

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>	1. CONTRACT ID CODE	PAGE OF PAGES
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2. AMENDMENT/MODIFICATION NO. 02	3. EFFECTIVE DATE 26-Jun-2013	4. REQUISITION/PURCHASE REQ. NO. 1300354997	5. PROJECT NO. (If applicable) N/A
6. ISSUED BY CODE	N00189	7. ADMINISTERED BY (If other than Item 6) CODE	S3915A

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DCMA PHILADELPHIA  
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and Zip Code) Advanced Facility Management Services 60 S. Washington St. Greencastle PA 17225	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
	10A. MODIFICATION OF CONTRACT/ORDER NO. N00178-11-D-6416-EX01
	10B. DATED (SEE ITEM 13) 31-May-2012
CAGE CODE 1VET8	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.
<input type="checkbox"/>	
<input type="checkbox"/>	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).
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
<input checked="" type="checkbox"/>	D. OTHER (Specify type of modification and authority) FAR 52.217-9, OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2008).

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

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)  
SEE PAGE 2

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Scott J Rubin, Contracting Officer
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA BY /s/Scott J Rubin (Signature of Contracting Officer)
15C. DATE SIGNED	16C. DATE SIGNED 26-Jun-2013

NSN 7540-01-152-8070  
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (Rev. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243

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## GENERAL INFORMATION

A. The purpose of this modification is to exercise LOT II, Option Year I,(covering CLINS 5001 and 6001) for the performance period commencing 01 July 2013 and continuing through 30 June 2014. As a result, the total amount of the contract is hereby increased from \$826,104.00 by \$789,615.96 to \$1,615,719.96.

B. The following is added:

**AVAILABILITY OF FUNDS:** Funding provided hereunder (see page 30 of the conformed copy) is subject to the Continuing Resolution Acts, if any, and the final FY 14 Appropriations Act passed by Congress. This funding is released for the period of time covered by the Continuing Resolution Act (CRA), in an amount proportionate to the period of time covered by the CRA. Upon approval of further CRA(s), if any, funding is released for the period of time covered by the additional CRA(s), in an amount proportionate to the amount of time covered by any additional CRA(s). The funding becomes fully available upon passage of the FY 14 Appropriations Act.

C. The following clause, which was inadvertently omitted at time of task order issuance, is hereby added under Section H, Special Contract Requirements.

### **SUP 5252.204-9400 Contractor Access to Federally Controlled Facilities and/or Unclassified Sensitive Information or Unclassified IT Systems (May 2010)**

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:

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#### 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 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

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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.

D. Wage Determination Numbers 05-2448 Rev (14) and 05-2450 (Rev 12) provided as Attachments III and IV, respectively, under Section J, "List of Documents, Exhibits, and Other Attachments," of subject task order are hereby superseded by DOL Wage Determination Numbers 05-2448 Rev (15) and 05-2450 (Rev 13) provided as attachments to this modification.

E. Request for price adjustment, if any, as the result of the aforementioned wage determination, shall be submitted to the Contracting Officer, no later than thirty (30) days after effective date of this modification.

F. The POC for this modification action is Jay F. Gardner, Code 260.1B, who can be reached at e-mail address: jay.gardner@navy.mil or telephone number 215-697-9601 (DSN 442-9601).

Note: A conformed copy of this Task Order is attached to this modification for informational purposes only.

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## SECTION B SUPPLIES OR SERVICES AND PRICES

CLIN - SUPPLIES OR SERVICES

For FFP Items:

Item	Supplies/Services	Qty	Unit	Unit Price	Total Price
5000	LOT I - Base Year - VI and VTC Support Services IAW PWS for the Base Year commencing 01 July 2012 and continuing through 30 June 2013. (O&MN,N)	12.0	MO	\$68,842.00	\$826,104.00
5001	Lot II - Option Year One - VI and VTC Support Services IAW PWS for Option Year One commencing 01 July 2013 and contiuing through 30 June 2014. (O&MN,N)	12.0	MO	\$65,801.33	\$789,615.96

For ODC Items:

Item	Supplies/Services	Qty	Unit	Est. Cost
6000	Lot I - Base Year - Data Requirements IAW DD Form 1423 in support of CLIN 5000 (Not Separately Priced) (O&MN,N)	1.0	LO	\$0.00
6001	Lot II - Option Year One - Data Requirements IAW DD Form 1423 in support of CLIN 5001 (Not Separately Priced) (O&MN,N)	1.0	LO	\$0.00

For FFP Items:

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Item	Supplies/Services	Qty	Unit	Unit Price	Total Price
8000	Lot III - Option Year Two - VI and VTC Support Services IAW PWS for Option Year Two commencing 01 July 2014 and contiuing through 30 June 2015. (O&MN,N) Option	12.0	MO	\$68,269.33	\$819,231.96

For ODC Items:

Item	Supplies/Services	Qty	Unit	Est. Cost
9000	Lot III - Option Year Two - Data Requirements IAW DD Form 1323 in support of CLIN 8000 (Not Separately Priced) (O&MN,N) Option	1.0	LO	\$0.00

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## **SECTION C DESCRIPTIONS AND SPECIFICATIONS**

### **Performance Work Statement (PWS)**

#### **Naval Supply Systems Weapon Systems Support (NAVSUP, WSS)**

#### **Visual Information and Video-Teleconferencing Services (VI/ VTC Services)**

##### **I. Purpose**

The purpose of the Performance Work Statement (PWS) is to describe the performance requirements for Visual Information and Video-teleconferencing Services (VI/VTC Services) at Naval Support Activity and Naval Supply Systems, Weapon Systems Support (NAVSUP WSS), and supported tenant activities (Attachment 1).

##### **II. Scope of Work**

The Naval Support Activity (NSA) is the host command that is responsible for landlord, base operation support services to various DOD and other federal tenant activities. The NSA locations supported are: 5450 Carlisle Pike, Mechanicsburg, PA and 700 Robbins Avenue, Philadelphia, PA. A major tenant activity at both NSA sites is NAVSUP WSS, Mechanicsburg which is assigned the Contracting Officer's Representative (COR) for work performed under this PWS and is also the funding manager/sponsor. For purposes of this Statement of Work (SOW), NAVSUP WSS is considered the principle agent.

Government Furnished Equipment (GFE) and Government Furnished Facilities (GFF) may be added or removed by contract modification only. In addition to listed GFE and GFF all common services, i.e. utilities, telephone, security, Emergency Medical Services, janitorial services, emergency and routine facility maintenance are provided by the government. No personal computers (PCs) will be furnished within this agreement for use in production of government contract services. Additionally, no computer related hardware, software, printers or peripherals associated with contract service PCs will be provided as Government Furnished Equipment (GFE). Each contract service provider personnel will be issued a GFE personal computer (PC) for routine administrative functions only. (i.e., email, data processing and other routine office tasks) These PCs will be provided through the Navy standard network program for FOUO (For Official use only) purposes.

The work described in this PWS involves all the VI/MM&VTCS functions for NAVSUP WSS and various DOD and other federal tenant activities.

These service areas include:

1. Critical Events
2. Public Address (PA) Announcements
3. Publications

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4. Graphic and Digital Arts
5. Photography
6. Exhibits and Displays
7. Video Production
8. Video-Teleconferencing Operations
9. Digital Media Facilities Systems Support Services
10. Multimedia Lending
11. Digital Media Archival

Although not the host command, NAVSUP WSS provides VI/VTC services for not only itself, but also to tenant activities at both Mechanicsburg and Philadelphia. Attachment 1 identifies the VI/MM&VTCS tenant activities and the support services that those customers receive.

Attachments 2 and 3 identify GFE and GFF respectively. The service provider will provide equipment, minor repair parts, materials, supplies, tools, data, labor and other associated support needed except those specified as government furnished, to perform the full scope of the VI/MM&VTCS services function.

Service provider will be responsible for level I (basic operator maintenance) and select Level II (industry standard) maintenance on identified multimedia equipment, both Contractor Furnished Equipment (CFE) and GFE. Attachment 4 delineates multimedia equipment that will be maintained by the service provider. General guidelines for both levels of maintenance (Level I and Level II) are contained in Attachment 5.

The service provider, as a minimum, will control, protect, preserve, and maintain government property subject to government regulations regarding inventory damage. This includes fraud, waste, and abuse; missing, lost, and stolen items; and the survey of government furnished property. The service provider will use government furnished property only in the performance of the PWS requirements. The Government will repair and/or replace government furnished property, which is broken or no longer serviceable due to normal usage after troubleshooting, level I and II maintenance has been performed by service provider as verified by the COR/ACOR.

The service provider will repair and/or replace any government furnished property damaged or lost through neglect or accident by service provider personnel.

The service provider will manage the total work effort associated with providing VI/VTC services based on the performance standards specified. The service provider will track work performed by customer, product, working hours and materials consumed and provide reports upon request of the COR/ACOR.



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A limited number of service provider's staff will require security clearances up to and including SECRET to perform certain performance work statement requirements. These requirements are discussed in the applicable VTC sub function descriptions.

Generally, services and scheduling for services provided will be available on a first-come, first-serve basis. The service provider will develop and maintain an efficient and effective workload management system, which has the capability of prioritizing all work requests as specified by the NAVSUP WSS COR or in the absence of the COR, the Alternate Contract Officer Representative (ACOR). At the determination of the NAVSUP WSS COR/ACOR, some work requests may be designated higher priority than other work requests. This higher priority designation means that all such work products move to the front of the work request queue, to be processed before all non-priority requests. In the event of competing, priority requests for the same resources, the NAVSUP WSS COR/ACOR will decide resolution.

NAVSUP WSS will provide funding for standard telephone services used by the service provider to conduct official government business. The service provider will not allow any personal calls, (long distance or local) or internal company business calls to be charged against NAVSUP WSS provided telephone service. Telephone bill invoices for service provider-authorized telephone services will be audited by the COR/ACOR for compliance with this policy. The service provider is required to reimburse NAVSUP WSS for all unauthorized use of telephone services made by the service provider. NAVSUP WSS will provide Voice Mail services for key contractor personnel designated by the service provider with approval of the COR/ACOR.

NAVSUP WSS will provide utilities, janitorial, emergency and general maintenance/repair services to the service provider's GFF to the same extent provided to comparable government spaces. NAVSUP WSS will provide existing general office furniture, tables and filing/storage cabinets required to perform the function.

## **Work to Be Performed**

The individual sub functions that comprise the VI/VTC services needs of NAVSUP WSS and the other command-authorized customers are described below. Attachment 6 provides estimates of historical workload data for each sub function. Attachment 7 lists directives and other reference materials, which further define or constrain the execution of the NAVSUP WSS VI/VTC services.

### ***1. Critical Events***

The VI/VTC service provider will provide all services addressed in the PWS in support of events determined to be critical by the COR/ACOR. Examples of critical events are Change of Command, Retirements, both foreign and domestic Dignitary Visits and formal and informal Recognition Ceremonies. Normally, there is an average of approximately 20 COR/ACOR-designated critical events per year among customers of both sites, although a lower or higher average is possible.

When notified by the COR/ACOR of a scheduled critical event, the service provider will ensure that a knowledgeable person is on-site for the entire working day, at least the 10 working days

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leading up to and including the day of the event. The service provider will submit the name and contact information of the knowledgeable person to the COR/ACOR. The service provider will attend major planning meetings as identified by the COR/ACOR in preparation for the critical event. The service provider will submit a daily written progress report to the COR/ACOR beginning at least 10 working days before the event. The report will detail any facility or equipment problems which could potentially adversely affect the event as well as completion of key milestones associated with the accomplishment of a successful event. Depending on the criticality of the event, the COR/ACOR may modify work requirements. The provider will communicate with the contracting officer if communication cannot be established with the COR and/or ACOR.

*Performance Standards*

The service provider will ensure a knowledgeable person is on-site prior to and throughout the event or until event participants have left and the facility is secured in order to complete mission requirements.

The service provider will immediately notify COR/ACOR of any scheduling or equipment problems.

Upon becoming aware of any condition that may impede progress toward successful execution of an event, the service provider will submit explanation of it in writing to the COR/ACOR.

The service provider will notify the Contracting Officer if communication with the COR/ACOR cannot be established to ensure receipt of all submissions and all pertinent information to the successful execution of an event.

***2. Public Address (PA) Announcements***

The VI/VTC service provider will administer the NAVSUP WSS Mechanicsburg and Philadelphia Public Address (PA) Announcements. This activity includes delivering general, priority and/or non-priority announcements at the date/time specified by the COR/ACOR. The Office of Corporate Communications (OCC) personnel will endorse all messages that are to be broadcast before they are delivered to the service provider. Only announcements that have OCC personnel endorsement will be broadcast.

The PA system is maintained through the local Public Works departments at both sites. Reports/requests for maintenance/replacement of faulty public address equipment will be reported to the COR/ACOR/TA by the service provider and forwarded to PWD via the COR/ACOR. The service provider will have three choices on how to deliver the PA announcements. They may be delivered live by a telephone connection, live by arrangement with Public Works, (PHIL only) or by using a digital recording. In Philadelphia audiotapes or digital recordings must be delivered by service provider to Public Works by close of business on the day prior to the announcements. In Mechanicsburg the service provider must play the digital recordings at the time of the designated time.

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### **Performance Standards**

The service provider will respond to general non-priority requests for information or scheduling of services within 4 working hours of the request.

All requests for standard PA announcements will be executed on the following working day at 0900 – 1000 hours or on the day/time requested, if different.

All priority announcements to be made over the PA system must be made within 30 minutes of receipt of request.

Validated, factual written complaints caused by service provider broadcast error for PA announcements shall not exceed 2% of all messages delivered each month.

The service provider will complete all daily PA announcement sessions without factual errors or deviation from the script.

Notify COR/ACOR immediately when equipment and or facilities malfunction.

### **3. Publications**

The service provider will produce a number of publications including both regular productions and special event productions. The service provider will not be responsible for providing or editing publications' content.

#### **Newsletter Publications**

The service provider will also be required to provide desktop publishing, layout and initial production services for news publications, such as the NSA Supplier. These publications include both monthly and annual publications totaling not more than 1200 pages per year. These documents will be consistent with the style and format of the NSA Supplier. The service provider will be responsible for providing the customer with a single digital or hard copy master and be reviewing for format and spelling/grammatical errors; all other reprographics requirements in excess of the master copy will be the responsibility of the customer to secure. This workload data is included in Attachment 6, Mechanicsburg-Illustrations & Layouts and Philadelphia-Page Layouts.

#### **Specialty Publications and Event Programs**

The service provider will be required to provide layout and initial production services for publications and programs for special events or occasions. This includes annual NAVSUP WSS publications as well as unique documents. The service provider will be responsible for laying out, editing, and printing the publications in their entirety. The event sponsor prior to reproduction provides all content. The customer or event sponsor will select the style and materials for the final publication. Reproduction of specialty publications and programs beyond a single master copy are at the expense of the government. This workload data is included in Attachment 6 as part of Mechanicsburg-Illustrations & Layouts, Philadelphia-Brochures and

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Philadelphia-Page Layouts.

## **Performance Standards**

The service provider will respond to non-priority requests for information or scheduling of services within 4 working hours of the request.

The service provider will participate in a pre-planning meeting with the NAVSUP WSS OCC and COR/ACOR as requested; average is once per month or less.

The completed monthly NSA Supplier layouts will be submitted to the OCC for review 5 working days prior to the electronic release date.

Completed publication layouts will be submitted for review within 10 working days of submission, or by the customer requested due date if later.

The service provider will complete revisions to all NSA Supplier layouts within 2 working days of the rework request.

The service provider will complete revisions to all layouts within 5 working days of the rework request. All final Mechanicsburg Supplier products will be compatible with the DLA, Document Service, (DLA DOC SVS - Print Shop) standards.

Validated, factual written complaints for Publications shall not exceed 2% of total number of publications created.

Notify COR/ACOR immediately when equipment or facilities malfunction or a deadline cannot be met.

### **4. *Graphic and Digital Arts***

The services provider will provide all of the NAVSUP WSS and supported tenant activities professional quality freehand and digital graphic design and production needs. This will involve utilizing print, electronic and other media to meet the customers' graphics needs. This activity will also require the service provider to provide original designs, layouts, artistic interpretation and the physical production of final graphic products. As noted in SECTION II. Scope of Work; no personal computer (PC) equipment will be furnished as GFE. This includes production PCs for graphic arts, engraving or sign production purposes. This equipment will be CFE. The products and services to be provided include, but are not limited to:

### **Products**

- Maps
- Book Cover Design/Masters
- Full Color Book Plates

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- Brochures
- Camera Ready Art
- Certificate Design/Lettering
- e.g. Recognition and Length of Service (LOS) Awards production
- Graphic Design for CGI Displays
- Color/B&W STAT/NEG/POS
- Engravings/Brass/Plastic
- Flyers/Posters/Tickets
- Forms and Form Layouts
- Computer/Digital Graphics/Splash  
Screens/Presentations  
e.g. PowerPoint, Adobe  
Creative Suite, Photoshop  
  
Microsoft Suite
- Illustrations, Complex & Simple  
(watercolor, pencil, pen & ink,  
computer generated, etc.)
- Desktop Publishing for pubs
- Illustrations for Displays
- Laminations (up to 33")
- Logos/Caroons/Caricatures
- Name Plates (plastic, metal,  
paper, cover stock)
- Place/Business Cards/Invitation Lettering
- Plaques and Awards Engraved \*
- Posters/Exhibit/Display Art

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- Banners (up to 60"x30')
- Signs and Charts (up to 28"x44") Board Art or HP Plotter  
printed/produced

\* - Government will provide plaques, trophies and other command awards for engraving. Service provider will provide metal/plastic engraving stock and other associated engraving supplies, e.g. tape, hardware, screws, nails, etc.

- Service provider will provide the specialized software required to complete the work.

### **Services**

- Electronic Graphics Application
  - File Conversion
- Framing
- Matting
- Punch & Bind
- Graphic Design/Layout/
  - Production Consultation
- Self-Help Services Assistance

Note(s): Paper based reprographic services will be the responsibility of the customer to obtain through DLA, Document Service, (DLA DOC SVS - Print Shop).

### ***Performance Standards***

All non-priority work requests will be completed either within 5 days of receipt of request, or by the customer's requested completion date, whichever is later.

All COR/ACOR identified priority work requirements will be completed within 1 working day of receipt.

All non-priority work requests submitted by foreign liaison officers will be completed either within 3 days of receipt of request, or by the customer's requested completion date, whichever is later.

The service provider will respond to non-priority requests for information or scheduling of services within 4 working hours of the request.

Service provider will catalog and maintain the graphic arts archives.

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Notify COR/ACOR immediately when GFE or GFF malfunctions.

The service provider will provide a contact person available for at least eight hours per day, 5 days per week to discuss, schedule, process and deliver graphic art services. The eight hours of availability will encompass the core working hours of 0730 and 1600, Monday through Friday.

Service provider must be reachable, in person or through electronic media throughout these hours.

The service provider will set up, operate and provide Level I and selected Level II Maintenance for all identified equipment identified in Attachment 2.

The service provider will provide all specialized graphic art software required to complete the mission and services described in the PWS.

Validated, factual written complaints for Graphic and Digital Arts shall not exceed 2% of all products.

Service provider site personnel must have a minimum of 3 years specialty experience in the field of graphic and digital arts.

##### **5. Photography**

The service provider will provide the NAVSUP WSS and supported tenant activities professional quality photography products, to include: Studio, Candid's and Special Events Photography, On-site Photography, and Film Processing/Digital Image Printing. Different film types, including both black & white, color film and digital image sizes must be available from the service provider according to the intended use of the photograph by the customer. To facilitate customer choices, the service provider will provide advice to authorized customers on the best value means to produce photographs through the available film and digital media.

The service provider will make a contact person available to discuss, schedule, process and deliver photographic services between the working hours of 0730 and 1600 Monday through Friday. This person must be reachable, in person or through electronic media, throughout these hours. During emergencies and/or during off core hours, photography assignments may be assigned to the Command Staff or OCC Specialists. The service provider will be responsible for processing, printing and final finishing of all Command Staff or OCC acquired film/digital images.

For authorized, reimbursable customers, the service provider will provide a time line and material list for completion of services.

The service provider also will comply with DOD regulations concerning photographic services and the application of digital technology (Attachment 7).

##### **Studio Photography**

The VI/MM&VTCS services provider will provide studio portrait photography services. These

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include:

- Full length, ¾, and head and shoulders portraits of active duty and reserve military personnel attached to Mechanicsburg or Philadelphia installation activities for service records in accordance with DOD regulations.
- Head and shoulder portraits of civilian personnel for DOD authorized activities.
- Head and shoulder passport photos of active duty, reserve, and retired military personnel in accordance with State Department passport guidelines.
- Head and shoulder passport photos of civilian personnel for command authorized travel in accordance with State Department passport guidelines.

Each studio photography assignment typically requires from 1 to 10 proofs in either film or digital format with output averaging 12 prints per work request.

### **On-Site or Candid Photography**

The service provider will take candid and posed photographs of NAVSUP WSS authorized special events and subjects as requested by customers. These photographs must be composed and developed in accordance with the intended use of the photography by the requesting customer. At the request of the customer, the service provider will provide a camera and memory card for loan to customers so the customer may shoot their own photos. The service provider will be responsible for recording sequential shot data, instructions, film, digital file and photographic printing of the requests.

Events or subjects may be located on either NSA compound, and occasionally at remote locations, within 180 miles of the compounds. They may be indoor or outdoor events. For all standard photography assignments the service provider will also be responsible for transportation to and from the site for the photographer(s). On occasion the service provider may be required to take aerial photographs. For this photographic requirement NAVSUP WSS must provide approval to customer and service provider. On this decision the government will arrange and fund the aerial transportation.

The service provider will at times be required to provide some photographic services after standard operating working hours. In the case of non-emergencies, notification will be provided at least 4 working days in advance of the event.

On average photographers in Mechanicsburg and Philadelphia will execute 4-8 on-site or candid photo assignments each month.

Each on-site or candid photography assignment typically results in an average of 50 exposures per event, however, as few as 2 and as many as 200 digital or film exposures are likely.

### **Emergency Photography**



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The service provider will be required to provide call-back photographic services for the purpose of photographing emergencies/incidents outside of the above working hours on the average of 6 times per year for 2 hours or less in duration. These services will be approved by the COR/ACOR/TA who will contact the service provider for Emergency Photography Services.

### **Film Processing/Digital Image Transfer**

The service provider will develop all film and digital image transfers of COR/ACOR approved requests for prints. Photographic prints will be made available for official use according to customer requests. The developed film and digital image transfers will be available for pick up directly from the service provider, or will be delivered through the mail according to customer requests.

### **Performance Standards**

Photography work requests will be completed within 10 working days of request or the date the customers require the product (if more than 10 days).

Duplicate film and digital image transfer processing work requests will be completed within 5 working days of receipt.

All COR/ACOR identified priority duplicate film processing work and digital image transfer requests will be completed within 1 working day of receipt.

The service provider will respond to non-priority requests for information or scheduling of services within 4 working hours of the request.

All pre-scheduled photography activities shall begin at the designated start time.

The service provider will respond to priority requests for information or scheduling of services within 30 minutes of the request.

Notify COR/ACOR immediately when equipment and/or facilities malfunction.

Validated, factual written complaints for Photography shall not exceed 2% of all photography assignments.

Service provider photographic personnel will secure, catalog and maintain the NAVSUP WSS photographic archives and provide access by COR/ACOR/TA/Command Staff or OCC personnel upon request. When requested by the COR/ACOR or TA, service provider personnel will produce photographic archival reports within 2 business days of initial request.

Service provider site personnel must have a minimum of 3 years specialty experience in the field of photography.

### **6. Exhibits and Displays**

The service provider will layout, build, install and maintain visual displays and exhibits

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throughout the Philadelphia and Mechanicsburg compounds. Typically these displays include Computer Graphics Image (CGI) displays, fixed display cases, as well as stand alone floor displays. In Philadelphia there are 9 fixed display cases, one CGI Display and a base Naval Aviation Exhibit Room which must be filled, updated and maintained on a regular basis. Most other exhibits and displays in Mechanicsburg and Philadelphia consist of temporary products associated with major, site-wide events; or design components of permanent or semi-permanent displays maintained by customers.

In Philadelphia, the service provider will maintain information in the fixed cases in NAVSUP WSS Building One that display the names and locations of offices within Building One and the board which includes the NAVSUP WSS Philadelphia portable information display for NAVSUP WSS visitors and meetings as requested by NAVSUP WSS customers. Also, in Philadelphia, the service provider will maintain the CGI information and information on the fixed displays adjacent to the opening to the Management Information Center (MIC).

The subject matter and location for each display will be determined by the requesting organization or provided by the COR/ACOR or NAVSUP WSS OCC. The milestones for production, display and removal of the exhibits and displays also must be negotiated with the requesting organization at the time of the request.

### **Performance Standards**

The Service Provider will install exhibits and displays by the agreed upon completion date as negotiated at the time of request. The service provider will open and close Naval Aviation Exhibit Room daily.

Maintenance due to workmanship rework of all exhibits and displays will be accomplished within 1 working day of identified need.

The service provider will respond to non-priority requests for information, scheduling or reports of services within 4 working hours of the request.

Validated, factual written complaints for exhibits & displays shall not exceed 2% of all exhibits or displays produced.

### **7. Video Production**

The service provider will create videotaped programs for NAVSUP WSS and supported tenant activities. For all authorized customers the service provider will provide a time line and material list for completion of services. As noted in the Para., II. Scope of Work; No personal computer (PC) equipment will be furnished as GFE for video production, video or DVD copy/reproduction purposes. This equipment will be CFE. The service provider will set up, operate and provide Level I and selected Level II Maintenance for all identified multimedia and video production equipment. The service provider will provide all specialized software required to complete the mission. The service provider will provide quarterly (at a minimum) production and post production reports upon request to the COR/ACOR.

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### **a. Scripted Video Productions**

The service provider will produce scripted video productions for NAVSUP WSS and supported tenant activities. The customer will be responsible for providing the final script; however, the service provider will provide consultation and support services to the customer in order to facilitate the overall production. The customer will also be responsible to provide all actors and personnel appearing in the production and production props.

The service provider will provide pre-production planning, site selection, pre-production equipment set up, set design consultation, video recording, post-production editing, closed-captioning, completion of final products, and all other technical aspects of production.

The customer is responsible for providing blank videotapes/CD/DVDs for reproduction of all final copies requested in excess of one. Videotape masters are to be produced on DVD, CD-Rom, mini DV, VHS or SVHS as requested by the customer or COR/ACOR. Duplications of Videotapes are to be in SVHS, VHS or DVD format unless otherwise specified by the customer or COR/ACOR. All originals and reproductions are to be produced in accordance with industry standards for the intended use.

Historical workload data estimates for average monthly hours and occurrences of Scripted Video Productions are provided in Attachment 6.

### **b. Live/Taped Video Productions**

The service provider will videotape live events and activities of relevance to the base community, as requested by NAVSUP WSS and Tenant customers, identified in Attachment 1. The service provider will provide pre-production planning, pre-production equipment set up, set design consultation, video recording, post-production editing, closed-captioning, completion of final products, and all other technical aspects of production, if applicable. Service provider will occasionally be required to produce streaming digital video to be used in *MyNAVSUP*, web-based applications.

The customer is responsible for providing blank videotapes/DVDs for reproduction of all final copies requested in excess of one. Videotape masters are to be produced on DVD, CD-Rom, mini DV, VHS or SVHS as requested by the customer or COR/ACOR. Duplications of Videotapes are to be in SVHS, VHS or DVD format unless otherwise specified by the customer or COR/ACOR. All originals and reproductions are to be produced in accordance with industry standards for the intended use.

Historical workload data for average monthly hours and occurrences of Live Video Productions is provided in Attachment 6.

### **Performance Standards**

All pre-scheduled activities shall begin at the designated start time.

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The service provider will complete pre-production planning for scripted productions within 2 workweeks of request.

The service provider will complete video recording for scripted productions within 2 workweeks of request. This does not apply in cases where the customer's schedule requires more production time.

The service provider will complete post-production editing within 3 working weeks.

Live videotaping for all pre-scheduled activities shall begin at the designated start time.

Notify COR/ACOR immediately when equipment and/or facilities malfunction.

The service provider will respond to non-priority requests for information or scheduling of services within 4 working hours of the request.

Validated, factual written complaints for Video Production shall not exceed 2% of all video recorded hours produced.

All final video production master and duplications will contain no inaccuracies, technical problems, or errors.

#### **8. Video Teleconferencing Operations (VTC Ops)**

The service provider will provide all secure and non-secure NAVSUP HQ, NAVSUP WSS and authorized tenant activities professional VTC support services including live broadcasts via VTC. For VTC facilities see Attachment 3. All VTC services must be provided in accordance with applicable references listed in Attachment 7. This includes the completion, maintaining and submission of month-end, fiscal and calendar year-end utilization and maintenance reports for all VTC facilities and/or systems at Mechanicsburg and Philadelphia. The reports are to be submitted to the COR/ACOR and Technical Assistant (TA). The service provider will coordinate with the TA via COR/ACOR for all other VTC operational issues. Some members, (proposed, two each site) of the service provider's staff will require security clearances up to and including SECRET in order to perform certain performance work statement requirements. These requirements are discussed in the applicable sub functions descriptions.

Standard working hours of operation for all VTC facilities will be 0700-1730. During standard working hours of operation the service provider must ensure that a qualified representative is available at the VTC facility to provide immediate customer assistance. In the case of VTC events that are required for times outside of standard working hours of operation, the service provider must ensure that someone will be on hand to provide the necessary VTC services. VTC events scheduled outside of standard working hours of operation occur an average of 4 to 5 times each month at both sites for an average of 2 hours per occurrence. Total workload hours for VTC events are provided for the entire site in Attachment 4, regardless of the facilities utilized.

Based on customers scheduling, any number or all VTC systems may be scheduled for simultaneous operations.

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The service provider will only perform level I preventive and corrective maintenance. Level I preventive and corrective maintenance is minor maintenance that includes daily housecleaning of equipment, dusting, pre-conference testing, printed circuit card change out, battery, lamp or projector bulb replacement (after identification of bad cards/bulbs by authorized maintenance personnel), fuse replacement and maintenance that requires basic mechanical tools. It includes over the phone or on site troubleshooting assistance to authorized maintenance personnel.

The service provider will assist authorized Level II maintenance personnel in the identification of maintenance problems identified as level II maintenance. Level II maintenance is a joint effort between the service provider and authorized maintenance personnel; however Level II VTC maintenance will be handled separately through a separate maintenance contract. This support provides remote support from the VTC program, Level II maintenance contract to diagnose system failures and anomalies, which adversely affect the operation of the system.

\*NOTE for Informational Purposes: Approximately 75% of VTC calls are multi-point calls. Averages of 6 calls per month have been facilitated by NAVSUP HQ and NAVSUP WSS.

\*NOTE Security Clearances will not be needed for all employees accessing the intranet as .mil users. Only two (2) operators (1 Primary, 1 Alternate) of the secure VTC sites at NAVSUP HQ, NAVSUP WSS MECH, and PHIL will need SECRET clearances.

### **VTC Bridges**

The service provider will schedule, setup/configure, operate and maintain all NAVSUP HQ and NAVSUP WSS VTC Audio/Video/Data Bridges. This could include from 2 to 4 total bridges. This includes scheduling, operating, troubleshooting and performing basic operator/Level I maintenance. The service provider will conduct training and instruction for authorized government and/or contractor VTC personnel.

### **VTC Studios (Secure & Non-Secure)**

The service provider will schedule and operate all secure and non-secure VTC studios and provide basic instruction and training to authorized personnel and/or customer conference points of contact prior to operating VTC equipment. Instruction on operating the equipment should provide the customer with a minimum working knowledge of the equipment, sufficient to conduct a VTC meeting, provided that no equipment, line or bridge failures occur. The service provider will also conduct basic troubleshooting and maintenance in the case of equipment, line or bridge failure, malfunction or misuse. A SECRET clearance is required for secure VTC operations. The service provider will remain at the studio at the request of the customer. All studios are to be secured at the end of the conference or day. Any room facility maintenance issues are to be reported to the TA via COR/ACOR who will in turn contact facilities personnel.

### **VTC Mobile Systems**

The service provider will schedule and set up all Mobile VTC units located in Mechanicsburg

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and Philadelphia. The service provider will operate all Mobile VTC units and provide basic instruction and training to authorized customers prior to using VTC equipment. Instruction on operating the equipment should provide the individual with a minimum working knowledge of the equipment, sufficient to conduct the VTC event, provided that no equipment failures occur. The service provider will also conduct basic troubleshooting and Level I maintenance in the case of equipment, line or bridge failure, malfunction or misuse.

### **VTC Conference Rooms**

The service provider will schedule, set up and operate all VTC events held within the Mechanicsburg and Philadelphia Management Information Centers (MICs), Executive Conference Rooms, (ECRs), Electronic-Business Centers, (E-BCRs), and other VTC equipped Conference Rooms (Attachment 3). This will include scheduling time with the designated government point of contact in the MICs, ECRs, E-BCRs, and other VTC equipped conference rooms for the purpose of conducting VTC meetings. The service provider will provide the customer with basic instruction in using the VTC equipment such that the individual has a minimum working knowledge of the equipment sufficient to conduct the planned VTC meeting in the absence of equipment problems. The service provider will also provide basic troubleshooting in the case of equipment malfunction or misuse and report actions to the TA via COR/ACOR.

### **Auditorium & Special Events Forum (Mechanicsburg Only)**

The service provider will schedule, set up and operate all VTC and multi-media equipment in the Building 309 Mechanicsburg Auditorium and Building 14 Special Events Forum (including Specialty Room). This will include scheduling, operating, troubleshooting and maintaining all equipment/systems. In the case of equipment, bridge, line failure or misuse report all to the TA via COR/ACOR.

The service provider will operate all equipment unless the customer elects to operate equipment on a case by case basis. If the customer elects to operate the equipment, the service provider will provide the customer with basic instruction in operating all Building 14 and 309 equipment; to include, VTC or digital media equipment prior to the conference or event. This basic instruction on operating the equipment should provide the individual with a minimum working knowledge of the equipment, sufficient to conduct the event, provided that no equipment, line or bridge failures occur. Any PC equipment, such as laptop PCs, projectors, printers and/or related equipment required for a conference or event in the Building 309 Auditorium or building 14 Forum that are not part of the CFE/GFE inventory will be the responsibility of the customer. This information will be conveyed to the customer at the time of scheduling the event. If a customer needs assistance with operation of any Building 14 or 309 equipment it is their responsibility to acquire the proper training from service provider personnel prior to the scheduled event and to provide staffing for operation of such equipment, unless service provider is requested to remain at the facility through the duration of the meeting.

### **Performance Standards**

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The service provider will respond to non-priority requests for information or scheduling of services within 2 working hours of the request. Priority requests will be responded to within 30 minutes. Flag Officers, Chief of Staff, Command Staff, and OCC will be notified within 15 minutes of receipt of request.

All VTCs will be completed without preventable technical problems or distortions that impede communication. This does not include problems resulting from the external environment, customer error or uncorrectable errors from remote sites.

The service provider will inform all VTC sites (local and remote) when a VTC is to be recorded at the request of the VTC POC or for maintenance purposes. If an objection is made by the local or remote POCs the session will not be recorded.

All VTC Multi-Point Conferences with 10 or more sites are to be setup a minimum of 1 hour prior to the VTC start time. All VTC connections shall begin at the designated start time.

The service provider is to acquire the daily VTC schedule for NAVSUP-HQ Commander, Vice Commander or Executive Director and verify accuracy with NAVSUP Front Office personnel. The service provider is to provide a copy to the COR/ACOR via the TA by 0730 daily as applicable.

The service provider will physically remain in the VTC room or adjacent equipment room when requested by the COR, ACOR, TA or VTC Customer POC for multi-point or bridged VTCs and available by cell phone. The purpose of which is to monitor the technical quality of the VTC session and quickly troubleshoot any problems. Attendance in the VTC room is anticipated to be an infrequent requirement dependant upon system reliability and performance.

The service provider will provide VTC services for COR/ACOR/TA identified emergencies within 30 minutes of request. High priority emergencies, e.g., Flag Officers, Chief of Staff and all Command Staff will be notified within 15 minutes of receipt of request.

The service provider will set up, operate and provide Level I Maintenance and troubleshooting for all identified VTC equipment. There will be occasion where service provider will contact the designated VTC Level II Maintenance provider and/or network provider to report equipment or line failure within 5 minutes after troubleshooting and/or Level I maintenance has not corrected the failure.

The service provider will notify the TA via COR/ACOR within 15 minutes of any network, system or equipment failure or malfunction that is unresolved and within ½ hour of when the problem is corrected.

The service provider will maintain a daily trouble log to include all failure/malfunction information.

The service provider will inform customers of NAVSUP VTC Network policies and/or procedures (Attachment 7).

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The service provider will maintain a daily schedule for all VTC systems in Mechanicsburg and Philadelphia for 1 year forward and provide printouts and access to view an automated schedule at the request of the customer, COR/ACOR/TA.

Prior to and throughout a VTC, the service provider will notify the local customer POC immediately if any line, bridge, room equipment or system failure impedes full conference capability.

Validated, factual written complaints for VTC events shall not exceed 2% of all VTC hours.

The service provider Site Management personnel must have a minimum of 3 years technical VTC experience, 2 years management experience in VTC or related field, and 80 hours of training on NAVSUP WSS systems within first 3 months of contract performance.

The service provider dedicated Bridge operations personnel must have a minimum of 3 years technical VTC experience, 2 years telecommunications/network experience and 80 hours of training on NAVSUP WSS systems within first 3 months of contract performance.

All other full-time VTC site personnel must have a minimum of 3 years technical VTC experience and 40 hours of training on NAVSUP WSS systems within first 3 months of contract performance. Part time personnel must have 40 hours of VTC training and credible prior on the job experience.

## **9. Digital Media Facilities Systems Support Services**

### **a. Auditorium (Mechanicsburg Only)**

The service provider will schedule, set up, operate and provide Level I Maintenance and selected Level II troubleshooting for all identified multi-media equipment in the Mechanicsburg Auditorium. This includes maintaining and distributing the schedule for the actual facilities as well as providing trouble-shooting services in the case of equipment failure or misuse. The service provider will provide the customer with basic instruction and assistance in operating all COR/ACOR approved digital media equipment. This basic instruction on operating the equipment should provide the individual with a minimum working knowledge of the equipment, sufficient to conduct the event, provided that no equipment failures occur. If a customer needs assistance with operation of any Building 309 Auditorium equipment it is their responsibility to acquire the proper training from service provider or request service provider personnel operate equipment prior to the scheduled event. Any computer and peripheral other than existing equipment will be the responsibility of the customer. Customer must request assistance from service provider with connection to the above auditorium equipment systems with a minimum of 3 days notice of dry run and scheduled connectivity prior to the event.

### **b. Special Events Forum (Mechanicsburg Only)**

The service provider will schedule, set up, operate and provide Level I Maintenance and selected Level II troubleshooting for all identified equipment in the Mechanicsburg Special Events Forum



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(including Specialty Room), with all installed digital-media equipment. The service provider also will provide the customer with basic instruction in using the multi-media equipment. These equipment-operating instructions should provide the individual with a minimum working knowledge of the equipment, sufficient to conduct the event, provided that no equipment failures occur. The service provider will also provide basic troubleshooting services in the case of equipment failure or misuse. If a customer needs assistance with operation of any Building 14 equipment it is their responsibility to acquire the proper training from service provider personnel prior to the scheduled event and to provide staffing for operation of such equipment or request service provider personnel operate equipment. Any customer provided PC equipment, such as laptop PCs, projectors, printers and/or related equipment will be the responsibility of the customer unless approved by the COR/ACOR/TA.

**c. Management Information Centers (MICs) NAVSUP HQ and NAVSUP WSS PHIL & MECH, Executive Conference Rooms (ECR) (Mechanicsburg and Philadelphia)**

The service provider will schedule with designated government personnel, (see Attachment 8) set up, operate and provide Level I and selected Level II troubleshooting for all multi-media equipment in the NAVSUP and NAVSUP WSS Philadelphia and Mechanicsburg MICs and ECR. (Note: Government personnel will schedule the MICs and ECR for non-VTC multi-media events). This will include basic troubleshooting in case of equipment malfunction or misuse. The service provider will provide the customer with basic instruction and assistance in operating all COR/ACOR approved multimedia equipment. This brief instruction on operating the equipment should provide the individual with a minimum working knowledge of the equipment, sufficient to conduct the event, provided that no equipment failures occur. Any computer and peripheral other than existing equipment will be the responsibility of the customer. Customer must request assistance from service provider with connection to the above MIC/ECR equipment systems with a minimum of 3 days notice of dry run and scheduled connectivity prior to the event.

**d. E-Business Centers (E-BCRs), other Conference Rooms and Common Areas, (Mechanicsburg and Philadelphia)**

The service provider will schedule with designated personnel, (see Attachment 8) setup, operate upon request, and/or train designated government personnel and provide Level I and selected Level II troubleshooting for all multi-media equipment and equipped facilities. If a customer needs assistance with operation of any equipment it is their responsibility to acquire the proper training from service provider personnel prior to the scheduled event and to provide staffing for operation of such equipment. Any computer and peripheral other than existing equipment will be the responsibility of the customer. Customer must request assistance from service provider with connection to the above E-BCR/Conference Room/Common Area equipment systems with a minimum of 3 days notice of dry run and scheduled connectivity prior to the event.

**Performance Standards**

The service provider will respond to non-priority requests for information or scheduling of

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services within 2 working hours of the request. Priority requests will be responded to within 30 minutes. Flag Officers, Chief of Staff, Command Staff, OCC, COR/ACOR/TA will be notified within 15 minutes of receipt of request.

All pre-scheduled activities shall begin at the designated start time. Service provider must remain at the facility for the first 15 minutes to ensure activities begin with no technical problems.

Non-priority service requests for equipment shall be resolved within 5 working days.

The service provider will provide digital-media facilities and technical support services for COR/ACOR identified emergencies within 30 minutes of request if needed. High priority emergencies, e.g., Flag Officers, Chief of Staff and all Command Staff will be notified within 15 minutes of receipt of request for assistance.

Notify COR/ACOR immediately when equipment and/or facilities malfunction.

Validated, factual written complaints for Multi-Media Facilities Technical Support shall not exceed 2% of all scheduled hours of operation.

All digital-media events will be scheduled and executed without any preventable administrative/technical problems or errors.

Service provider will provide Level I maintenance and selected Level II troubleshooting for all digital-media equipment and equipped facilities. VTC II maintenance will be provided by a separate maintenance provider. Equipment maintenance guidelines are listed in Attachment 9 of the PWS.

## **10. Multimedia Lending**

The service provider will make available only items from the equipment inventory of projectors and projection screens, for use by government personnel for official government business. Customers must reserve equipment in advance and sign gear in and out on equipment log. The service provider will also be required to track the accountability, including follow-up and recovery for all such equipment on loan and be able to identify the borrower on demand.

The service provider will check operational condition of returned equipment and report and malfunctioning or out of service items to the COR/ACOR/TA immediately.

Equipment will be available for the customer to pick up from the service provider's office space at the start of the reserved time period. The service provider will make all necessary pickup, delivery and transportation arrangements for oversized equipment at on-site and off-site locations within 180 miles of NAVSUP WSS Mechanicsburg and Philadelphia installations.

It is the responsibility of the service provider to provide basic operating instruction on the use of equipment being loaned. This instruction will be conducted in not more than 15 minutes, and should be sufficient for the customer to operate equipment at the minimum proficiency.

Service provider will provide all Level I and Level II Multimedia equipment maintenance.

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Equipment maintenance guidelines are listed in Attachment 5.

### **Performance Standards**

The service provider will respond to non-priority requests for information or scheduling of services within 4 working hours of the request.

All scheduled equipment shall be available at the designated pick up time, with properly filled out loan forms.

Service provider will be responsible for maintaining a sign in/out log of Multimedia Equipment loans and returns.

Within 3 working days of the originally scheduled return date and time, the service provider will track down and retrieve all overdue equipment.

Notify TA via COR/ACOR immediately when GFE or GFF malfunctions or equipment returned in unserviceable or broken condition.

Non-priority service requests for equipment shall be fulfilled within 5 working days.

All COR/ACOR identified priority requests shall be fulfilled within 1 working day.

Validated, factual written complaints for Multimedia Equipment Lending shall not exceed 2% of all lending requests.

### **11. Digital Media Archival**

NAVSUP WSS currently maintains archives of past Photographs, Video Productions, Publications, and other written products. The service provider will maintain an archive of all past and future VI/MM&VTCS outputs. This includes both storing and cataloguing copies of all photography, video, graphics arts electronic media and camera-ready art.

The service provider must utilize a system that identifies each output by date, product type, content and customer. Duplicate copies of all archived material must be made available upon customer request, as authorized by COR. The following archival standards apply for each type of output:

- All products that are identified historical by the COR/ACOR/OCC as historical will be secured, cataloged, stored and maintained indefinitely.
- All Photographic negatives/digital images will be secured, cataloged, stored and maintained for historical purposes.
- Video production masters that are record of official command or NAVSUP WSS business will be secured, cataloged, stored and maintained for historical purposes.
- Hard copy reproductions of all graphics arts outputs will be secured, cataloged, stored and

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maintained for 5 years.

- Electronic copies of all computer graphics/board art/desktop publishing outputs will be secured, cataloged, stored and maintained for historical purposes.
- A digital copy of all written internal and external communications will be secured, cataloged, stored in accordance with the SECNAV records retention standards, the NAVSUP VTC Program Office Policy and Procedures or otherwise directed by the COR/ACOR.

All archival products will remain the property of the government and will be returned in good condition, less acceptable wear and tear, at the conclusion of the service agreement or contract performance period.

Service provider site personnel will secure, catalog and maintain the NAVSUP WSS archives and provide archive reports and access to the COR/ACOR/TA/ Command Staff and OCC personnel upon request.

### **Performance Standards**

The service provider will respond to requests for information or scheduling of services within 5 business days of the request.

The service provider shall correctly file all product outputs in the archives within 2 working days of project completion.

Requested archived material will be available and ready for customer use within 2 days of request

Validated, factual written complaints for Digital Media Archival shall not exceed 2% of all Archive requests.

Service provider site personnel will be responsible for maintaining the supported tenant activities (Attachment 1) video production /digital media archives and providing reports to the COR/ACOR/TA quarterly.

END OF PWS

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## **SECTION D PACKAGING AND MARKING**

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

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## **SECTION E INSPECTION AND ACCEPTANCE**

### **INSPECTION AND ACCEPTANCE (SERVICES) (OCT 1992)**

Inspection and acceptance of services to be furnished hereunder shall be made, upon completion of the services, by the Contracting Officer's Representative (COR), NAVSUP Weapon Systems Support, Mechanicsburg, PA.

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## SECTION F DELIVERABLES OR PERFORMANCE

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

5000	7/1/2012 - 6/30/2013
5001	7/1/2013 - 6/30/2014
6000	7/1/2012 - 6/30/2013
6001	7/1/2013 - 6/30/2014

### CLIN - DELIVERIES OR PERFORMANCE

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

5000 07/01/2012 - 06/30/2013  
6000 07/01/2012 - 06/30/2013

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

5001 07/01/2013 - 06/30/2014  
6001 07/01/2013 - 06/30/2014  
8000 07/01/2014 - 06/30/2015  
9000 07/01/2014 - 06/30/2015

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## SECTION G CONTRACT ADMINISTRATION DATA

Contracting Officer Representative  
James D Coble, OSX2  
P.O. Box 2020  
Mechanicsburg, PA 17055  
james.coble@navy.mil  
717-605-5333

### SUP 5252.232-9402 INVOICING AND PAYMENT (WAWF) INSTRUCTIONS (April 2008)

(a) Invoices for goods received or services rendered under this contract shall be submitted electronically through Wide Area Work Flow -- Receipt and Acceptance (WAWF):

(1) The vendor shall have their cage code activated by calling 866-618-5988. Once activated, the vendor shall self-register at the web site <https://wawf.eb.mil>. Vendor training is available on the Internet at <http://www.wawftraining.com>. Additional support can be obtained by calling the NAVY WAWF Assistance Line: 1-800-559-WAWF (9293).

(2) WAWF Vendor "Quick Reference" Guides are located at the following web site: <http://www.acquisition.navy.mil/navyaos/content/view/full/3521>.

(3) Select the invoice type within WAWF as specified below. Back up documentation (such as timesheets, receiving reports etc.) can be included and attached to the invoice in WAWF. Attachments created in any Microsoft Office product are attachable to the invoice in WAWF. Total limit for each file is not to exceed 2MB. Multiple attachments are allowed.

(b) The following information, regarding invoice routing DODAAC's, must be entered for completion of the invoice in WAWF:

	Routing Table	Contracting Officer Notes
WAWF Invoice Type	2-in-1	-- Select 2-in-1 for FFP Services Only.
Contract Number	N00178-11-D-6416	
Delivery Order Number	EX01	
Issuing Office DODAAC	N00189	
Admin Office DODAAC	S3915A	
Inspector DODAAC (usually only used when Inspector & Acceptor are different people)		
Ship To DoDAAC (for Combo), Service Acceptor DODAAC (for 2 in 1), Service Approver DODAAC (Cost Voucher)	N00391	
Acceptance At Other		
Local Processing Office (Certifier)	N00391	



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DCAA Office DODAAC (Used on Cost Voucher's only)		
Paying Office DODAAC	HO0337	
Acceptor/COR Email Address	<a href="mailto:james.coble@navy.mil">james.coble@navy.mil</a>	

(c) Contractors approved by DCAA for direct billing will not process vouchers through DCAA, but may submit directly to DFAS. Vendors MUST still provide a copy of the invoice and any applicable documentation that supports payment to the Acceptor/Contracting Officer's Representative (COR) if applicable. Additionally, a copy of the invoice(s) and attachment(s) at time of submission in WAWF must also be provided to each point of contact identified in section (d) of this clause by email. If the invoice and/or receiving report are delivered in the email as an attachment it must be provided as a .PDF, Microsoft Office product or other mutually agreed upon form between the Contracting Officer and vendor.

(d) For each invoice / cost voucher submitted for payment, the contractor shall include the following email addresses for the WAWF automated invoice notification to the following points of contact:

Name	Email	Phone	Role
James Coble	<a href="mailto:james.coble@navy.mil">james.coble@navy.mil</a>	717-605-5333 DSN 430	COR

## COMMUNICATIONS

(a) Except as specified in paragraph (b) below, no order, statement, or conduct of Government personnel who visit the Contractor's facilities or in any other manner communicates with Contractor personnel during the performance of this 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:

Scott Rubin

NAVSUP Fleet Logistics Center (FLC) Norfolk, Philadelphia Contracting Department

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700 Robbins Ave., Bldg. 2B  
Philadelphia, PA. 19111-5083  
(215) 697-9600

The Government Point of Contact for this order is Mr. Jay Gardner who may be contacted at 215-697-9601 or via e-mail at jay.gardner@navy.mil.

Task Order Manager (TOM)  
James D. Coble  
NAVSUP Systems Weapons Support  
P.O. Box 2020  
Mechanicsburg, PA 17055  
717-605-5333  
james.coble@navy.mil.

Accounting Data

SLINID	PR Number	Amount
5000	N0039112RX00019	826104.00
LLA :		
AA 97X4930 NC1E 251 91004 0 050120 2F 000000 A00000981755		

BASE Funding 826104.00  
Cumulative Funding 826104.00

MOD 01 Funding 0.00  
Cumulative Funding 826104.00

MOD 02

5001	1300354997	789615.96
LLA :		
AB 97X4930 NC1E 252 91004 0 050120 2F 000000 A00001760799		

MOD 02 Funding 789615.96  
Cumulative Funding 1615719.96

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## SECTION H SPECIAL CONTRACT REQUIREMENTS

52.219-6 -- Notice of Total Small Business Set-Aside (June 2003)

(a) *Definition.* "Small business concern," as used in this clause, means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the size standards in this solicitation.

(b) *General.*

(1) Offers are solicited only from small business concerns. Offers received from concerns that are not small business concerns shall be considered nonresponsive and will be rejected.

(2) Any award resulting from this solicitation will be made to a small business concern.

(c) *Agreement.* A small business concern submitting an offer in its own name shall furnish, in performing the contract, only end items manufactured or produced by small business concerns in the United States or its outlying areas. If this procurement is processed under simplified acquisition procedures and the total amount of this contract does not exceed \$25,000, a small business concern may furnish the product of any domestic firm.

This paragraph does not apply to construction or service contracts.

### H-XX NOTIFICATION CONCERNING DETERMINATION OF SMALL BUSINESS SIZE STATUS

For the purposes of FAR clauses 52.219-6, NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE, 52.219-3, NOTICE OF TOTAL HUBZONE SET-ASIDE, 52.219-18, NOTIFICATION OF COMPETITION LIMITED TO ELIGIBLE 8(A) CONCERNS, and 52.219-27 NOTICE OF TOTAL SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS SET-ASIDE, the determination of whether a small business concern is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the size standards in this solicitation, and further, meets the definition of a HUBZone small business concern, a small business concern certified by the SBA for participation in the SBAs 8(a) program, or a service disabled veteran-owned small business concern, as applicable, shall be based on the status of said concern at the time of award of the SeaPort-e MACs and as further determined in accordance with Special Contract Requirement H-19.

### SECURITY ADMINISTRATION

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

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

#### **Philadelphia Field Office (IOFNP)**

Defense Security Service  
2 International Plaza Suite 510  
Philadelphia, PA 19113-1514  
Phone: 610-595-1870  
Fax: 610-595-1874

The facilities to be utilized in the performance of this effort have been cleared to SECRET level. The offeror should also provide the above information on all proposed subcontractors who will be required to have a security clearance.

The facilities to be utilized in the performance of this effort have been cleared to SECRET level. The offeror should also provide the above information on all proposed subcontractors who will be required to have a security clearance. The Commander, Defense Investigative Service, Director of Industrial Security, (To be completed at time of award) Region, is designated Security Administrator for the purpose of administering all elements of military security hereunder.

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## APPOINTMENT OF CONTRACTING OFFICER'S REPRESENTATIVE

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

NAME: James D Coble, OSX2

### MAIL ADDRESS:

NAVSUP Weapons Systems Support  
Contracting Officer Representative  
James D Coble, OSX2  
P.O. Box 2020  
Mechanicsburg, PA 17055  
james.coble@navy.mil  
TELEPHONE NUMBER 717-605-5333 or DSN 430-5333

E-MAIL ADDRESS: [james.coble@navy.mil](mailto:james.coble@navy.mil)

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

(c) It is emphasized that only a Contracting officer has the authority to modify the terms of the contract, therefore, 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. When/if, in the opinion of the contractor, an effort outside the existing scope of the contract (or delivery/task order) is requested, the contractor shall promptly notify the PCO in writing. No action shall be taken by the contractor under such direction unless the PCO or ACO has issued a contractual change or otherwise resolved the issue.

## WAGE DETERMINATION APPLICABLE, SERVICE CONTRACT ACT

An attachment hereto sets forth the applicable Service Contract Act Wage Determination by the Secretary of Labor.

DOL Wage Determination # 2005-2448 (Rev.14)

DOL Wage Determination # 2005-2450 (Rev.12)

### **52.222-42 -- Statement of Equivalent Rates for Federal Hires (May 1989)**

In compliance with the Service Contract Act of 1965, as amended, and the regulations of the Secretary of Labor (29 CFR Part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332.

*This Statement is for Information Only:*

*It is not a Wage Determination*

### **Employee Class Monetary Wage -- Fringe Benefits**

Video-Telecommunication Specialist, GS-0391-11

Visual Information Specialist, GS-1084-11

A-V Production Specialist, GS-1071-11

Photographer, GS-1060-9

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Photographer, GS-1060-7

TV Production Specialist, GS-1071-11

Video-Telecommunication Specialist, GS-0391-11

Illustrator, GS-1020-11

Illustrator, GS-1020-9

Visual Information Specialist, GS-1084-11

Visual Information Specialist, GS-1084-9

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## **SECTION I CONTRACT CLAUSES**

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

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

- (a) The Government may extend the term of this contract by written notice to the Contractor prior to expiration of the contract; provided that the Government gives the Contractor a preliminary written notice at any time before contract expiration. 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 36 months.

### **CLAUSES INCORPORATED BY REFERENCE**

52.217-5 Evaluations of Options (JUL 1990)

52.217-8 Option to Extend Services (NOV 1999)

52.219-14 Limitation on Subcontracting (NOV 2011)

252.239-7001 Information Assurance Contractor Training and Certification  
(JAN 2008)

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## **SECTION J LIST OF ATTACHMENTS**

PWS - Attachment 1 - Government Customers

PWS - Attachment 2 - Govt Furnished VTC & Digital Media GFE & Level I & II Maintenance List

PWS - Attachment 3 - Government Furnished Facilities

PWS - Attachment 4 - Government Furnished Equipment for Level II Maintenance

PWS - Attachment 7 - List of Government Directives/Regulations/Publications

PWS - Attachment 8 - NAVSUP WSS Mechanicsburg & Philadelphia Conference Rooms POC List

Exhibit A - DD Form 1423 - Contract Data Requirements List (A001-A004)

Exhibit A - DD Form 1423 - Contract Data Requirements List (A005-A007)

Attachment I - DD Form 254 - Contract Security Classification Specification (updated)

Attachment II - Quality Assurance Surveillance Plan (QASP)

Attachment III - DOL Wage Determination 2005-2448 (Rev 14)

Attachment IV - DOL Wage Determination 2005-2450 (Rev. 12)

Attachment V - Corporate Experience and Past Performance Information Form

Attachment VI - Contract Administration Plan (CAP)

PWS - Attachment 6 - Historical Workload revised

PWS - Attachment 5 - Level I & II Digital Maintenance Requirements revised

PWS - NAVSUP WSS VI/VTC Support Services final