: The contractor is responsible for safeguarding information of a confidential or sensitive nature. Failure to safeguard any classified/privileged information which may involve the contractor or the contractor's personnel or to which they may have access may subject the contractor and/or the contractor's employees to criminal liability under Title 18, section 793 and 798 of the United States Code. Provisions of the Privacy Act apply to all records and reports maintained by the contractor. All programs and materials developed at government expense during the course of this contract are the property of the government.

CONTRACTOR SECURITY REQUIREMENTS:

U.S. citizenship is a basic condition for assignment under this contract. U.S. citizens who are also dual citizens are not specifically excluded from occupying either sensitive or designated IT positions, however, a dual citizenship status raises foreign influence and foreign preference concerns that will most likely prohibit interim assignment pending favorable investigation and adjudication of these issues. Eligibility will not be established for persons who hold a foreign passport. The U.S. citizen reference in the aforementioned regulation(s) make no distinction between those who are U.S. citizens by birth, those who are U.S. nationals, and those who have derived U.S. citizenship or those who acquired it through naturalization. Additional information on U.S. citizenship requirements is contained within SECNAV Instruction 5510.30. Contractor must validate citizenship of individuals before submitting

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initial (NACLIC, position of public trust) personnel security investigation requests, submit a letter to NAVPERSCOM Security Manager Office which includes the following information:

Contract employees shall meet the personnel security requirements for Sensitive and Information Technology (IT) positions outlined in Secretary of Navy (SECNAV) Instruction 5510.30 (most current version). Department of Navy (DON) IT positions include any position in which the incumbent has access to DON IT systems and/or performs IT-related duties with varying degrees of independence, privilege and/or ability to access and/or impact sensitive data and information.

The same level of trustworthiness is required for Contractor personnel as is required for Government personnel requiring similar access to and/or processing of proprietary data, information requiring protection under the Privacy Act of 1974, sensitive information, and Government-developed privileged information involving award of contracts; including user level access to DON or DOD networks and information systems, system security and network defense systems, or to system resources providing visual access and/or ability to input, delete or otherwise manipulate sensitive information without controls to identify and deny sensitive information. As such positions filled under this contract are designated as Non-Critical Sensitive (NCS), and IT-II.

It is the Contractor's responsibility to ensure its employees undergo proper background investigations. Proof of completion will be annotated within Joint Personnel Adjudication System (JPAS) by making entries for the "Personnel Security Questionnaire (PSQ) Sent Date." JPAS must show the National Agency Check with Local Agency Check with Credit Check (NACLIC) investigation is scheduled before the contract worker is allowed to begin. Contract Company Security Officer must provide written notification to NAVPERSCOM Security Manager that this requirement has been met.

Within 30 days prior to performance under the contract, the contract worker shall follow the NAVPERSCOM's procedures for completion of a Standard Form (SF) 85P (Questionnaire for Public Trust Positions), Optional Form (OF) 306 (Declaration of Federal Employment), resume and SF 87 (2-fingerprint cards). On SF85P, Section "Agency Use Only" the contract Security Officer must complete this section. In Section A - Type of Investigation, type in **08B** for a NACLIC will be submitted to OPM on all contract employees assigned to this contract. This is the responsibility of the contractor. Quarterly status of this information on contract workers shall be provided to the NAVPERSCOM Contracting Officer's Representative (COR) and Security Manager's Office. Failure of an employee to obtain and maintain a favorable investigation or a Commanding Officer approved (resolved) investigation will result in denial of access of that employee, but will not relieve the contractor of its performance obligations.

With written recommendation from the Commanding Officer, and the approval of the Contracting Officer, a contract employee with a background investigation pending completion may be permitted to perform work under this contract. The NAVPERSCOM Security Manager may grant temporary access to DOD and DON IT systems/networks or DOD and DON sensitive information is allowed by the contract employee, provided the employee is within sight and continuous supervision of an individual with a favorable investigation. All training and personnel security requirements must be completed before approval for temporary access can be granted.

Contract Privacy Statement

(a) As used in this clause, the term "sensitive information" means information obtained during performance of work for the Bureau of Naval Personnel (BUPERS)/Navy Personnel Command (NPC) that is sensitive in nature, is nonpublic commercial, economic or official BUPERS/NPC information, or contains personally identifiable information (PII) or protected health information (PHI). sensitive information includes, but is not limited to the following: sensitive or proprietary business, commercial, or economic information (including [data that must be maintained as confidential pursuant to statute and regulation]); internal agency work product, programs, databases and materials; PII (including home addresses or other personal contact information, full or partial social security numbers, dates of birth, bank, credit card or other account numbers); and any information learned in the scope of performing duties for BUPERS/NPC that the contractor and its personnel know or reasonably should know has not been made available to the general public.

(b) The contractor agrees that any personnel it authorizes to perform services for BUPERS/NPC will be granted access to sensitive information only as required for the completion of work set forth in the statement of work. The contractor shall not grant its personnel access to sensitive information outside of the scope of work in the statement of work without prior written approval of the authorized user's BUPERS/NPC Contracting Officer's Representative (COR). If contract personnel must use, have access to or disseminate PII or PHI in order to perform any part of a contract they will be subject to DoD Instruction 5400.11. When a BUPERS/NPC contract requires the operation of a system of records or a portion of a system of records, or requires the performance of any activities associated with maintaining a system of records, including the collection, use and dissemination of records, the record system or the portion of the record system affected is considered to be maintained by the Navy. A system of record is defined as a group of records under the control of a government activity from which information is retrieved by the individual's name or by some identifying number, symbol or other identifying particular assigned to the individual. The contractor and its employees are considered employees of the Navy for purposes of the criminal provision of 5 U.S.C. § 552a. The Federal Acquisition Regulation (FAR) 24.103 requires that the specific system of records that will be maintained, accessed, or modified by the contractor be include in the statement of work.

(c) Any and all review of, manipulation of, or other work with sensitive information by the contractor must be performed on the BUPERS/NPC premises, including headquarters and regional offices unless approval has been granted to conduct official business at an alternate site by Navy Contracting Officer or COR for the requirement. Furthermore, all review of, manipulation of, or other work with

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sensitive information must be performed on BUPERS/NPC furnished or approved equipment. The contractor shall comply with security measures established by BUPERS/NPC Personnel Security to gain access to BUPERS/NPC facilities. The contractor shall comply with and receive approval by BUPERS or Navy Personnel Command (NPC) Information Assurance Manager (IAM) to gain access to BUPERS or NPC computer equipment and shall follow all applicable BUPERS/NPC computer security program policies and rules of behavior. Access to BUPERS/NPC computer systems shall be requested and granted only on an as needed basis to perform official BUPERS/NPC business. Computer systems and hardware may not be modified by the contractor without express written consent from the Contracting Officer. As required by the Department of the Navy, contractor personnel shall annually complete the Navy's mandatory PII Awareness training and if any contractor personnel mishandles PII, he/she shall complete the Navy's PII Refresher Training ("mishandled" is understood to be a PII breach).

(d) The contractor shall use sensitive information only for the purposes of performing tasks described in the statement of work, and shall otherwise hold such information confidential. The contractor shall not directly or indirectly use or allow the use of any sensitive information for any purpose other than that directly set out in the statement of work. The contractor shall not directly or indirectly allow access to, discuss with, transfer, or reveal the nature of sensitive information to any person other than BUPERS/NPC employees or other contractor personnel directly involved in, and authorized to perform, the services identified in the statement of work. Any act of accessing or mishandling PII/PHI without a business need to know will result in consequences specified in BUPERS/NPC current policies.

(e) Contractor shall handle BUPERS/NPC sensitive information in accordance with BUPERS/NPC policies regarding recordkeeping and safeguarding PII. The contractor shall comply with the Privacy Act of 1974, 5 U.S.C. § 552a, and the Federal Information Security Management Act ("FISMA"), 44 U.S.C. §§ 3541 et seq., and related regulations, and shall use administrative, technical and physical security measures to protect BUPERS/NPC sensitive information from unauthorized access, disclosure and misuse. The contractor shall take the appropriate steps to secure both paper and computer files and access to same, shall secure papers in cabinets or offices when not in use and, when called for, shall dispose of papers containing confidential information by shredding or similar means of secure destruction. To avoid inadvertent misuse, disclosure, or other release of confidential information, and to the maximum extent practicable, contractor shall make efforts to identify, separate and maintain BUPERS/NPC sensitive information from information not subject to this contract/task order.

(f) The contractor shall obtain a written agreement from each employee permitted access to BUPERS/NPC sensitive information. The written agreement shall be in a form satisfactory to the Contracting Officer and, in pertinent part shall state that the employee will not disclose any such sensitive information to any third party except those persons within the contractor's organization or the Government directly concerned with the performance under the task order. The signed agreement shall be furnished to the Contracting Officer Representative prior to each employee beginning work on the contract/task order.

(g) If served with a subpoena or other legally enforceable demand for testimony regarding sensitive information that is covered by this Agreement, the contractor shall notify the BUPERS Privacy Officer in writing. Any response to such subpoenas or demands involving the potential release of sensitive information shall be coordinated with the BUPERS Privacy Officer and Navy Counsel.

(h) In the event of an incident involving the real or potential loss, compromise or unauthorized access to or disclosure of sensitive information, the contractor shall immediately report the incident to the COR, and follow BUPERS/NPC policy for reporting PII/ breaches. The contractor shall cooperate with BUPERS/NPC personnel in handling any investigation of the incident and mitigating risks of similar future incidents. In the event notification of affected individuals is required, contractor personnel mishandling the PII will bear the responsibility of preparing and mailing/emailing the notification letters. It is BUPERS/NPC policy that said notification letters will be signed by a Government employee and a Government employee will be the point of contact for any potential inquiries received from affected individuals.

(i) Any work product, including research conducted and findings of such research, or any data produced by contractor pursuant to the statement of work is considered to be government work product and under BUPERS/NPC control. As such, the BUPERS/NPC has unrestricted rights in all documentation, work product and any other data or materials developed by the contractor under the statement of work.

(j) If the contractor or any of its personnel seeks to publish or otherwise disseminate any research, data or other materials developed through his/her work at BUPERS/NPC and not on behalf of BUPERS, then the contractor must submit a written request describing the proposed publication or dissemination as well as the BUPERS/NPC information and resources used to develop the materials. The written request shall be accompanied by a certification that the materials do not contain any confidential information as defined in this Agreement. This request must be reviewed and approved by the contractor's project manager and Contracting Officer before it is sent to the BUPERS Privacy Officer and the BUPERS/NPC PII Coordinator for compliance review with Navy regulations and other applicable Federal statutes. A contractor may not publish or disseminate any materials without written authorization from the BUPERS Privacy Officer and the BUPERS/NPC PII Coordinator.

(k) When the work authorized by the statement of work is complete, the contractor shall certify in writing to the Contracting Officer that no sensitive information including, but not limited to, documents or electronic information, or copies of the same, has been removed from BUPERS/NPC premises by any means. Furthermore, the contractor shall certify in writing to the Contracting Officer that the sensitive information used pursuant to the statement of work has been saved to or maintained in BUPERS/NPC system of records in accordance with Navy recordkeeping policies and procedures.

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XII. TRANSITION PLAN

The Contractor shall provide a transition plan as part of the proposal. The Contractor shall keep the Government fully informed of status throughout the transition period. Throughout the phase-in/phase-out periods, it is essential that attention be given to minimize interruptions or delays to work in progress that would impact the mission. The contractor must plan for the transfer of work control, delineating the method for processing and assigning tasks during the phase-in/phase-out periods. In particular, the transition of existing documents, CSRs, pending documents to be reviewed, and regularly scheduled meetings at attend.

XIII. PROPRIETARY STATEMENT/ DATA RIGHTS

The Government will retain unlimited rights to all intellectual property produced in the course of developing, deploying, training, using, demonstrating, evaluating, testing, and supporting Navy Personnel Command. This includes but is not limited to: CSR, incident statistics, call handling and call escalation SOPs, FAQs and any application data developed within this facility or scope of work under this contract. In addition, the government will retain rights to all modifications to any documents, software, or scripts. All contractor employees shall be expected to sign a Non-Disclosure Agreement (NDA) as part of their check-in process at contract award. The contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, privacy act data, and Government personnel work products that are obtained or generated in the performance of this task order.

XIV. GOVERNMENT FURNISHED EQUIPMENT/MATERIALS/INFORMATION

The Government will provide office space at Navy Personnel Command locations for the contractor staff that is required to be physically present during the PPS. Contractor staff working on-site at Navy Personnel Command will be provided with office supplies, desktop telephones and desktop computers consistent with those typically provided to other employees at Navy Personnel Command.

Contractors working on-site at Navy Personnel Command shall have access to shared resources such as photocopiers, facsimile machines and printers, consistent with what is available to other employees at Navy Personnel Command. The Government will provide all contractor staff providing service under this statement of work with necessary domain, and E-mail accounts.

The Government will provide access to available documents and subject matter experts that the Government deems appropriate and necessary to allow the contractor to provide the services required by this statement of work. The contractor shall be responsible for their providing their own routine transportation to and from remote sites or reserve designated parking for contract staff.

Disputes with Customers or Other Government Contractors. – The contractor shall verbally notify the Contracting Officer of the unresolved disputes in receiving support from or providing support to customers or other contractors within two work hours from time of dispute. The contractor shall provide written notice of dispute resolutions to the Contracting Officer within two work days after resolution.

XV. QUALITY CONTROL PLAN

The contractor shall develop and maintain a Quality Control Plan (QCP) and provide it to the Contracting Officer's Representative (COR) for acceptance no later than 10 days after the start of this contract. The COR will notify the contractor of acceptance or required modifications to the plan within 5 days of receiving the plan. The contractor shall then make appropriate modifications and obtain acceptance of the plan by the COR within 10 days.

The plan shall include the following minimum requirements:

- § A description of the inspection system to cover all services listed in the PWS. Description shall include specifics as to the areas inspected on both a scheduled and unscheduled basis, frequency of inspections, and the title and organizational placement of the inspectors. Additionally, control procedures for any government provided keys or lock combination should be included.
- § A description of the methods to be used for identifying and preventing defects in the quality of service performed.
- § A description of the records to be kept to document inspections and corrective or preventive actions taken.
- § All records of inspections performed shall be retained and made available to the government upon request throughout the contract of performance, and for the period after contract completion until final settlement of any claims under this contract.

Quality control steps:

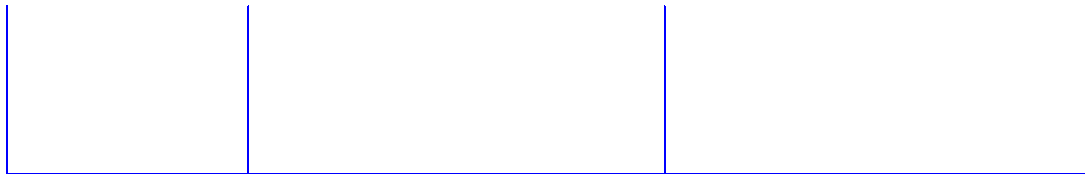
1. **Plan for Quality.** Quality is not just a random project outcome: The achievement of quality must be planned. Therefore, the first step in managing quality is to formulate a quality plan. The objective of this step is to identify the standards and guidelines required effectively plan, manage, staff, control, and deliver the project.
2. **Establish a Quality Assurance Framework.** Managing quality is critical throughout the phases of the project. For example, on a systems development project, the project team achieves specific objectives related to goals, methods, and performance through the quality process in each project phase.

3. **Perform Quality Control Activities.** The purpose of quality control is to identify defects and correct them before deliverables are produced. Quality control is the responsibility of each project team member and must occur throughout the project, and not just when a deliverable is complete. The primary method that we will use to monitor and control quality on the NPC project initiative is ongoing project work reviews by the Client. The Program Manager will assume responsibility for reviewing all significant quality findings and recommendations and acting upon the suggested actions in a timely manner. As such, the Project Manager must verify that the detailed work-plans are updated to reflect implemented quality recommendations.
4. **Implement Corrective Actions.** Defects or non-conformities arising from a quality control checkpoint must be corrected. To effectively correct the problem, we must determine the root cause of the defect or non-conformity. Three broad sources of quality control problems exist and are described below, along with suggested corrective actions.

Anticipated Quality Issues and their Mitigation

Sources of Problem	Description	Potential Corrective Actions
Individual or isolated case	An individual team member produces a deliverable with an error in content, consistency, correctness, or compliance	Rework the deliverable Review applicable standards or guidelines with the individual
Insufficient team-level comprehension	Recurring defects and repeated errors indicating project team members do not understand standards, guidelines or content of deliverables	Provide additional training for the project team Clarify tasks Clarify standards or guidelines that are ambiguous
Inadequate standards	Team members are unable to effectively apply a specific standard or guideline to the production of deliverables	Revise portions of methodologies, standards or guidelines that prove inappropriate for the work being performed

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XVI. Quality Assurance Surveillance Plan (QASP)

Purpose: to ensure the Government has an effective and systematic method of surveillance for the services in the Performance Work Statement (PWS). The QASP will be used primarily as a tool to verify and validate that the contractor is performing all services required base on the PWS in a timely, accurate and complete manner.

1. **Critical performance processes and requirements:** Critical to the performance of human resource service support for Navy Personnel Command and the Navy family as a point of entry via a toll free number (1-866-U ASK NPC) to inquire and seek information that is timely, accurate and thoroughly completes contact resolution.

2. **Performance Standards**

a. **Schedule** - The due dates for deliverables and the actual accomplishments of the schedule will be assessed against the scheduled due dates and milestones established deliverables schedule matrix.

b. **Deliverables** - The deliverables required to be submitted will be assessed against the specifications for the deliverables detailed in the contract and the quality control plan (QCP), if required by the contract, for the required content, quality, timeliness and accuracy.

c. **Past Performance** - In addition to any schedule, deliverables, and cost aspects of performance discussed above, pursuant to FAR 42.15, the Government will assess the contractor's record of conforming to contract requirements and to standards of good workmanship, the contractor's record of forecasting and controlling cost (cost reimbursable orders only), the contractor's adherence to contract schedules including the administrative aspects of performance, the contractor's history of reasonable and cooperative behavior and commitment to customer satisfaction, and the contractor's business-like concern for the interest of the customer.

3. **Surveillance methods:** The primary methods of surveillance used to monitor performance of the contract will include, but not be limited to, random or planned sampling, periodic or inspection, and validated customer complaints.

4. **Performance Measurement:** Performance will be measured in accordance with the attached tables:

Performance Element	Performance Requirement	Surveillance Method	Frequency	Acceptable Quality Level
Contractor Quality Control Plan	QC activities, inspections, and corrective actions completed as required by the plan.	Inspection by the COR	Quarterly for overall QC activities; As Required for corrective actions.	100% Compliance with the contractor plan.
Contract Deliverables	Contract deliverables furnished as prescribed in the PWS.	Inspection by the COR	100% inspection of all contract deliverables.	>95% of deliverables submitted timely and without rework required.

Overall Contract Performance	Overall contract performance of sufficient quality to earn a Satisfactory (or higher) rating in the COR's annual report on Contractor Performance	Assessment by the COR	Annual	All performance elements rated Satisfactory (or higher)
Invoicing	Monthly invoices per contract procedures timely and accurate.	Review & acceptance of the invoice and	Monthly	100% accuracy

The assigned COR is required to complete an annual report on Contractor Performance (CPARS). The contractor's failure to achieve satisfactory performance under the contract reflected in the annual report may result in termination of the contract and may also result in the loss of future Government contracts. The contractor's failure to achieve satisfactory performance under the contract may result in the non-exercise of available options.

For each item that does not meet acceptable levels, the Government may issue a Contract Discrepancy Report (CDR). CDRs will be forwarded to the Contracting Officer with a copy sent to the contractor. The contractor must reply in writing within 5 working days of receipt identifying how future occurrences of the problem will be prevented. Based on the contractor's past performance and plan to solve the problem, the Contracting Officer will determine if any further actions will be taken.

In accordance with the inspection of services provisions of the contract, the contractor will be incentivized to provide quality products in a timely manner since the Government can require the Contractor, at no additional cost, to replace or correct work that fails to meet contract requirements.

XVII. Metrics

Performance Objective	Standard	Performance Threshold	Method of Surveillance

<p>Call Availability: Ensures that CSA's are logged into the Avaya phone and available to our callers the majority of their schedule. This will be determined by the number of hours a CSA is logged into the queue plus the hours on exceptions.</p>	<p>Minimum 90% or better availability to take incoming calls</p>	<p>Minimum 90% or better availability to take incoming calls</p>	<p>Random Sampling of Call Availability reports</p>
<p>Schedule Adherence: Ensures that CSA's are logged into the Avaya phone and ready to start work when scheduled. Adherence is determined by how the CSA's phone time matches with the CSA's schedule. Approved exceptions are removed from the schedule</p>	<p>Minimum 95% or better adherence to work schedule</p>	<p>Minimum 95% or better adherence to work schedule</p>	<p>Random Sampling of Schedule Adherence reports</p>

	adherence calculation.			
	<p>Call Intake Accuracy: Ensures that CSA's accurately captures the caller's</p>	<p>Minimum 98% or better accuracy on call intake documentation and</p>	<p>98% of call intakes should be accurate and free from grammatical errors</p>	<p>Random Sampling of Call Evaluation forms</p>
<p>information and documents their concerns. The documentation must be free from grammatical errors and adheres to the NPC Customer Service Center SOP.</p>	<p>input in to the data base</p>			
<p>Abandoned Calls: Abandoned Call Rate. Measurement of callers that hang-up while waiting for live assistance after being on the line for more than 30 seconds</p>	<p>Minimum 97% or better.</p>	<p>Minimum 97% or better.</p>	<p>Random Sampling.</p>	

Service Level: Percent of calls answered within 30 seconds	80% of calls answered within 30 seconds.	80% of calls answered within 30 seconds.	Random Sampling.
Mail processing (electronic mail, regular mail & fax)	3-5 business days during non-peak season and 5-7 days during peak season	99% of mail is delivered on time	Walk-thru and admin surveillance of mailboxes
First Call Resolution Rate	Minimum 75% or better	Minimum 75% or better	Random Sampling
Customer Satisfaction Rate: Ensures a quality customer experience.	No substantiated complaints registered from Call-Center customers	98% of respondents to customer satisfaction form rate service as satisfactory or better	Random Sampling

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NMCARS 5237.102-90 Enterprise-wide Contractor Manpower Reporting Application (ECMRA)

The contractor shall report contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for Customer Service Center support services via a secure data collection site. Contracted services excluded from reporting are based on Product Service Codes (PSCs). The excluded PSCs are:

- (1) W, Lease/Rental of Equipment;
- (2) X, Lease/Rental of Facilities;
- (3) Y, Construction of Structures and Facilities;
- (4) S, Utilities ONLY;
- (5) V, Freight and Shipping ONLY.

The contractor is required to completely fill in all required data fields using the following web address <https://doncmra.nmci.navy.mil>.

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk, linked at <https://doncmra.nmci.navy.mil>."

LIST OF ACRONYMS USED IN THE PERFORMANCE WORK STATEMENT FOR PRODUCTION AND CUSTOMER SERVICES SUPPORT AT NAVY PERSONNEL COMMAND

BI – Business Intelligence

COR - Contracting Officer's Representative: A representative from the requiring activity assigned by the Contracting Officer in writing to perform surveillance and to act as liaison to the contractor

CAO – Crisis Action Organization

CAT – Crisis Action Team

CD ROM – Computer Disk

COTS – Commercial off the shelf CSA- Customer Service Agent

CSC – Customer Service Center

CMS – Content Management System

CTI - Computer Telephony Integration

CRM – Customer Relations Management or Customer Relationship Management

Defective Service - A service output that does not meet the standard of performance associated with it in the Performance Work Statement.

DoD - Department of Defense

DoDD – Department of Defense Directive

DoN - Department of the Navy

ECC - Emergency Coordination Center

EDMS – Electronic Data Management System

E-Mail – Electronic Mail

FLC - Fleet Logistics Command

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FTE - Full Time Equivalent

GUI - Graphic User Interface

IT - Information Technology

IVR - Interactive Voice Recognition

kb – knowledge base – electronic repository of explicit and tacit organizational knowledge KM – Knowledge Management

LTB – Letters to the Board (i.e. Selection Board President)

MS - Microsoft

NFAAS – Navy Family Accountability and Assessment System

NLS – Navy Locator Service

NMCI - Navy and Marine Corps Intranet

NPC - Navy Personnel Command

PPS - Primary Period of Service

PRS – Performance Requirements Summary

PWS – Performance Work Statement

QA - Quality Assurance: Those actions taken by the government to assure services meet the requirements of the Performance Work Statement.

QASP - Quality Assurance Surveillance Plan: An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

QC - Quality Control: Those actions taken by a contractor to control the performance of services so that they meet the requirements of the PWS.

SCRA – Service Members Civil Relief Act of protects members from legal actions due to deployments and service abroad SME – Subject Matter Experts

SOP - Standard Operating Procedure

V-mail – voice mail

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SECTION D PACKAGING AND MARKING

N/A

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SECTION E INSPECTION AND ACCEPTANCE

Section 52.246-4: Inspection of Services - Fixed-Price

(a) *Definition:* "Services," as used in this clause, includes services performed, workmanship, and material furnished or utilized in the performance of services.

(b) The Contractor shall provide and maintain an inspection system acceptable to the Government covering the services under this contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to the Government during contract performance and for as long afterwards as the contract requires.

(c) The Government has the right to inspect and test all services called for by the contract, to the extent practicable at all times and places during the term of the contract. The Government shall perform inspections and tests in a manner that will not unduly delay the work.

(d) If the Government performs inspections or tests on the premises of the Contractor or a subcontractor, the Contractor shall furnish, and shall require subcontractors to furnish, at no increase in contract price, all reasonable facilities and assistance for the safe and convenient performance of these duties.

(e) If any of the services do not conform with contract requirements, the Government may require the Contractor to perform the services again in conformity with contract requirements, at no increase in contract amount. When the defects in services cannot be corrected by reperformance, the Government may -

(1) Require the Contractor to take necessary action to ensure that future performance conforms to contract requirements; and

(2) Reduce the contract price to reflect the reduced value of the services performed.

(f) If the Contractor fails to promptly perform the services again or to take the necessary action to ensure future performance in conformity with contract requirements, the Government may -

(1) By contract or otherwise, perform the services and charge to the Contractor any cost incurred by the Government that is directly related to the performance of such service; or

(2) Terminate the contract for default.

(End of clause)

INSPECTION AND ACCEPTANCE (SERVICES)(OCT 1992)

Inspection and acceptance of services to be furnished hereunder shall be made, monthly, by the COR.

(End of Provision)

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SECTION F DELIVERABLES OR PERFORMANCE

The periods of performance for the following Items are as follows:

2000	4/1/2016 - 3/31/2017
2006	4/1/2017 - 3/31/2018
3000	4/1/2016 - 3/31/2017
6000	4/1/2017 - 3/31/2018

CLIN - DELIVERIES OR PERFORMANCE

The periods of performance for the following Items are as follows:

2000	4/1/2016 - 3/31/2017
3000	4/1/2016 - 3/31/2017

The periods of performance for the following Option Items are as follows:

2002	4/1/2016 - 3/31/2017
2003	4/1/2016 - 3/31/2017
2004	4/1/2016 - 3/31/2017
2006	4/1/2017 - 3/31/2018
2008	4/1/2017 - 3/31/2018
2009	4/1/2017 - 3/31/2018
2010	4/1/2017 - 3/31/2018
6000	4/1/2017 - 3/31/2018
5000	4/1/2018 - 3/31/2019
5002	4/1/2018 - 3/31/2019
5003	4/1/2018 - 3/31/2019
5004	4/1/2018 - 3/31/2019
6001	4/1/2018 - 3/31/2019
5006	4/1/2019 - 3/31/2020
5008	4/1/2019 - 3/31/2020
5009	4/1/2019 - 3/31/2020
5010	4/1/2019 - 3/31/2020
6002	4/1/2019 - 3/31/2020
8000	4/1/2020 - 3/31/2021

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8002	4/1/2020 - 3/31/2021
8003	4/1/2020 - 3/31/2021
8004	4/1/2020 - 3/31/2021
9000	4/1/2020 - 3/31/2021

Services to be performed hereunder will be provided at 5720 Integrity Dr., Goetsch Hall, 3rd Floor, Millington, TN 38055-0000

PROGRESS AND FINANCIAL REPORTS (FISC DET PHILA) (OCT 1992)

(a) Progress and Financial Reports. A monthly progress and financial report will be submitted to the COR. In addition, a separate report of the number of man-hours charged to the contract will be submitted (monthly) to the COR.

(b) Technical Reports. Technical reports and conclusions reflecting the work accomplished under each task set forth in the PWS of this contract will be prepared and delivered to the Government when and in the form required by the Contracting Officer's Representative, in accordance with the PWS.

(c) Final Delivery. The delivery date of the last of the above reports is not to be later than 31 December 2020.

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SECTION G CONTRACT ADMINISTRATION DATA

Contracting Officer Representative:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

252.232-7006 WIDE AREA WORKFLOW PAYMENT INSTRUCTIONS (JUN 2012)

(a) Definitions. As used in this clause--

Department of Defense Activity Address Code (DoDAAC) is a six position code that uniquely identifies a unit, activity, or organization.

Document type means the type of payment request or receiving report available for creation in Wide Area WorkFlow (WAWF).

Local processing office (LPO) is the office responsible for payment certification when payment certification is done external to the entitlement system.

(b) Electronic invoicing. The WAWF system is the method to electronically process vendor payment requests and receiving reports, as authorized by DFARS 252.232-7003, Electronic Submission of Payment Requests and Receiving Reports.

(c) WAWF access. To access WAWF, the Contractor shall--

(1) Have a designated electronic business point of contact in the Central Contractor Registration at <https://www.acquisition.gov>; and

(2) Be registered to use WAWF at <https://wawf.eb.mil/> following the step-by-step procedures for self-registration available at this Web site.

(d) WAWF training. The Contractor should follow the training instructions of the WAWF Web-Based Training Course and use the Practice Training Site before submitting payment requests through

WAWF. Both can be accessed by selecting the "Web Based Training" link on the WAWF home page at <https://wawf.eb.mil/>.

(e) WAWF methods of document submission. Document submissions may be via Web entry, Electronic Data Interchange, or File Transfer Protocol.

(f) WAWF payment instructions. The Contractor must use the following information when submitting payment requests and receiving reports in WAWF for this contract/order:

(1) Document type. The Contractor shall use the following document type(s).

2-in-1

(2) Inspection/acceptance location. The Contractor shall select the following inspection/acceptance location(s) in WAWF, as specified by the contracting officer.

N62980

(3) Document routing. The Contractor shall use the information in the Routing Data Table below only to fill in applicable fields in WAWF when creating payment requests and receiving reports in the system.

Routing Data Table*

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Field Name in WAWF Data to be entered in WAWF

Pay Official DoDAAC HQ0339

Issue By DoDAAC N00189

Admin DoDAAC S0514A

Inspect By DoDAAC N62980

Ship To Code

Ship From Code

Mark For Code

Service Approver (DoDAAC)

Service Acceptor (DoDAAC) N62980

Accept at Other DoDAAC

LPO DoDAAC N62980

DCAA Auditor DoDAAC

Other DoDAAC(s)

(4) Payment request and supporting documentation. The Contractor shall ensure a payment request includes appropriate contract line item and subline item descriptions of the work performed or supplies delivered, unit price/cost per unit, fee (if applicable), and all relevant back-up documentation, as defined in DFARS Appendix F, (e.g. timesheets) in support of each payment request.

(5) WAWF email notifications. The Contractor shall enter the email address identified below in the "Send Additional Email Notifications" field of WAWF once a document is submitted in the system.

[Redacted] [Redacted] [Redacted].
[Redacted] [Redacted]

(g) WAWF point of contact. (1) The Contractor may obtain clarification regarding invoicing in WAWF from the following contracting activity's WAWF point of contact.

N/A

(2) For technical WAWF help, contact the WAWF helpdesk at 866-618-5988.

(End of clause)

252.204-0002 Line Item Specific: Sequential ACRN Order. (SEP 2009)

The payment office shall make payment in sequential ACRN order within the line item, exhausting all funds in the previous ACRN before paying from the next ACRN using the sequential order: Alpha/Alpha; Alpha/numeric;

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numeric/alpha; numeric/numeric.

(End of clause)

COMMUNICATIONS

(a) Except as specified in paragraph (b) below, no order, statement, or conduct of Government personnel who visit the Contractor's facilities or in any other manner communicates with Contractor personnel during the performance of this task order shall constitute a change under the "Changes" clause of the MAC contract.

(b) The Contractor shall not comply with any order, direction or request of Government personnel unless it is issued in writing and signed by the Contracting Officer, or is pursuant to specific authority otherwise included as a part of this task order.

(c) The Contracting Officer is the only person authorized to approve changes in any of the requirements of this task order and, notwithstanding provisions contained elsewhere in this task order, the said authority remains solely the Contracting Officer's. In the event the contractor effects any change at the direction of any person other than the Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the task order price to cover any increase in charges incurred as a result thereof. The address and telephone number of the Principal Contracting Officer is:



SECURITY ADMINISTRATION

The highest level of security that will be required under this contract is Secret as designated on DD Form 254 attached hereto and made a part hereof.

The offeror shall indicate the name, address and telephone number of the cognizant security office;

The facilities to be utilized in the performance of this effort have been cleared to SECRET level.

The offeror should also provide the above information on all proposed subcontractors who will be required to have a security clearance.

APPOINTMENT OF CONTRACTING OFFICER'S REPRESENTATIVE (FISC DET PHILA) (OCT 1992)

(a) The Contracting Officer hereby designates the following individual as Contracting Officer's Representative(s) (COR) for this task order:

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Mr. Martin Wallace

(b) The COR will act as the Contracting Officer's representative for technical matters, providing technical direction and discussion as necessary with respect to the specification or statement of work, and monitoring the progress and quality of contractor performance. The COR is not an Administrative Contracting Officer and does not have authority to take any action, either directly or indirectly, that would change the pricing, quantity, quality, place of performance, delivery schedule, or any other terms and conditions of the task order, or to direct the accomplishment of effort which goes beyond the scope of the statement of work in the task order.

(c) It is emphasized that only a Contracting officer has the authority to modify the terms of the task order, therefore, in no event will any understanding, agreement, modification, change order, or other matter deviating from the terms of the basic task order between the contractor and any other person be effective or binding on the Government. When/if, in the opinion of the contractor, an effort outside the existing scope of the task order is requested, the contractor shall promptly notify the PCO in writing. No action shall be taken by the contractor under such direction unless the PCO or ACO has issued a contractual change or otherwise resolved the issue.

AVAILABILITY OF FUNDS

Funding provided hereunder for **ACRNs: AD** is subject to the Continuing Resolution Acts, if any, and the final FY17 Appropriations Act passed by Congress. This funding is released for the period of time covered by the Continuing Resolution Act (CRA), in an amount proportionate to the period of time covered by CRA. Upon approval of further CRAs, if any, funding is released for the period of time covered by the additional CRA(s), in an amount proportionate to the amount of time covered by any additional CRA(s). The funding becomes fully available upon passage of the FY 17 Appropriations Act.

Accounting Data

SLINID	PR Number	Amount
200001	N6298015RCC3404	[REDACTED]
LLA :		
AA 1751804 22T4 251 62980 0 068566 2D CC3404 629805C3251Q		
Standard Number: 00000		
300001	N6298015RCC3404	[REDACTED]
LLA :		
AA 1751804 22T4 251 62980 0 068566 2D CC3404 629805C3251Q		
Standard Number: 00000		

BASE Funding [REDACTED]
Cumulative Funding [REDACTED]

MOD 01 Funding 0.00
Cumulative Funding [REDACTED]

MOD 02

200002	N6298016RCC3406	[REDACTED]
LLA :		
AB 1761804 22T4 251 62980 0 068566 2D CC3406 629806C3251Q		

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MOD 02 Funding [REDACTED]
Cumulative Funding [REDACTED]

MOD 03 Funding 0.00
Cumulative Funding [REDACTED]

MOD 04

200003 N6298017RCC3402 [REDACTED]
LLA :
AC 1771804 22T4 251 62980 0 068566 2D CC3402 629807C3251Q

MOD 04 Funding [REDACTED]
Cumulative Funding [REDACTED]

MOD 05

200601 N6298017RCC3403 [REDACTED]
LLA :
AD 1771804 22T4 251 62980 0 068566 2D CC3403 629807C3251Q
Cost Code 629807C3251Q

600001 N6298017RCC3403 [REDACTED]
LLA :
AD 1771804 22T4 251 62980 0 068566 2D CC3403 629807C3251Q
Cost Code 629807C3251Q

MOD 05 Funding [REDACTED]
Cumulative Funding [REDACTED]

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SECTION H SPECIAL CONTRACT REQUIREMENTS

N/A

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SECTION I CONTRACT CLAUSES

NOTE: ALL THE PROVISIONS AND CLAUSES OF SECTION I OF THE BASIC CONTRACT APPLY TO THIS TASK ORDER (UNLESS OTHERWISE SPECIFIED IN THE TASK ORDER) PLUS THE FOLLOWING

INCLUDED BY REFERENCE:

FAR 52.204-10 REPORTING EXECUTIVE COMPENSATION AND FIRST-TIER SUBCONTRACT AWARDS (AUG 2012)

FAR 52.222-41 Service Contract Act of 1965

FAR 52.222-43 Fair Labor Standards Act and Service Contract Act - Price Adjustment (multiple year and Option Contracts)

FAR 52.232-18 - AVAILABILITY OF FUNDS

FAR 52.222-99 ESTABLISHING A MINIMUM WAGE FOR CONTRACTORS (DEVIATION)

252.232-7007 - Limitation of Government's Obligation (MAY 2006)

FAR 52.217-9 -- OPTION TO EXTEND THE TERM OF THE CONTRACT. (MAR 2008)

(a) The Government may extend the term of this contract by written notice to the Contractor within 7 days prior to completion of the base period; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 1 day 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)

52.219-14 Limitations on Subcontracting (NOV 2011)

(a) This clause does not apply to the unrestricted portion of a partial set-aside.

(b) *Applicability.* This clause applies only to—

(1) Contracts that have been set aside or reserved for small business concerns or 8(a) concerns;

(2) Part or parts of a multiple-award contract that have been set aside for small business concerns or 8(a) concerns; and

(3) Orders set aside for small business or 8(a) concerns under multiple-award contracts as described in 8.405-5 and 16.505(b)(2)(i)(F).

(c) By submission of an offer and execution of a contract, the Offeror/Contractor agrees that in performance of the contract in the case of a contract for—

(1) *Services (except construction).* At least 50 percent of the cost of contract performance incurred for personnel shall be expended for employees of the concern.

(2) *Supplies (other than procurement from a nonmanufacturer of such supplies).* The concern shall perform work for

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at least 50 percent of the cost of manufacturing the supplies, not including the cost of materials.

(3) *General construction.* The concern will perform at least 15 percent of the cost of the contract, not including the cost of materials, with its own employees.

(4) *Construction by special trade contractors.* The concern will perform at least 25 percent of the cost of the contract, not including the cost of materials, with its own employees.

(End of clause)

52.222-17 Nondisplacement of Qualified Workers (May 2014)

(a) "Service employee", as used in this clause, means any person engaged in the performance of a service contract other than any person employed in a bona fide executive, administrative, or professional capacity, as those terms are defined in [29 CFR part 541](#). The term "service employee" includes all such persons regardless of any contractual relationship that may be alleged to exist between a contractor or subcontractor and such persons.

(b) The Contractor and its subcontractors shall, except as otherwise provided herein, in good faith offer those service employees employed under the predecessor contract whose employment will be terminated as a result of award of this contract or the expiration of the contract under which the service employees were hired, a right of first refusal of employment under this contract in positions for which the service employees are qualified.

(1) The Contractor and its subcontractors shall determine the number of service employees necessary for efficient performance of this contract and may elect to employ fewer employees than the predecessor Contractor employed in connection with performance of the work.

(2) Except as provided in paragraph (c) of this clause, there shall be no employment opening under this contract, and the Contractor and any subcontractors shall not offer employment under this contract, to any person prior to having complied fully with this obligation.

(i) The successor Contractor and its subcontractors shall make a bona fide express offer of employment to each service employee as provided herein and shall state the time within which the service employee must accept such offer, but in no case shall the period within which the service employee must accept the offer of employment be less than 10 days.

(ii) The successor Contractor and its subcontractors shall decide any question concerning a service employee's qualifications based upon the individual's education and employment history, with particular emphasis on the employee's experience on the predecessor contract, and the Contractor may utilize employment screening processes only when such processes are provided for by the contracting agency, are conditions of the service contract, and are consistent with Executive Order 13495.

(iii) Where the successor Contractor does not initially offer employment to all the predecessor contract service employees, the obligation to offer employment shall continue for 90 days after the successor contractor's first date of performance on the contract.

(iv) An offer of employment will be presumed to be bona fide even if it is not for a position similar to the one the employee previously held, but is one for which the employee is qualified, and even if it is subject to different employment terms and conditions, including changes to pay or benefits. (See 29 CFR 9.12 for a detailed description of a bonafide offer of employment).

(c)(1) Notwithstanding the obligation under paragraph (b) of this clause, the successor Contractor and any subcontractors (i) may employ under this contract any service employee who has worked for the contractor or subcontractor for at least three months immediately preceding the commencement of this contract and who would otherwise face lay-off or discharge, (ii) are not required to offer a right of first refusal to any service employee(s) of the predecessor contractor who are not service employees within the meaning of the Service Contract Labor Standards statute, [41 U.S.C. 6701\(3\)](#), and (iii) are not required to offer a right of first refusal to any service employee(s) of the predecessor contractor whom the Contractor or any of its subcontractors reasonably believes, based on the particular service employee's past performance, has failed to perform suitably on the job (see 29 CFR 9.12 (c)(4) for additional information). The successor Contractor bears the responsibility of demonstrating the appropriateness of claiming any of these exceptions.

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(2) In addition, any Contractor or subcontractor that has been certified by the U.S. Small Business Administration as a HUBZone small business concern must ensure that it complies with the statutory and regulatory requirements of the HUBZone Program (*e.g.*, it must ensure that at least 35 percent of all of its employees reside within a HUBZone). The HUBZone small business Contractor or subcontractor must consider whether it can meet the requirements of this clause and Executive Order 13495 while also ensuring it meets the HUBZone Program's requirements.

(3) Nothing in this clause shall be construed to permit a Contractor or subcontractor to fail to comply with any provision of any other Executive order or law. For example, the requirements of the HUBZone Program (see FAR subpart [19.13](#)), Executive Order 11246 (Equal Employment Opportunity), and the Vietnam Era Veterans' Readjustment Assistance Act of 1974 may conflict, in certain circumstances, with the requirements of Executive Order 13495. All applicable laws and Executive orders must be satisfied in tandem with, and if necessary prior to, the requirements of Executive Order 13495, 29 CFR part 9, and this clause.

(d)(1) The Contractor shall, not less than 30 days before completion of the Contractor's performance of services on the contract, furnish the Contracting Officer with a certified list of the names of all service employees working under this contract and its subcontracts at the time the list is submitted. The list shall also contain anniversary dates of employment of each service employee under this contract and its predecessor contracts with either the current or predecessor contractors or their subcontractors. Where changes to the workforce are made after the submission of the certified list described in this paragraph, the Contractor shall, in accordance with paragraph (e) of this clause, not less than 10 days before completion of the services on this contract, furnish the Contracting Officer with an updated certified list of the names of all service employees employed within the last month of contract performance. The updated list shall also contain anniversary dates of employment, and, where applicable, dates of separation of each service employee under the contract and its predecessor contracts with either the current or predecessor Contractors or their subcontractors.

(2) Immediately upon receipt of the certified service employee list but not before contract award, the contracting officer shall provide the certified service employee list to the successor contractor, and, if requested, to employees of the predecessor contractor or subcontractors or their authorized representatives.

(3) The Contracting Officer will direct the predecessor Contractor to provide written notice (Appendix B to 29 CFR chapter 9) to service employees of their possible right to an offer of employment with the successor contractor. Where a significant portion of the predecessor Contractor's workforce is not fluent in English, the notice shall be provided in English and the language(s) with which service employees are more familiar. The written notice shall be—

(i) Posted in a conspicuous place at the worksite; or

(ii) Delivered to the service employees individually. If such delivery is via e-mail, the notification must result in an electronic delivery receipt or some other reliable confirmation that the intended recipient received the notice.

(e)(1) If required in accordance with [52.222-41](#)(n), the predecessor Contractor shall, not less than 10 days before completion of this contract, furnish the Contracting Officer a certified list of the names of all service employees working under this contract and its subcontracts during the last month of contract performance. The list shall also contain anniversary dates of employment of each service employee under this contract and its predecessor contracts either with the current or predecessor Contractors or their subcontractors. If there are no changes to the workforce before the predecessor contract is completed, then the predecessor Contractor is not required to submit a revised list 10 days prior to completion of performance and the requirements of [52.222-41](#)(n) are met. When there are changes to the workforce after submission of the 30-day list, the predecessor Contractor shall submit a revised certified list not less than 10 days prior to performance completion.

(2) Immediately upon receipt of the certified service employee list but not before contract award, the contracting officer shall provide the certified service employee list to the successor contractor, and, if requested, to employees of the predecessor contractor or subcontractors or their authorized representatives.

(f) The Contractor and subcontractor shall maintain the following records (regardless of format, *e.g.*, paper or electronic) of its compliance with this clause for not less than a period of three years from the date the records were created.

(1) Copies of any written offers of employment or a contemporaneous written record of any oral offers of employment,

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including the date, location, and attendance roster of any service employee meeting(s) at which the offers were extended, a summary of each meeting, a copy of any written notice that may have been distributed, and the names of the service employees from the predecessor contract to whom an offer was made.

(2) A copy of any record that forms the basis for any exemption claimed under this part.

(3) A copy of the service employee list provided to or received from the contracting agency.

(4) An entry on the pay records of the amount of any retroactive payment of wages or compensation under the supervision of the Administrator of the Wage and Hour Division to each service employee, the period covered by such payment, and the date of payment, and a copy of any receipt form provided by or authorized by the Wage and Hour Division. The Contractor shall also deliver a copy of the receipt to the service employee and file the original, as evidence of payment by the Contractor and receipt by the service employee, with the Administrator or an authorized representative within 10 days after payment is made.

(g) Disputes concerning the requirements of this clause shall not be subject to the general disputes clause ([52.223-1](#)) of this contract. Such disputes shall be resolved in accordance with the procedures of the Department of Labor set forth in 29 CFR part 9. Disputes within the meaning of this clause include disputes between or among any of the following: The Contractor, the contracting agency, the U.S. Department of Labor, and the service employees under the contract or its predecessor contract. The Contracting Officer will refer any service employee who wishes to file a complaint, or ask questions concerning this contract clause, to the: Branch of Government Contracts Enforcement, Wage and Hour Division, U.S. Department of Labor, 200 Constitution Avenue NW, Washington, DC 20210. Contact e-mail: displaced@dol.gov.

(h) The Contractor shall cooperate in any review or investigation by the Department of Labor into possible violations of the provisions of this clause and shall make such records requested by such official(s) available for inspection, copying, or transcription upon request.

(i) If it is determined, pursuant to regulations issued by the Secretary of Labor (Secretary), that the Contractor or its subcontractors are not in compliance with the requirements of this clause or any regulation or order of the Secretary, appropriate sanctions may be imposed and remedies invoked against the Contractor or its subcontractors, as provided in Executive Order 13495, the regulations, and relevant orders of the Secretary, or as otherwise provided by law.

(j) The Contractor shall take such action with respect to any such subcontract as may be directed by the Secretary of Labor as a means of enforcing such provisions, including the imposition of sanctions for noncompliance. However, if the Contractor, as a result of such direction, becomes involved in litigation with a subcontractor, or is threatened with such involvement, the Contractor may request that the United States, through the Secretary, enter into such litigation to protect the interests of the United States.

(k) The Contracting Officer will withhold, or cause to be withheld, from the prime Contractor under this or any other Government contract with the same prime Contractor, such sums as an authorized official of the Department of Labor requests, upon a determination by the Administrator, the Administrative Law Judge, or the Administrative Review Board, that there has been a failure to comply with the terms of this clause and that wages lost as a result of the violations are due to service employees or that other monetary relief is appropriate. If the Contracting Officer or the Administrator, upon final order of the Secretary, finds that the Contractor has failed to provide a list of the names of service employees working under the contract, the Contracting Officer may, in his or her discretion, or upon request by the Administrator, take such action as may be necessary to cause the suspension of the payment of contract funds until such time as the list is provided to the Contracting Officer.

(l) *Subcontracts.* In every subcontract over the simplified acquisition threshold entered into in order to perform services under this contract, the Contractor shall include a provision that ensures—

(1) That each subcontractor will honor the requirements of paragraphs (b) through (c) of this clause with respect to the service employees of a predecessor subcontractor or subcontractors working under this contract, as well as of a predecessor Contractor and its subcontractors;

(2) That the subcontractor will provide the Contractor with the information about the service employees of the subcontractor needed by the Contractor to comply with paragraphs (d) and (e) of this clause; and

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(3) The recordkeeping requirements of paragraph (f) of this clause.

(End of clause)

52.222-42 STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES (MAY 2014)

In compliance with the Service Contract Labor Standards statute and the regulations of the Secretary of Labor (29 CFR part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332.

THIS STATEMENT IS FOR INFORMATION ONLY: IT IS NOT A WAGE DETERMINATION

Employee Class	Monetary Wage-Fringe Benefits
Customer Service Center Supervisor	GS-5
Customer Service Representative (CSR) Level I	GS-4
Customer Service Representative (CSR) Level II	GS-4
Knowledge Base Administrator	GS-11
Knowledge Mgt. Specialist	GS-11
Information Specialist	GS-11
CRM Analyst Level II	GS-11
Web Content Specialist	GS-11

(End of clause)

Section 252.232-7007: LIMITATION OF GOVERNMENT'S OBLIGATION (MAY 2006)

(a) Contract line item(s) 2000 is incrementally funded. For these item(s), the sum of \$2,606,260.88 of the total price is presently available for payment and allotted to this contract. An allotment schedule is set forth in paragraph (j) of this clause.

(b) For item(s) identified in paragraph (a) of this clause, the Contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination of those item(s) for the Government's convenience, approximates the total amount currently allotted to the contract. The Contractor is not authorized to continue work on those item(s) beyond that point. The Government will not be obligated in any event to reimburse the Contractor in excess of the amount allotted to the contract for those item(s) regardless of anything to the contrary in the clause entitled "Termination for Convenience of the Government." As used in this clause, the total amount payable by the Government in the event of termination of applicable contract line item(s) for convenience includes costs, profit, and estimated termination settlement costs for those item(s).

(c) Notwithstanding the dates specified in the allotment schedule in paragraph (j) of this clause, the Contractor will notify the Contracting Officer in writing at least ninety days prior to the date when, in the Contractor's best judgment, the work will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate 85 percent of the total amount then allotted to the contract for performance of the applicable item(s). The notification will state (1) the estimated date when that point will be reached and (2) an estimate of additional funding, if any, needed to continue performance of applicable line items up to the next scheduled date for allotment of funds identified in paragraph (j) of this clause, or to a mutually agreed upon substitute date. The notification will also advise the Contracting Officer of the estimated amount of additional funds that will be required for the timely performance of the item(s) funded pursuant to this clause, for a subsequent period as may be specified in the allotment schedule in paragraph (j) of this clause or otherwise agreed to by the parties. If after such notification additional funds are not allotted by the date identified in the Contractor's

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notification, or by an agreed substitute date, the Contracting Officer will terminate any item(s) for which additional funds have not been allotted, pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

(d) When additional funds are allotted for continued performance of the contract line item(s) identified in paragraph (a) of this clause, the parties will agree as to the period of contract performance which will be covered by the funds. The provisions of paragraphs (b) through (d) of this clause will apply in like manner to the additional allotted funds and agreed substitute date, and the contract will be modified accordingly.

(e) If, solely by reason of failure of the Government to allot additional funds, by the dates indicated below, in amounts sufficient for timely performance of the contract line item(s) identified in paragraph (a) of this clause, the Contractor incurs additional costs or is delayed in the performance of the work under this contract and if additional funds are allotted, an equitable adjustment will be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the item(s), or in the time of delivery, or both. Failure to agree to any such equitable adjustment hereunder will be a dispute concerning a question of fact within the meaning of the clause entitled "Disputes."

(f) The Government may at any time prior to termination allot additional funds for the performance of the contract line item(s) identified in paragraph (a) of this clause.

(g) The termination provisions of this clause do not limit the rights of the Government under the clause entitled "Default." The provisions of this clause are limited to the work and allotment of funds for the contract line item(s) set forth in paragraph (a) of this clause. This clause no longer applies once the contract is fully funded except with regard to the rights or obligations of the parties concerning equitable adjustments negotiated under paragraphs (d) and (e) of this clause.

(h) Nothing in this clause affects the right of the Government to terminate this contract pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

(i) Nothing in this clause shall be construed as authorization of voluntary services whose acceptance is otherwise prohibited under 31 U.S.C. 1342.

(j) The parties contemplate that the Government will allot funds to this contract in accordance with the following schedule:

Base Year Funding (Total): \$2,606,260.88

CLIN 2000 is fully funded in the amount of \$2,601,200.88.

CLIN 3000 is fully funded in the amount of \$5,060.00.

(End of clause)

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SECTION J LIST OF ATTACHMENTS

Past Performance Information Sheet

DD254

CAP

CSC Historical Data

CSC Hourly Phone Call Data

CSC Anniversary Dates