

# ORDER FOR SUPPLIES OR SERVICES (FINAL)

1. CONTRACT NO. N00178-12-D-7058		2. DELIVERY ORDER NO. JM02		3. EFFECTIVE DATE 2013 Aug 26		4. PURCH REQUEST NO. PMB-13-031, 032, 033, 034, 035, & 036		5. PRIORITY Unrated	
6. ISSUED BY NAVFAC SOUTHEAST Bldg. 902 P.O. Box 143 Jacksonville FL 32212-0143				7. ADMINISTERED BY NAVFAC SOUTHEAST Bldg. 902 P.O. Box 143 Jacksonville FL 32212-0143		8. DELIVERY FOB DESTINATION OTHER <i>(See Schedule if other)</i>			
9. CONTRACTOR Strategic Business Systems, Inc 3000 Gulf to Bay Boulevard Clearwater FL 33759-4304				10. DELIVER TO FOB POINT BY <i>(Date)</i> See Schedule		11. X IF BUSINESS IS <input checked="" type="checkbox"/> SMALL SMALL DISADVANTAGED WOMEN-OWNED		12. DISCOUNT TERMS Net 30 Days WIDE AREA WORK FLOW	
14. SHIP TO See Section D				15. PAYMENT WILL BE MADE BY DFAS Norfolk 1837 Morris Street, Suite 1401 Norfolk VA 23511-3431		13. MAIL INVOICES TO THE ADDRESS IN BLOCK See Section G		MARK ALL PACKAGES AND PAPERS WITH IDENTIFICATION NUMBERS IN BLOCKS 1 AND 2.	
16. TYPE OF ORDER	DELIVERY/ CALL	<input checked="" type="checkbox"/>	This delivery order/call is issued on another Government agency or in accordance with and subject to terms and conditions of numbered contract.						
PURCHASE	Reference your _____ furnish the following on terms specified herein.								
ACCEPTANCE. THE CONTRACTOR HEREBY ACCEPTS THE OFFER REPRESENTED BY THE NUMBERED PURCHASE ORDER AS IT MAY PREVIOUSLY HAVE BEEN OR IS NOW MODIFIED, SUBJECT TO ALL OF THE TERMS AND CONDITIONS SET FORTH, AND AGREES TO PERFORM THE SAME.									
NAME OF CONTRACTOR		SIGNATURE		TYPED NAME AND TITLE		DATE SIGNED (YYYYMMDD)			
If this box is marked, supplier must sign Acceptance and return the following number of copies:									
17. ACCOUNTING AND APPROPRIATION DATA/LOCAL USE See Schedule									
18. ITEM NO.	19. SCHEDULE OF SUPPLIES/SERVICES			20. QUANTITY ORDERED/ ACCEPTED *	21. UNIT	22. UNIT PRICE	23. AMOUNT		
	See Schedule								
*If quantity accepted by the Government is same as quantity ordered, indicate by X. If different, enter actual quantity accepted below quantity ordered and encircle.				24. UNITED STATES OF AMERICA  BY _____		25. TOTAL	26. DIFFERENCES		
27a. QUANTITY IN COLUMN 20 HAS BEEN									
INSPECTED	RECEIVED	ACCEPTED, AND CONFORMS TO THE CONTRACT EXCEPT AS NOTED:							
b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE				c. DATE		d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE			
e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE				28. SHIP NO.	29. D.O. VOUCHER NO.	30. INITIALS			
				PARTIAL	32. PAID BY	33. AMOUNT VERIFIED CORRECT FOR			
f. TELEPHONE		g. E-MAIL ADDRESS		FINAL	31. PAYMENT	34. CHECK NUMBER			
36. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT.				COMPLETE	PARTIAL	35. BILL OF LADING NO.			
a. DATE	b. SIGNATURE AND TITLE OF CERTIFYING OFFICER			FULL					
37. RECEIVED AT		38. RECEIVED BY <i>(Print)</i>	39. DATE RECEIVED	40. TOTAL CON-TAINERS	41. S/R ACCOUNT NUMBER	42. S/R VOUCHER NO.			

CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 2 of 2	FINAL
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## **GENERAL INFORMATION**

### **AWARD A.1 PROPOSAL INCORPORATION**

Strategic Business Systems, Inc.'s final proposal, dated 2 August 2013, is hereby incorporated into this task order.

### **AWARD A.2 AMENDMENT INCORPORATION**

All changes resulting from issuance of Amendments 0001 through 0006 are hereby incorporated into this task order.

### **A.1 TYPE OF CONTRACT**

This is a Firm Fixed Price (FFP) task order.

### **A.2 SERVICE REQUIREMENTS**

The outcomes to be achieved are one Regional Call Center (RCC) Maximo Management Analyst and five RCC Management Assistants who provide professional support services to receive and process customer requests for maintenance and repair of physical facilities. The RCC receives service requests, obtains relevant information including a description of the problem or support required, location and contact information. The positions create a work order in the computerized asset management system. Specific support services for the Maximo Management Analyst and Management Assistants will be stated in their respective Performance Work Statements (PWS). The outcomes for this acquisition are consistent with the FAR 37.101 definition of service contracts.

There is no incumbent. This is a new requirement.

### **A.3 LOCATION**

As shown in Section C, the work to be performed under this solicitation and resulting task order is at Naval Air Station Jacksonville, Florida.

### **A.4 COMPETITION ENVIRONMENT**

This contract was solicited as 100% HUBZone small business set-aside.

Only those contractors containing a SeaPort-e IDIQ MAC in the Gulf Coast Region were considered for this procurement.

### **A.5 NAICS CODE**

The NAICS code is 541330, Engineering Services.

**SECTION B SUPPLIES OR SERVICES AND PRICES**

CLIN - SUPPLIES OR SERVICES

For FFP Items:

Item	PSC Code	Supplies/Services	Qty	Unit	Unit Price	Total Price
-----	-----	-----	----	----	-----	-----
5000	R499	ONE RCC MAXIMO MANAGEMENT ANALYST - JAX (WCF)	992.0	LH	██████	██████
5001	R499	FIVE RCC MANAGEMENT ASSISTANTS - JAX (960 LH PER MGMT ASST POSITION) (WCF)	4800.0	LH	██████	██████
5002	R499	OPTION PERIOD 1 - ONE RCC MAXIMO MANAGEMENT ANALYST - JAX (6 MONTHS) (WCF) Option	1016.0	LH	██████	██████
5003	R499	OPTION PERIOD 1 - FIVE RCC MANAGEMENT ASSISTANTS - JAX (6 MONTHS) (1016 LH PER MGMT ASST POSITION) (WCF) Option	5080.0	LH	██████	██████

**B.1 FULLY LOADED PRICING**

All pricing shall be fully loaded. No other allocations, fees, O/Hs, G&A, and profits will be applied when an option is exercised.

**B.2. UNIT PRICE ADJUSTMENTS IN OPTION PERIODS:**

This contract incorporates the Service Contract Act (SCA). In accordance with subparagraph (b) of the Fair Labor Standards and Service Contract Act—Price Adjustment Clause, FAR 52.222-43 and subparagraph (b) of the Davis-Bacon Act—Price Adjustment Clause, FAR 52.222-32 offerors shall not include escalation of wage and fringe benefit rates for Service Contract Act covered employees in the option periods of performance. Wage and fringe benefit rates used for the base performance period will be used in pricing labor costs for all periods of performance in the option years. In accordance with the referenced clauses, the contractor may be entitled to an adjustment in contract price only when a new SCA wage determination is modified into the contract and it affects wages and fringe benefits of covered employees.

**B.3. LABOR HOURS PRICING BASIS:**

MAXIMO MANAGEMENT ANALYST (1 POSITION):

For the Base Period of performance from 26 Aug 2013 through 25 Feb 2014 the labor hours (LHs) are based on 124 total work days (excluding Federal holidays) @ 8 hours per work day for a total of 992 labor hours. The work week for the Maximo Management Analyst throughout the base period of performance is based on 40 hours.

When a holiday falls within a full work week the contractor should schedule work days before and/or after the holiday to provide the full work week days and hourly total.

The contractor will provide the Contracting Officer (KO) and the Contracting Officer Representative (COR) a monthly work schedule showing the days of the week and contractor work hours. The work schedule will be negotiated after award. (See Section F for Deliverable requirements). The normal business days are Monday-Friday, excluding Federal holidays.

CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 2 of 18	FINAL
----------------------------------	----------------------------	-----------------	-------

**MANAGEMENT ASSISTANTS (5 POSITIONS):**

For the Base Period of performance from 26 Aug 2013 through 30 Sep 2013 the labor hours (LHs) are based on 23 total work days (excluding Federal holidays and furlough days) @ 8 hours per work day for a total of 184 labor hours. The work week during this period of performance is based on 32 hours due to the Government furlough.

The remaining LHs for the Base Period of performance from 1 Oct 2013 through 25 Feb 2014 are based on 97 total work days (excluding Federal holidays) @ 8 hours per work day for a total of 776 labor hours (see Table below). The work week during the remaining period of performance is based on 40 hours.

When a holiday falls within a full work week the contractor should schedule work days before and/or after the holiday to provide the full work week days and hourly total.

The contractor will provide the Contracting Officer (KO) and the Contracting Officer Representative (COR) a monthly work schedule showing the days of the week and contractor work hours. The work schedule will be negotiated after award. (See Section F for Deliverable requirements). The normal business days are Monday-Friday, excluding Federal holidays. Normal working hours for the RCC are considered to be between 0700 and 2000.

**Note:** The labor hours (LHs) required during the base period of performance is representative of the current Department of Defense Government furlough hours. In the event the furlough is cancelled before 30 Sep 2013 or extended into the next Fiscal Year (FY14), the Government may adjust (increase or decrease) labor service hours to align with Government work hours. All changes in the hourly work schedule will be made by modification to the Task Order.

**B.4. OPTION PERIOD LABOR HOURS PRICING BASIS:**

For the Option period from 02/26/2014 through 08/25/2014, the Labor Hours CLIN total is based on 126 total work days (excluding Federal holidays) @ 8 hours per work day for a total of 1016 labor hours. A full work week is based on 40 hours per week.

The contractor will provide the Contracting Officer (KO) and the Contracting Officer Representative (COR) a monthly work schedule showing the days of the week and contractor work hours. The work schedule will be negotiated after award. (See Section F for Deliverable requirements). The normal business days are Monday-Friday, excluding Federal holidays. Normal working hours for the RCC are considered to be between 0700 and 2000.

CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 3 of 18	FINAL
----------------------------------	----------------------------	-----------------	-------

## **SECTION C DESCRIPTIONS AND SPECIFICATIONS**

### **PERFORMANCE WORK STATEMENT (PWS) FOR MAXIMO MANAGEMENT ANALYST (RCC)**

#### **SCOPE.**

Under this task order, the contractor will independently provide support services to receive and process customer requests for maintenance and repair of physical facilities. The Regional Call Center (RCC) receives service requests, obtains relevant information including a description of the problem or support required, location, and contact information. The Maximo Management Analyst (RCC) creates a work order in the computerized asset management system.

Is responsible for Quality Assurance review for all other RCC personnel's Maximo data entry. This review is to ensure data accuracy, proper and consistent categorization and to review for common errors that warrant generation of a training regimen for RCC staff.

The incumbent is responsible for development, flow-charting, and submitting Regional Call Center Business Management System (BMS), and maintaining all applicable RCC BMS documentation current with NAVFAC enterprise changes. As part of this responsibility, the incumbent is responsible for development, validation, and modification of the RCC Management Assistant Desk Guides, documenting proper procedures and categorization of received trouble calls.

Reviews and interprets directives and special instructions from higher authority and assists the RCC Supervisor in the development and dissemination of policies and procedures concerning the management and operation of the RCC.

#### **ORGANIZATION.**

Naval Facilities Engineering Command, Southeast, Jacksonville, FL

#### **TASKS/SERVICES.**

The contractor shall:

- Validating work orders in the computerized asset management system Maximo 7.1.
- Assuring accurate input of required information (e.g. job order number, work center, labor/craft code, failure class and problem code) in the system.
- Evaluating office productivity and plan for training and/or process improvement.
- Preparing reports and Desk guides to satisfy specific needs for PWD's and NAVFAC SE.
- Training management assistants in office computer software systems and reference resources.

#### **DELIVERABLES.**

- 95% of the requirements above should be submitted on time and accurate.

#### **CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.**

The contractor must have:

- Knowledge of management principles, organizational theory, and techniques of analysis and evaluation.
- Knowledge of applicable regulations, directives, and policies of DoD, DoN, NAVFAC HQ and NAVFAC SE.
- Ability to develop administrative policies and procedures as directed to improve the efficiency of the PWD.
- Knowledge of computer systems and software related to administrative processing.
- Proficient in the use of MS Word, Outlook, Powerpoint, Excel, Access and Maximo 7.
- Ability to communicate effectively orally and in writing.

CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 4 of 18	FINAL
----------------------------------	----------------------------	-----------------	-------

- Capable of interacting professionally with all levels of management.

**PERIOD OF PERFORMANCE.**

The base period of performance is 08/26/2013 through 02/25/2014, with one six month option period from 02/26/2014 through 08/25/2014.

**PLACE OF PERFORMANCE.**

The place of performance is **NAS Jacksonville, FL.**

**OPERATIONAL HOURS.**

For the period 08/26/2013 through 02/25/2014: Work will be performed 40 hours per week during normal business hours, Monday-Friday, excluding Federal holidays. The Government work hours schedule will be determined after award, but the normal business days are Monday-Friday, excluding Federal holidays.

**OVERTIME.**

Overtime is not authorized.

**SAFETY ISSUES.**

N/A.

**GOVERNMENT-FURNISHED EQUIPMENT, BADGE, KEYS AND/OR FACILITIES PROVIDED.**

Government will furnish government badge.

**SECURITY CLEARANCE/POLICE CHECK/DRIVING RECORD CHECK.**

Work under this task order is UNCLASSIFIED. The contractor shall comply with all applicable Department of Defense (DoD) security regulations and procedures during the performance of this task order. 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. If necessary, the contractor will be required to provide clearances for personnel requiring access to Government computers and workstations.

**REIMBURSABLE EXPENSES (TRAVEL, CONFERENCE, TRAINING, EQUIPMENT OR MATERIALS, ETC.).**

Travel is NOT required.

**TASK TYPE.**

Firm-fixed price.

**NON-PERSONAL SERVICE STATEMENT.**

Contractor employees performing services under this order will be controlled, directed and supervised at all times by management personnel of the contractor. The contractor's arrangement shall ensure that employees properly comply with the performance standards outlined in the Quality Assurance Surveillance Plan (QASP). Contractor employees will perform independent of and without the supervision of any Government official. Actions of contractor employees may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the U.S. Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

**GOVERNMENT PROJECT OFFICER.**

The Government Project Officer will provide general instructions on limitations and deadlines, and is responsible for

CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 5 of 18	FINAL
----------------------------------	----------------------------	-----------------	-------

administration of the task order in compliance with the contract to include inspection and acceptance of deliverables.



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**PERFORMANCE WORK STATEMENT (PWS)  
FOR MANAGEMENT ASSISTANT**

**SCOPE.**

Under this task order, the contractor will independently provide support services to receive and process customer requests for maintenance and repair of physical facilities. The Regional Call Center (RCC) receives service requests, obtains relevant information including a description of the problem or support required, location and contact information. The Management Assistant creates a work order in the computerized asset management system.

Is responsible for evaluating the request and determining if it should be categorized as service or emergency; the lead skill set required to perform the work; and assuring appropriate and accurate input of job order number, work center, labor/craft code, failure class and problem code. Approves work orders and provides customers with work order numbers for reference. Responsible for assuring service and emergency calls have been received by the dispatch center and are being resolved within established timelines.

**ORGANIZATION.**

Naval Facilities Engineering Command, Southeast, Jacksonville, FL

**TASKS/SERVICES.**

The contractor shall:

- Records relevant information provided by customers to assure accuracy of requests.
- Evaluates customer request to determine proper classification.
- Creates work orders in a computerized database (Maximo 7.1).
- Reviews documents for correct grammar, format and spelling.
- Collaborates with customers and responsible associates to ensure requests/problems are received and resolved.

**DELIVERABLES.**

- 95% of the requirements above should be submitted on time and accurate.

**CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE  
REQUIRED.**

The contractor must have:

- Ability to follow administrative policies and procedures as directed to improve the efficiency of the PWD
- Knowledge of computer systems and software related to administrative processing
- Proficient in the use of MS Word, , Excel, and Access
- Experience with or ability to learn Maximo 7.1
- Ability to communicate effectively orally and in writing.
- Capable of interacting professionally with all levels of management

**PERIOD OF PERFORMANCE.**

The base period of performance is 08/26/2013 through 02/25/2014, with one six month option period from 02/26/2014 through 08/25/2014.

**PLACE OF PERFORMANCE.**

CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 6 of 18	FINAL
----------------------------------	----------------------------	-----------------	-------

The place of performance is NAS Jacksonville, FL

**OPERATIONAL HOURS.**

For the period 08/26/2013 through 09/30/2013: Work will be performed 32 hours per week (8 hour days) during the Government furlough period. The days of the week and Government work hours schedule will be determined after award, but the normal business days are Monday-Friday, excluding Federal holidays. Normal working hours for the RCC are considered to be between 0700 and 2000.

For the period 10/01/2013 through 02/25/2014: Work will be performed 40 hours per week (8 hour days) during normal business hours, Monday-Friday, excluding Federal holidays. The Government work hours schedule will be determined after award, but the normal business days are Monday-Friday, excluding Federal holidays. Normal working hours for the RCC are considered between 0700 and 2000.

**OVERTIME.**

Overtime is not authorized.

**SAFETY ISSUES.**

N/A.

**GOVERNMENT-FURNISHED EQUIPMENT, BADGE, KEYS AND/OR FACILITIES PROVIDED.**

Government will furnish government badge.

**SECURITY CLEARANCE/POLICE CHECK/DRIVING RECORD CHECK.**

Work under this task order is UNCLASSIFIED. The contractor shall comply with all applicable Department of Defense (DoD) security regulations and procedures during the performance of this task order. 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. If necessary, the contractor will be required to provide clearances for personnel requiring access to Government computers and workstations.

**REIMBURSABLE EXPENSES (TRAVEL, CONFERENCE, TRAINING, EQUIPMENT OR MATERIALS, ETC.).**

Travel is NOT required.

**TASK TYPE.**

Firm-fixed price.

**NON-PERSONAL SERVICE STATEMENT.**

Contractor employees performing services under this order will be controlled, directed and supervised at all times by management personnel of the contractor. The contractor's management shall ensure that employees properly comply with the performance standards outlined in the Quality Assurance Surveillance Plan (QASP). Contractor employees will perform independent of and without the supervision of any Government official. Actions of contractor employees may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the U.S. Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

**GOVERNMENT PROJECT OFFICER.**

The Government Project Officer will provide general instructions on limitations and deadlines, and is responsible for administration of the task order in compliance with the contract to include inspection and acceptance of deliverables.



CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 7 of 18	FINAL
----------------------------------	----------------------------	-----------------	-------

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CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 8 of 18	FINAL
----------------------------------	----------------------------	-----------------	-------

## **SECTION D PACKAGING AND MARKING**

Not Applicable.

CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 9 of 18	FINAL
----------------------------------	----------------------------	-----------------	-------

## **SECTION E INSPECTION AND ACCEPTANCE**

Not Applicable.

CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 10 of 18	FINAL
----------------------------------	----------------------------	------------------	-------

## SECTION F DELIVERABLES OR PERFORMANCE

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

5000 8/26/2013 - 2/25/2014  
5001 8/26/2013 - 2/25/2014

### F.1 CLIN - DELIVERIES OR PERFORMANCE

The periods of performance for the following base items are as follows:

5000 08/26/2013 - 02/25/2014  
5001 08/26/2013 - 02/25/2014

The periods of performance for the following option items are as follows:

5002 02/26/2014 - 08/25/2014  
5003 02/26/2014 - 08/25/2014

Services to be performed hereunder will be provided at NAS Jacksonville, Florida

### F.2 DELIVERABLES

Form Attachment Number	Deliverable Title	Date (s) of Submission	Distribution		Frequency
			Original	Copies (including original)	
N/A	Work Schedule	As specified	KO & COR	1	Before work commences.
N/A	Work Schedule	As specified	KO & COR	1	Monthly (due by the 5 <sup>th</sup> working day of the month).

Notes:

- 1) May be submitted via email.
- 2) Schedule will be negotiated after task order award.

### F.3 ECMRA REPORTING

NMCARS 5237.102(a)(1)(90)

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for NAVFAC Southeast via a secure data collection site. 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>.

CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 11 of 18	FINAL
----------------------------------	----------------------------	------------------	-------

## SECTION G CONTRACT ADMINISTRATION DATA

### G.1 POINTS OF CONTACT

Contracting Officer Representative

[REDACTED]

Contracting Officer

[REDACTED]

### G.2 SUBMISSION OF INVOICES

In accordance with DFARS 252.232-7003 Electronic Submission of Payment Requests and Receiving Reports (JUN 2012), the contractor shall submit invoicing electronically through Wide Area Work Flow (WAWF). Facsimile, e-mail, and scanned documents are not acceptable electronic forms.

Invoices will be submitted on a once-a-month basis.

#### **252.232-7006 Wide Area WorkFlow Payment Instructions (MAY 2013)**

(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 System for Award Management 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/>

CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 12 of 18	FINAL
----------------------------------	----------------------------	------------------	-------

(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:

Navy Construction/ Facilities Management Invoice

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

Inspection - N69450

Acceptance - N69450

(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.

<i>Field Name in WAWF</i>	<i>Data to be entered in WAWF</i>
Pay Official DoDAAC	N68732
Issue By DoDAAC	N69450
Admin DoDAAC	N69450
Inspect By DoDAAC	N69450
Ship To Code	N/A
Ship From Code	N/A
Mark For Code	N/A
Service Approver (DoDAAC)	N/A
Service Acceptor (DoDAAC)	N/A
Accept at Other DoDAAC	N/A
LPO DoDAAC	N69450
DCAA Auditor DoDAAC	N/A
Other DoDAAC(s) Accept By	N69450

(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 e-mail address identified below in the “Send Additional Email Notifications” field of WAWF once a document is submitted in the system.

Acceptor: [onica.james@navy.mil](mailto:onica.james@navy.mil)

Inspector: [brian.delumeau@navy.mil](mailto:brian.delumeau@navy.mil)

(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.

Rebecca Jones at [rebecca.m.jones@navy.mil](mailto:rebecca.m.jones@navy.mil)

CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 13 of 18	FINAL
----------------------------------	----------------------------	------------------	-------

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

(End of clause)

### **G.3 QUALITY ASSURANCE SURVEILLANCE PLAN**

Solicitation Number: N00024-13-R-3350

Contract Description: Regional Call Center (RCC) - One Maximo Management Analyst and Five Management Assistants.

Contractor's name: Strategic Business Systems, Inc.

#### **1. PURPOSE**

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contact. This QASP explains the following:

- What will be monitored
- How monitoring will take place
- Who will conduct the monitoring
- How monitoring efforts and results will be documented

This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with the premise that the contractor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

This QASP is a "living document" and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the contractor. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

#### **2. GOVERNMENT ROLES AND RESPONSIBILITIES**

The following personnel shall oversee and coordinate surveillance activities.

a. Contracting Officer (CO) – The Contracting Officer for this procurement is Rebecca Jones, NAVFAC SE Jacksonville FL. The CO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment under this contract. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance.

Contracting Activity:

Naval Facilities Engineering Command, Southeast

Contracting Department, Bldg 903, Box 30

NAS Jacksonville, FL 32212-0030

b. Task Order Manager (TOM) – The TOM is responsible for technical administration of the contract and shall assure proper Government surveillance of the contractor's performance. The TOM shall keep a quality assurance file. The TOM is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf.

#### **3. PERFORMANCE STANDARDS**

Performance standards define desired services. The Government performs surveillance to determine if the contractor

CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 14 of 18	FINAL
----------------------------------	----------------------------	------------------	-------

exceeds, meets or does not meet these standards. This section details the method(s) used to verify Contractor compliance with the PWS. The key elements of this process are the Contractor's quality program and Government identified Performance objectives. The Performance Requirements of the contract dictate the suggested inspection and surveillance requirements the TOM shall accomplish on a periodic basis. The procedures on how to document performance in a correct and effective manner are included below.

#### 4. QUALITY ASSURANCE (QA) SURVEILLANCE METHODS

The intent of the QA Surveillance methods is to gain confidence in the Contractor's ability to provide satisfactory services. This surveillance method is subject to change based on the Contractor's performance. The TOM shall use the surveillance methods listed below in the administration of this QASP:

- a. 100% Review. This level of review entails consideration of all performance requirements and deliverable established by and for the Performance Objective within a given timeframe.
- b. Random Monitoring. Random monitoring consists of unspecified observations of some or all requirements and deliverables established by and for the Performance Objectives within a given timeframe.
- c. Passive Monitoring. Passive Monitoring includes observations by other Government personnel to be substantiated by the TOM that relate to some or all requirements and deliverables established by and for the Performance Objectives within the given timeframe. The handling of complaints is included in this method of surveillance.

Performance Objective	Performance Standards	Methods of Assessment
Work Order Creation	All work orders are completed in an accurate and timely manner; includes written or electronic records.	100% Reviews and/or Passive Monitoring as determined by the RCC, NAS Jacksonville
Quality Assurance Review	Review and validate data to ensure it is properly and consistently categorized, accurate, and error free; includes written or electronic records.	100% Reviews and/or Passive Monitoring as determined by the RCC, NAS Jacksonville
Customer Service	Collaborate with customers to ensure request and/or problems are received and resolved within established timelines.	100% Reviews and/or Passive Monitoring as determined by the RCC, NAS Jacksonville
Administrative Tasks	Prepare reports and desk guides as needed for PWD's and NAVFAC SE. Develop and/or maintain documentation of RCC BMS documentation, policies, and procedures concerning the management and operation of the RCC. Deliverables shall be accurate and submitted timely.	100% Reviews and/or Passive Monitoring as determined by the RCC, NAS Jacksonville
Training	Ensure other management assistant personnel have a working knowledge of office computer software systems and reference resources.	100% Reviews and/or Passive Monitoring as determined by the RCC, NAS Jacksonville

#### 5. DOCUMENTING PERFORMANCE

##### a. ACCEPTABLE PERFORMANCE

The Government shall conduct positive performance. Any report may become a part of the supporting documentation for any contractual action.





CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 16 of 18	FINAL
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## **SECTION H SPECIAL CONTRACT REQUIREMENTS**

### **H.1 SECURITY REQUIREMENT**

The following is required for all DoD contractor employees working in Government facilities:

DOD 5200.08-R/C3.3: "The CAC shall be the principal identity credential for supporting interoperable access to installations, facilities, buildings, and controlled spaces".

DOD 5200.08-R/C3.3.1.2: "A National Agency Check with Inquiries (NACI) or equivalent national security clearance (e.g. National Agency Checks including credit check (NACLC)) is required for permanent issuance of the credential. The credential may be issued upon favorable return of the FBI fingerprint check, pending final favorable completion of the NACI/equivalent, based on a commander/director risk management decision. An individual holding a valid national security clearance shall not require an additional submission of the NACI/equivalent."

SECNAV M-5510.30/9-24,6: "Commands will include the FAD (facility access determination) program requirements in contract specifications when trustworthiness determinations will be required on the contractor employees". In this case the FAD program requirement is a CAC now required by the regulation above.

The contractor shall comply with all applicable Department of Defense (DoD) security regulations and procedures during the performance of this task order. 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.

The contractor will be required to provide clearances for personnel requiring access to Government computers and workstations.

CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 17 of 18	FINAL
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## **SECTION I CONTRACT CLAUSES**

**STANDARD CLAUSES CONTAINED IN THE BASIC MAC SHALL APPLY.**

### **09RA 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 30 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 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

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

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

(End of Clause)

### **52.217-8 – OPTION TO EXTEND SERVICES. (NOV 1999).**

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 calendar days.

(End of Clause)

### **FAR 52.222-41 -- SERVICE CONTRACT ACT OF 1965 (NOV 2007)**

### **FAR 52.222-43 -- FAIR LABOR STANDARDS ACT AND SERVICE CONTRACT ACT -- PRICE ADJUSTMENT (MULTIPLE YEAR AND OPTION CONTRACTS) (SEP 2009)**

### **52.232-18 -- AVAILABILITY OF FUNDS.**

Funds are not presently available for this contract. The Government's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are made available to the Contracting Officer for this contract and until the Contractor receives notice of such availability, to be confirmed in writing by the Contracting Officer. (End of Clause)

CONTRACT NO. N00178-12-D-7058	DELIVERY ORDER NO. JM02	PAGE 18 of 18	FINAL
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## **SECTION J LIST OF ATTACHMENTS**

Attachment 1: Revised Wage Determination