

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE J

PAGE OF PAGES 1 2

2. AMENDMENT/MODIFICATION NO.

3. EFFECTIVE DATE

4. REQUISITION/PURCHASE REQ. NO. N7027218RCNT505

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

6. ISSUED BY CODE

N00189

7. ADMINISTERED BY (If other than Item 6)

CODE

S5111A

NAVSUP FLC Norfolk, Code 200
1968 Gilbert Street Ste
Norfolk VA 23511-3392

DCMA HAMPTON
Enterprise Parkway, Suite 200
Hampton VA 23666

SCD: C

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

Ironclad Technology Services LLC
200 Golden Oak Court, Suite 320
Virginia Beach VA 23452

9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

[X]

10A. MODIFICATION OF CONTRACT/ORDER NO.

N00178-10-D-6117 / N0018917F3035

10B. DATED (SEE ITEM 13)

CAGE CODE 518C1

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:

[X] D. OTHER (Specify type of modification and authority) FAR 52.217-9

E. IMPORTANT: Contractor [X] 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)

PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (Rev. 10-83)

Prescribed by GSA
FAR (48 CFR) 53.243

GENERAL INFORMATION

See summary of changes. 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:

[REDACTED]

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

[REDACTED]

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

SECTION B SUPPLIES OR SERVICES AND PRICES

CLIN - SUPPLIES OR SERVICES

For FFP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
[REDACTED]	[REDACTED]	Accounting, Budget, Customer Billing, Data Base Management, Vendor Payment, and Process Improvement Support Services in accordance with the Performance Work Statement. (O&MN,N)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	Accounting, Budget, Customer Billing, Data Base Management, Vendor Payment, and Process Improvement Support Services in accordance with the Performance Work Statement. (O&MN,N)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	Accounting, Budget, Customer Billing, Data Base Management, Vendor Payment, and Process Improvement Support Services in accordance with the Performance Work Statement. (O&MN,N)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
		Option				
[REDACTED]	[REDACTED]	Accounting, Budget, Customer Billing, Data Base Management, Vendor Payment, and Process Improvement Support Services in accordance with the Performance Work Statement. (O&MN,N)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
		Option				
[REDACTED]	[REDACTED]	Accounting, Budget, Customer Billing, Data Base Management, Vendor Payment, and Process Improvement Support Services in accordance with the Performance Work Statement. (O&MN,N)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
		Option				
[REDACTED]	[REDACTED]	Accounting, Budget, Customer Billing, Data Base Management, Vendor Payment, and Process Improvement Support Services in accordance with the Performance Work Statement. (O&MN,N)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
		Option				

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 2 of 24	FINAL
----------------------------------	-------------------------------------	------------------------------------------	-----------------	-------

SECTION C DESCRIPTIONS AND SPECIFICATIONS

NCTAMSLANT N00FM ACCOUNTING AND BILLING SUPPORT SERVICES CONTRACT

PERFORMANCE WORK STATEMENT

1. **Title:** Accounting and Billing Support Services for the Naval Computer and Telecommunication Area Master Station Atlantic (NCTAMSLANT), Office of Financial Management and Comptroller (N00FM) Norfolk VA.
2. **Place of Performance:** Naval Station Norfolk, 9625 Moffett Avenue, Norfolk, VA 23511
3. **Period of Performance:** One (1) base year from [REDACTED].
4. **Scope:** The Contractor shall provide quality analytical, and non-personal support services in maintaining and streaming legacy databases, workflows and processes within the NCTAMSLANT Area of Responsibility (AOR). This Performance Work Statement (PWS) defines the contractor efforts required to provide accounting and billing support services on a Firm Fixed Price Contract basis.
 - 4.1 Services shall normally be provided during business hours (7:30 AM - 4:00 PM) Monday through Friday except for Government holidays.
 - 4.2 One week of Contractor travel (Monday-Friday) per year may be required to provide assistance to NCTAMSLANT subordinate locations.
 - 4.3 One Full Time Equivalent (FTE) is considered [REDACTED].
 - 4.4 The level of effort required to accomplish the required tasks is key personnel which consists of one (1) Full Time Equivalent (FTE) Program Analyst, Senior Systems Analyst or Database Administrator with analytical, process improvement skills and an expert level of knowledge in Microsoft ACCESS, NCTAMSLANT Customer Billing and Vendor Invoice Payment processes.
 - 4.5 Contractor shall perform the following supported tasks:
 - 4.5.1 Task 1: Maintain and develop process updates that meet current policy, regulations and Financial Improvement and Audit Readiness (FIAR) requirements for all NCTAMSLANT N00FM legacy Microsoft Office ACCESS databases, spreadsheets, shared files and websites utilized to maintain telephony lines and circuits inventories. These databases contain the following information: Accounting, Billing, Budgeting, produce customer bills, and process vendor invoices for payment.
 - 4.5.2 Task 2: Importing and converting vendor invoice data for comparison with government databases.
 - 4.5.3 Task 3: Downloading equipment data from government telephony switches, for sorting and uploading into MS ACCESS databases.
 - 4.5.4 Task 4: Producing the deliverables required in this PWS and other financial account summaries and adhoc reports for N00FM management as required.
 - 4.5.5 Task 5: Making recommendations to improve timeliness and accuracy of billing Navy users for services delivered by NCTAMSLANT. Such recommendations could involve workflow, tracking of work products, new software programs (CAIRS), changes to existing software programs, identification of new or changes in financial tracking methodologies, and billing schemes.
 - 4.5.6 Task 6: Assistance in updating existing, or development and implementation of new Standard Operating Procedures (SOPs), instructions, policies, procedures, desktop guides, process diagrams / workflows that pertain to the NCTAMSLANT telecommunications accounting and billing processes.
 - 4.5.7 Task 7: If required, transitioning all legacy database and spreadsheet information into an enterprise system such as CAIRS.
 - 4.5.8 Task 8: Other non-inherently government duties related to NCTAMSLANT Accounting, Billing Budget, and Vendor Invoice Payment Processing as needed.

5.0 General Requirements

- 5.1 All aspects (technical, financial, administrative, or contractual) of this Contract shall not be discussed or revealed to any business organization either within or outside the United States Government except for senior NCTAMS LANT N5, N9 and N00FM personnel. Release of any information about this Contract/Delivery Order or any tasking issued by the authority of this contract/Delivery Order may result in partial or total termination of the Contract/Delivery Order.
- 5.2 NON-DISCLOSURE AGREEMENT - All contractor personnel and company officials involved with this Contract/Delivery Order shall

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 3 of 24	FINAL
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sign a CERTIFICATION OF NON-DISCLOSURE.

5.3 Contractor employees are required to comply with the Public Trust Position Policy.

6.0 Personnel Qualifications of Key Personnel

- 6.1** Personnel performing services under this PWS shall have knowledge and application of U.S. Government accounting principles and procedures.
- 6.2** Personnel shall have significant experience in a complex business environment involving NCTAMS telecommunications vendor contracts and invoices, customer billing, cost analysis, cost allocation, cost reporting, and auditing.
- 6.3** Personnel must be able to assist in collecting and organizing information for preparation of user manuals, training materials, process workflows and reports. Edits functional descriptions and system/database specifications.
- 6.4** Personnel shall possess a training certification from Unique Communications on the Configuration Accounting Information and Retrieval System (CAIRS.NET) or obtain this training with 90 days of contract award at no cost to the Government. The government will facilitate access to the required training, if needed.
- 6.5** Personnel must have 5 years expert experience with developing complex MS ACCESS databases with multiple input methods and formats.
- 6.6** Personnel must have 5 years expert experience with MS Office EXCEL to include pivot tables.

7.0 Deliverables: In accordance with the Quality Assurance Surveillance Plan (QASP), the Contractor shall produce and provide the Contracting Officer's Representative (COR) with the following deliverables:

- 7.1 Monthly Narrative of work performed under this PWS
- 7.2 Customer Billing Summary Report
- 7.3 Customer Service Reports
- 7.4 Customer Toll Reports
- 7.5 Job Order Summary Report
- 7.6 Annual Customer Lines, Circuits and Services Validation Report
- 7.7 Standard Operating Procedures and Desktop Guides for Legacy Processes \

8. Government Furnished Information: The Government will provide access to necessary documents to support this effort. The documents will remain the property of the Government, and will not be used for any purpose other than what is intended by this PWS. If there is a conflict in documentation the Center of Expertise (COE) for the information will be consulted for clarification.

9. Title to Government Property: None.

10. Government Furnished Equipment: None

11. Government Furnished Material: None

12. Constraints/Special Requirements: The contractor shall report contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the [NAMED COMPONENT] 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) D, Automatic Data Processing and Telecommunications, IT and Telecom- Telecommunications Transmission (D304) and Internet (D322) ONLY;
- (5) S, Utilities ONLY;
- (6) 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>.

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 4 of 24	FINAL
----------------------------------	-------------------------------------	------------------------------------------	-----------------	-------

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>.

Contractor Access to Federally Controlled activities and/or Unclassified Sensitive Information or Unclassified IT Systems

Homeland Security Presidential Directive (HSPD)-12, requires government agencies to develop and implement Federal security standards for Federal employees and contractors. The Deputy Secretary of Defense Directive-Type Memorandum (DTM) 08-006 – “DoD Implementation of Homeland Security Presidential Directive – 12 (HSPD-12)” dated November 26, 2008 (or its subsequent DoD instruction) directs implementation of HSPD-12. This clause is in accordance with HSPD-12 and its implementing directives. This clause applies to contractor employees requiring physical access to any area of a federally controlled base, facility or activity and/or requiring access to a DoD computer/network, to perform certain unclassified both non-sensitive and sensitive duties. It is the responsibility of the command/facility where the work is performed to ensure compliance.

The requirement to control access to sensitive information applies to all US government IT systems and/or areas where unclassified but sensitive information may be discussed, displayed or maintained. DON policy prescribes that all unclassified data that has not been approved for public release and is stored on mobile computing devices must be treated as sensitive data and encrypted using commercially available encryption technology. Whenever granted access to sensitive information, contractor employees shall follow applicable DoD/DoN instructions, regulations, policies and procedures when reviewing, processing, producing, protecting, destroying and/or storing that information. Operational Security (OPSEC) procedures and practices must be implemented by both the contractor and contract employee to protect the product, information, services, operations and missions related to the contract. The contractor shall designate an employee to serve as the Contractor's Security Representative. Within three work days after contract award, the contractor shall provide to the Navy Command's Security Manager and the Contracting Officer, in writing, the name, title, address and phone number for the Contractor's Security Representative. The Contractor's Security Representative shall be the primary point of contact on any security matter. The Contractor's Security Representative shall not be replaced or removed without prior notice to the Contracting Officer.

Non-Sensitive Positions

Contractor employee whose work is unclassified and non-sensitive (e.g., performing certain duties such as lawn maintenance, vendor services, etc ...) and who require physical access to publicly accessible areas to perform those duties shall meet the following minimum requirements:

Must be either a US citizen or a US permanent resident with a minimum of 3 years legal residency in the US (as required by The Deputy Secretary of Defense DTM 08-006 or its subsequent DoD instruction) and Must have a favorably completed National Agency Check with Written Inquiries (NACI) including a Federal Bureau of Investigation (FBI) fingerprint check prior to installation access.

To be considered for a favorable trustworthiness determination, the Contractor's Security Representative must submit for all employees each of the following:

- * SF-85 Questionnaire for Non-Sensitive Positions
- * Two FD-258 Applicant Fingerprint Cards
- * Original Signed Release Statements

The contractor shall ensure each individual employee has a current favorably completed NACI.

The Contractor's Security Representative shall be responsible for initiating reinvestigations as required. Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date.

Sensitive Positions

Contractor employee whose duties require accessing a DoD unclassified computer/network, working with sensitive unclassified information (either at a Government or contractor facility), or physical access to a DoD facility must be a US citizen and possess a favorable trustworthiness determination prior to installation access. To obtain a favorable trustworthiness determination, each contractor employee must have a favorably completed National Agency Check with Local Credit Checks (NACLC) which consists of a NACI including a FBI fingerprint check plus credit and law enforcement checks. Each contractor employee applying for a trustworthiness determination is required to complete:

- * SF-85P Questionnaire for Public Trust Positions
- * Two FD-258 Applicant Fingerprint Cards
- * Original Signed Release Statements

Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date. To maintain continuing authorization for an employee to access a DoD unclassified computer/network, and/or have access to

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 5 of 24	FINAL
----------------------------------	-------------------------------------	------------------------------------------	-----------------	-------

sensitive unclassified information, the contractor shall ensure that the individual employee has a current requisite background investigation. The Contractor's Security Representative shall be responsible for initiating reinvestigations as required and ensuring that background investigations remain current (not older than 10 years) throughout the contract performance period.

IT Systems Access

When access to IT systems is required for performance of the contractor employee's duties, such employees shall in-process with the Navy Command's Security Manager and Information Assurance Manager upon arrival to the Navy command and shall out-process prior to their departure at the completion of the individual's performance under the contract. Completion and approval of a System Authorization Access Request Navy (SAAR-N) form is required for all individuals accessing Navy Information Technology resources. The SAAR-N shall be forwarded to the Navy Command's Security Manager at least 30 days prior to the individual's start date. Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date.

When required to maintain access to required IT systems or networks, the contractor shall ensure that all employees requiring access complete annual Information Assurance (IA) training, and maintain a current requisite background investigation. The Contractor's Security Representative shall contact the Command Security Manager for guidance when reinvestigations are required.

Security Approval Process

The Contractor's Security Representative shall ensure that each individual employee pending assignment shall accurately complete the required forms for submission to the Navy Command's Security Manager. The Contractor's Security Representative shall screen the investigative questionnaires for completeness and accuracy and for potential suitability/security issues prior to submitting the request to the Navy Command's Security Manager. Forms and fingerprint cards may be obtained from the Navy Command's Security Manager. These required items, shall be forwarded to the Navy Command's Security Manager for processing at least 30 days prior to the individual employee's anticipated date for reporting for duty. The Navy Command's Security Manager will review the submitted documentation for completeness prior to submitting it to the Office of Personnel Management (OPM). Suitability/security issues identified by the Navy Command's Security Manager may render the contract employee ineligible for the assignment. A favorable review of the questionnaire and advance fingerprint results are required as an interim measure prior to the contract employee start date. An unfavorable determination made by the Navy Command's Security Manager is final and such a determination does not relieve the contractor from meeting any contractual obligation under the contract.

If contractor employees already possess a current favorably adjudicated investigation, the Navy Command's Security Manager will use the Visit Authorization Request (VAR) via the Joint Personnel Adjudication System (JPAS). The contractor shall include the IT Position Category per SECNAV M-5510.30 for each employee designated on a VAR. The VAR requires annual renewal for the duration of the employee's performance under the contract.

The Navy Command's Security Manager will forward the required forms to OPM for processing. Once the investigation is complete, the results will be forwarded by OPM to the DON Central Adjudication Facility (CAF) for a position of trust determination. When a favorable determination is not made, contractor employees shall not be permitted to work on this contract effort and if already working on the contract shall be removed immediately.

The potential consequences of any requirements under this clause including denial of access for a proposed contractor employee who fails to obtain a favorable trustworthiness determination in no way relieves the contractor from the requirement to execute performance under the contract within the timeframes specified in the contract. Contractors shall plan ahead in processing their employees and subcontractor employees for working in non-sensitive positions, with sensitive information, and/or on Government IT systems. The contractor shall insert this clause in all subcontracts when the subcontractor is permitted to have physical access to a federally controlled facility and/or access to a federally-controlled information system/network and/or access to government information.

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 6 of 24	FINAL
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SECTION D PACKAGING AND MARKING

All Deliverables shall be packaged and marked IAW Best Commercial Practice.

SECTION E INSPECTION AND ACCEPTANCE

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

Purpose: To ensure that the Government has an effective and systematic method of surveillance for the services in the PWS. The QASP will be used primarily as a tool to verify that the contractor is performing all services required by the PWS in a timely, accurate and complete fashion.

1. Critical performance processes and requirements. Critical to the performance of training curriculum design and development, logistic coordination support and advanced unit level instruction is the timely, accurate and thorough completion of all contract/task order requirements.
2. Performance Standards
 - a. Schedule - The due dates for deliverables and the actual accomplishment of the schedule will be assessed against original due dates and milestones established for the contract or task order(s).
 - b. Deliverables – The deliverables required to be submitted will be assessed against the specifications for the deliverables detailed in the contract/task order(s) 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 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 this 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 following table/matrix:

Performance Element	Performance Requirement	Surveillance Method	Frequency	Acceptable Quality Level
Monthly Narrative of Work Performed	Narrative of all work under the PWS and includes any government required training attended and completed by the contractor’s employees PWS 7.1	Inspection by the COR	Due NLT the 10 th of each month for the previous month	>95% of reports submitted on time and without rework required.

Performance Element	Performance Requirement	Surveillance Method	Frequency	Acceptable Quality Level
Customer Billing Summary Report	Existing Report to be updated with current month information PWS 7.2	Inspection by the COR	Due NLT the 10 th of each month for the previous month	>98% of deliverables submitted on time and without rework required.
Customer Services Report	Existing Report to be updated with current month information PWS 7.3	Inspection by the COR	Due NLT the 10 th of each month for the previous month	>98% of deliverables submitted on time and without rework required.
Customer Toll Report	Existing Report to be updated with current month information PWS 7.4	Inspection by the COR	Due NLT the 10 th of each month for the previous month	>98% of deliverables submitted on time and without rework required.
Job Order Summary Report	Existing Report to be updated with current month information PWS 7.5	Inspection by the COR	Due NLT the 10 th of each month for the previous month	>98% of deliverables submitted on time and without rework required.
Annual Customer Lines, Circuits and Services Validation Report Job Order Summary Report	Existing Report to be updated with current information for the Previous Fiscal Year PWS 7.6	Inspection by the COR	Due NLT the 10 th of October for the previous fiscal year.	>98% of deliverables submitted on time and without rework required
Standard Operating and Procedures and Desktop Guides	Existing to be reviewed, updated for compliance with all standards and	Inspection by the COR	Minimum once per 12-Month Period of Performance	>98% of deliverables submitted timely and without

Performance Element	Performance Requirement	Surveillance Method	Frequency	Acceptable Quality Level
	regulations PWS 7.7		or as required changes in standards and regulations	rework required

If performance is within acceptable levels, it will be considered to be satisfactory. If not, overall performance may be considered unsatisfactory.

Incentives/Disincentives:

The COR will process an annual report on Contractor Performance (CPARS or other annual report) at the end of the performance period. The contractor’s failure to achieve satisfactory performance under the contract/task order, reflected in the COR’s annual report, may result in termination of the contract/task order and may also result in the loss of future Government contracts/task orders. 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 days of receipt identifying how future occurrences of the problem will be prevented. Based upon the contractor’s past performance and plan to solve the problem, the Contracting Officer will determine if any further action 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.

5. Performance Measurement: Performance will be measured in accordance with the following table:

Performance Element	Performance Requirement	Surveillance Method	Frequency	Acceptable Quality Level
Contractor Quality Control Plan If required by contract	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.

Progress Reports	<p>Reports must contain all information stated in the PWS (paragraph 3.6) with no rejected reports due to major discrepancies and within timeframe defined in the PWS.</p>	<p>Inspection by the COR</p>	<p>Monthly</p>	<p>>95% of reports submitted timely and without rework required.</p>
Contract Deliverables	<p>Contract deliverables furnished as prescribed in the PWS, attachments, CDRLs, Task Orders, etc., as applicable.</p>	<p>Inspection by the COR</p>	<p>100% inspection of all contract deliverables.</p>	<p>>95% of deliverables submitted timely and without rework required.</p>
Overall Contract Performance	<p>Overall contract performance of sufficient quality to earn a Satisfactory (or higher) rating in the COR's annual report on Contractor Performance</p>	<p>Assessment by the COR</p>	<p>Annual</p>	<p>All performance elements rated Satisfactory (or higher)</p>

Invoicing	Monthly invoices per contract procedures are timely and accurate.	Review & acceptance of the invoice	Monthly	100% accuracy
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If performance is within the listed acceptable quality levels, it will be considered to be satisfactory. If not, overall performance may be considered unsatisfactory.

Incentives/Disincentives:

The COR documents contractor performance in the Contractor Performance Assessment Reporting System (CPARS). The contractor's failure to achieve satisfactory performance under the contract/task order, reflected in the COR's annual report, may result in termination of the contract/task order and may also result in the loss of future Government contracts/task orders. The contractor's failure to achieve satisfactory performance under the contract/task order 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 work days of receipt identifying how future occurrences of the problem will be prevented.

Based upon the contractor's past performance and plan to solve the problem, the Contracting Officer will determine if any further action 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.

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 12 of 24	FINAL
----------------------------------	-------------------------------------	------------------------------------------	------------------	-------

SECTION F DELIVERABLES OR PERFORMANCE

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

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

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

[REDACTED]

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

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

Services to be performed hereunder will be provided at:

Naval Station Norfolk

NCTAMS LANT, Code N00FM

9625 Moffett Avenue

Norfolk, VA 23511

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. P00002	PAGE 13 of 24	FINAL
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SECTION G CONTRACT ADMINISTRATION DATA

██████████ 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 ██████████, 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/>.

(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.

Government/Government

(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*

Field Name in WAWF Data to be entered in WAWF -- To be provided at award

Pay Official DoDAAC N68732

Issue By DoDAAC N00189

Admin DoDAAC N00189

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 14 of 24	FINAL
----------------------------------	-------------------------------------	------------------------------------------	------------------	-------

Service Acceptor Code N70272

LPO DoDAAC N70272

(4) Payment request and supporting documentation. The Contractor shall ensure a payment request includes appropriate contract line item and sub-line 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.

[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.

[REDACTED]

(2) For technical WAWF help, contact the WAWF helpdesk at [REDACTED]

(End of clause)

CONTRACT ADMINISTRATION PLAN (CAP)

FOR FIXED PRICE CONTRACTS

In order to expedite the administration of this contract, the following delineation of duties is provided. The names, addresses and phone numbers for these offices or individuals are included elsewhere in the contract award document. The office or individual designated as having responsibility should be contacted for any questions, clarifications, or information regarding the administration function assigned.

1. The Procuring Contract Office (PCO) is responsible for:

- a. All pre-award duties such as solicitation, negotiation and award of contracts.
- b. Any information or questions during the pre-award stage of the procurement.
- c. Freedom of Information inquiries.
- d. Changes in contract terms and/or conditions.
- e. Post award conference.

2. The Contract Administration Office (CAO) is responsible for matters specified in the FAR 42.302 and DFARS 42.302 except those areas otherwise designated as the responsibility of the Contracting Officer's Representative (COR) or someone else herein.

3. The paying office is responsible for making payment of proper invoices after acceptance is documented.

4. The COR is responsible for interface with the contractor and performance of duties such as those set forth below. It is emphasized that only the PCO/CAO has the authority to modify the terms of the contract. In no event will any understanding, agreement, modification, change order, or other matter deviating from the terms of the basic contract between the contractor and any other person be effective or binding on the Government. If in the opinion of the contractor an effort outside the scope of the contract is requested, the contractor shall promptly notify the PCO in writing. No action may be taken by the contractor unless the PCO or CAO has issued a

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 15 of 24	FINAL
----------------------------------	-------------------------------------	------------------------------------------	------------------	-------

contractual change. The COR duties are as follows:

a. Technical Interface

(1) The COR is responsible for all Government technical interface concerning the contractor and furnishing technical instructions to the contractor. These instructions may include: technical advice/recommendations/clarifications of specific details relating to technical aspects of contract requirements; milestones to be met within the general terms of the contract or specific subtasks of the contract; or, any other interface of a technical nature necessary for the contractor to perform the work specified in the contract. The COR is the point of contact through whom the contractor can relay questions and problems of a technical nature to the PCO.

(2) The COR is prohibited from issuing any instruction which would constitute a contractual change. The COR shall not instruct the contractor how to perform. If there is any doubt whether technical instructions contemplated fall within the scope of work, contact the PCO for guidance before transmitting the instructions to the contractor.

b. Contract Surveillance

(1) The COR shall monitor the contractor's performance and progress under the contract. In performing contract surveillance duties, the COR should exercise extreme care to ensure that he/she does not cross the line of personal services. The COR must be able to distinguish between surveillance (which is proper and necessary) and supervision (which is not permitted). Surveillance becomes supervision when you go beyond enforcing the terms of the contract. If the contractor is directed to perform the contract services in a specific manner, the line is being crossed. In such a situation, the COR's actions would be equivalent to using the contractor's personnel as if they were government employees and would constitute transforming the contract into one for personal services.

(2) The COR shall monitor contractor performance to see that inefficient or wasteful methods are not being used. If such practices are observed, the COR is responsible for taking reasonable and timely action to alert the contractor and the PCO to the situation.

(3) The COR will take timely action to alert the PCO to any potential performance problems. If performance schedule slippage is detected, the COR should determine the factors causing the delay and report them to the PCO, along with the contractor's proposed actions to eliminate or overcome these factors and recover the slippage. Once a recovery plan has been put in place, the COR is responsible for monitoring the recovery and keeping the PCO advised of progress.

(4) If the Contractor Performance Assessment Reporting System (CPARS) is applicable to the contract you are responsible for completing a Contractor Performance Assessment Report (CPAR) in the CPARS Automated Information System (AIS). The initial CPAR, under an eligible contract, must reflect evaluation of at least 180 days of contractor performance. The completed CPAR, including contractor comments if any, (NOTE: contractors are allowed 30 days to input their comments) should be available in the CPARS AIS for reviewing official (PCO) review no later than 270 days after start of contract performance. Subsequent CPARs covering any contract option periods should be ready at 1-year intervals thereafter.

c. Invoice Review and Approval/Inspection and Acceptance

(1) The COR is responsible for quality assurance of services performed and acceptance of the services or deliverables. The COR shall expeditiously review copies of the contractor's invoices or vouchers, certificate of performance and all other supporting documentation to determine the reasonableness of the billing. In making this determination, the COR must take into consideration all documentary information available and any information developed from personal observations.

(2) The COR must indicate either complete or partial concurrence with the contractor's invoice/voucher by executing the applicable certificate of performance furnished by the contractor. The COR

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 16 of 24	FINAL
----------------------------------	-------------------------------------	------------------------------------------	------------------	-------

must be cognizant of the invoicing procedures and prompt payment due dates detailed elsewhere in the contract.

(3) The COR will provide the PCO and the CAO with copies of acceptance documents such as Certificates of Performance.

(4) The COR shall work with the Contractor to obtain and execute a final invoice no more than 60 days after completion of contract performance. The COR shall ensure that the invoice is clearly marked as a "Final Invoice."

d. Contract Modifications. The COR is responsible for developing the statement of work for change orders or modifications and for preparing an independent government cost estimate of the effort described in the proposed statement of work.

e. Administrative Duties

(1) The COR shall take appropriate action on technical correspondence pertaining to the contract and for maintaining files on each contract. This includes all modifications, government cost estimates, contractor invoices/vouchers, certificates of performance, DD 250 forms and contractor's status reports.

(2) The COR shall maintain files on all correspondence relating to contractor performance, whether satisfactory or unsatisfactory, and on trip reports for all government personnel visiting the contractor's place of business for the purpose of discussing the contract.

(3) The COR must take prompt action to provide the PCO with any contractor or technical code request for change, deviation or waiver, along with any supporting analysis or other required documentation.

f. Government Furnished Property. When government property is to be furnished to the contractor, the COR will take the necessary steps to insure that it is furnished in a timely fashion and in proper condition for use. The COR will maintain adequate records to ensure that property furnished is returned and/or that material has been consumed in the performance of work.

g. Security. The COR is responsible for ensuring that any applicable security requirements are strictly adhered to.

h. Standards of Conduct. The COR is responsible for reading and complying with all applicable agency standards of conduct and conflict of interest instructions.

i. Written Report/Contract Completion Statement.

(1) The COR is responsible for timely preparation and submission to the PCO, of a written, annual evaluation of the contractors performance. The report shall be submitted within 30 days prior to the exercise of any contract option and 60 days after contract completion. The report shall include a written statement that services were received in accordance with the Contract terms and that the contract is now available for close-out. The report shall also include a statement as to the use made of any deliverables furnished by the contractor.

(2) If the Contractor Performance Assessment Reporting System (CPARS) is applicable to the contract you are responsible for completing a final Contractor Performance Assessment Report (CPAR) in the CPARS with 30 days of contract completion.

(3) The COR is responsible for providing necessary assistance to the Contracting Officer in performing Contract Close-out in accordance with FAR 4.804, Closeout of Contract Files.

5. The Technical Assistant (TA), if appointed, is responsible for providing routine administration and monitoring assistance to the COR. The TA does not have the authority to provide any technical direction or clarification to the contract. Duties that may be performed by the TA are as follows:

- a. Identify contractor deficiencies to the COR.
- b. Review contract deliverables, recommend acceptance/rejection, and provide the COR with documentation to support the recommendation.
- c. Assist in preparing the final report on contractor performance for the applicable contract in accordance with the format and procedures prescribed by the COR.
- d. Identify contract noncompliance with reporting requirements to the COR.
- e. Review contractor status and progress reports, identify deficiencies to the COR, and provide the COR with recommendations regarding acceptance, rejection, and/or Government technical clarification requests.
- f. Review invoices and provide the COR with recommendations to facilitate COR certification of the invoice.
- g. Provide the COR with timely input regarding technical clarifications for the statement of work, possible technical direction to provide the contractor, and recommend corrective actions.
- h. Provide detailed written reports of any trip, meeting, or conversation to the COR subsequent to any interface between the TA and contractor.

COMMUNICATIONS DURING THE LIFE OF THE CONTRACT (SEP 2015)

- (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 contract shall constitute a change under the "Changes" clause of this 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 contract.
- (c) The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract and, notwithstanding provisions contained elsewhere in this contract, 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 contract price to cover any increase in charges incurred as a result thereof. The address and telephone number of the Principal Contracting Officer is:

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

Accounting Data

SLINID	PR Number	Amount
[REDACTED]	[REDACTED]	[REDACTED]
LLA : [REDACTED]		
[REDACTED]		
[REDACTED]		

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 18 of 24	FINAL
----------------------------------	-------------------------------------	------------------------------------------	------------------	-------

[REDACTED]
[REDACTED]

[REDACTED]

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

[REDACTED]
[REDACTED]

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 19 of 24	FINAL
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SECTION H SPECIAL CONTRACT REQUIREMENTS

PERSONNEL QUALIFICATIONS

- (a) Personnel assigned to or utilized by the Contractor in the performance of this contract shall, as a minimum, meet the areas of expertise, education, experience and security clearance requirements set forth in Section 6 of the Performance Work Statement 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 crossreference list should be provided in the offeror's proposal identifying the difference.
- (b) The Government may review the resume of any Contractor personnel to be assigned to this contract.
- (c) If the Contracting 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 the PWS. The work history of each Contractor employee shall contain experience directly related to the tasks and functions to be assigned. The Contracting Officer reserves the right to determine if a given work history contains necessary and sufficiently detailed, related experience to reasonably ensure the ability for effective and efficient performance.

(end text)

APPOINTMENT OF CONTRACTING OFFICER'S REPRESENTATIVE (SEP 2015)

- (a) The Contracting Officer hereby designates the following individual as Contracting Officer's Representative(s) (COR) for this contract

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- (b) In the absence of the COR named above, all responsibilities and functions assigned to the COR shall be the responsibility of the alternate COR acting on behalf of the COR. The Contracting Officer hereby appoints the following individual as the alternate COR:

N/A

CONTRACT ADMINISTRATION APPOINTMENTS AND DUTIES (SEP 2015)

In order to expedite administration of this contract/order, the following delineation of duties is provided including the names, addresses and phone numbers for each individual or office as specified. The individual/position designated as having responsibility should be contacted for any questions, clarifications or information regarding the functions assigned.

1. PROCURING CONTRACTING OFFICER (PCO) is responsible for:
 - a. All pre-award information, questions, or data;
 - b. Freedom of Information inquiries;
 - c. Change/question/information regarding the scope, terms or conditions of the basic contract

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 20 of 24	FINAL
----------------------------------	-------------------------------------	------------------------------------------	------------------	-------

document; and/or

- d. Arranging the post award conference (See FAR 42.503)

Name: [REDACTED]

Address: [REDACTED]

Phone: [REDACTED]

2. CONTRACT ADMINISTRATION OFFICE (CAO) is responsible for matters specified in FAR 42.302 and DFARS 242.302 except in those areas otherwise designated herein.

Name: SAME AS ABOVE

Address: SAME AS ABOVE

Phone: SAME AS ABOVE

3. DEFENSE CONTRACT AUDIT AGENCY (DCAA) is responsible for audit verification/provisional approval of invoices and final audit of the contract prior to final payment to the contractor.

N/A

4. PAYING OFFICE is responsible for payment of proper invoices after acceptance is documented.

Name: DFAS CLEVELAND

Address: 1240 E 9TH ST, CLEVELAND, OH 44199

5. CONTRACTING OFFICERS REPRESENTATIVE (COR) is responsible for:

- a. Liaison with personnel at the Government installation and the contractor personnel on site;
- b. Technical advice/recommendations/clarification on the statement of work;
- c. The statement of work for delivery/task orders placed under this contract.
- d. An independent government estimate of the effort described in the definitized statement of work;
- e. Quality assurance of services performed and acceptance of the services or deliverables;
- f. Government furnished property;
- g. Security requirements on Government installation;
- h. Providing the PCO or his designated Ordering Officer with appropriate funds for issuance of the Delivery/Task order; and/or
- i. Certification of invoice for payment.

NOTE: When, in the opinion of the Contractor, the COR requests effort outside the existing scope of the contract (or delivery/task order), the Contractor shall promptly notify the Contracting Officer (or Ordering Officer) in writing. No action shall be taken by the contractor under such direction until the Contracting Officer has issued a modification to the contract or, in the case of a delivery/task order, until the Ordering Officer has issued a modification of the delivery/task order; or until the issue has otherwise been resolved. THE COR IS NOT AN ADMINISTRATIVE CONTRACTING OFFICER AND DOES NOT HAVE THE AUTHORITY TO DIRECT THE ACCOMPLISHMENT OF EFFORT WHICH IS BEYOND THE SCOPE OF THE STATEMENT OF WORK IN THE CONTRACT OR DELIVERY/TASK ORDER.

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 21 of 24	FINAL
----------------------------------	-------------------------------------	------------------------------------------	------------------	-------

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

In the event that the COR named above is absent due to leave, illness, or official business, all responsibilities and functions assigned to the COR will be the responsibility of the alternate COR listed below:

N/A

6. TECHNICAL ASSISTANT, if assigned by the requiring activity, is responsible for providing technical assistance and support to the COR in contract administration by:

- a. Identifying contractor deficiencies to the COR;
- b. Reviewing contract/delivery/task order deliverables and recommending acceptance/rejection of deliverables;
- c. Identifying contractor noncompliance of reporting requirements;
- d. Evaluating contractor proposals for specific contracts/orders and identifying areas of concern affecting negotiations;
- e. Reviewing contractor reports providing recommendations for acceptance/rejection;
- f. Reviewing invoices for appropriateness of costs and providing recommendations to facilitate certification of the invoice;
- g. Providing COR with timely input regarding the SOW, technical direction to the contractor and recommending corrective actions; and
- h. Providing written reports to the COR as required concerning trips, meetings or conversations with the contractor.

N/A

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 22 of 24	FINAL
----------------------------------	-------------------------------------	------------------------------------------	------------------	-------

SECTION I CONTRACT CLAUSES

Provisions and Clauses Incorporated by Reference:

52.203-18- Prohibition on Contracting with Entities that Require Certain Internal Confidentiality Agreements or Statements-Representation (Jan 2017)

52.203-19- Prohibition on Contracting with Entities that Require Certain Internal Confidentiality Agreements or Statements (Jan 2017)

52.222-17- Nondisplacement of Qualified Workers (May 2014)

52.222-41- Service Contract Labor Standards (May 2014)

52.222-43- Fair Labor Standards Act- Price Adjustment (May 2014)

52.222-55- Minimum Wages Under Executive Order 13658

52.222-62- Paid Sick Leave Under Executive Order 13706

52.216-1 TYPE OF CONTRACT (APR 1984)

The Government contemplates award of firm-fixed price task order resulting from this solicitation.

(End of clause)

52.217-8 OPTION TO EXTEND SERVICES (MAR 2000)

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 seven (7) days of contract expiration.

(End of Clause)

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 7 days of contract expiration; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 10 days before the contract expires. The preliminary notice does not commit the Government to an extension.

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

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years.

(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

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 23 of 24	FINAL
----------------------------------	-------------------------------------	------------------------------------------	------------------	-------

Employee Class Monetary Wage-Fringe Benefits

GS-12

(End of clause)

CONTRACT NO. N00178-10-D-6117	DELIVERY ORDER NO. N0018917F3035	AMENDMENT/MODIFICATION NO. [REDACTED]	PAGE 24 of 24	FINAL
----------------------------------	-------------------------------------	------------------------------------------	------------------	-------

SECTION J LIST OF ATTACHMENTS

Attachment I- Contractor Discrepancy Report

Attachment II- Wage Determination