

ORDER FOR SUPPLIES OR SERVICES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER 05/12/2017	2. CONTRACT NO. (If any)	6. SHIP TO: Office of Case Management Systems Administrative Office of the United States Courts One Columbus Circle, N.E. Suite 4-500 Washington, DC 20544-0001	
3. ORDER NO. USCA17BPAC4031	4. REQUISITION/REFERENCE NO.		
5. ISSUING OFFICE (Address correspondence to) Manish Patel, 202-502-3258 Procurement Management Division Administrative Office of the United States Courts One Columbus Circle, N.E. Suite 3-250 Washington, DC 20544-0001		8. TYPE OF ORDER	
7. TO: ,		<input type="checkbox"/> a. PURCHASE REFERENCE YOUR: _____ Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.	<input checked="" type="checkbox"/> b. DELIVERY -- Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.
9. ACCOUNTING AND APPROPRIATION DATA		10. REQUISITIONING OFFICE	
11. NOT USED		12. F.O.B. POINT	
13. PLACE OF		14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)
a. INSPECTION	b. ACCEPTANCE		16. DISCOUNT TERMS

17. SCHEDULE

CLIN NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
See Lines						

<i>SEE BILLING INSTRUCTIONS ON REVERSE</i>	18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.		\$0.00	17(h) TOT. (Cont. pages)
	21. MAIL INVOICE TO:					
	a. NAME Andrew Zaso				\$0.00	17(i) GRAND TOTAL
	b. STREET ADDRESS(or P.O. Box) Adminstrative Office of the US Courts, Case Management Systems Office, One Columbus Circle,					
c. CITY Washington	d. STATE DC	e. ZIP CODE 20544				
22. UNITED STATES OF AMERICA BY (Signature)					23. NAME (Typed) Manish Patel TITLE: CONTRACTING/ORDERING OFFICER	

Supplies or Services and Prices/Costs

CLIN NO.	Supplies or Services	Quantity	Unit of Issue	Unit Price	Extended Amount
0001	Production Operations - Base Year	1	Lot	\$0.00	\$0.00

Extended Description:Productions Operation support in accordance with section C.4.1 of the requirements.

Period of performance: Date of award for 12 months.

CLIN NO.	Supplies or Services	Quantity	Unit of Issue	Unit Price	Extended Amount
0002	Help Desk Support - Base Year	1	Lot	\$0.00	\$0.00

Extended Description:Help Desk support in accordance with section C.4.2 of the requirements.

Period of performance: Date of award for 12 months.

CLIN NO.	Supplies or Services	Quantity	Unit of Issue	Unit Price	Extended Amount
0003	Cybersecurity Services - Base Year	1	Lot	\$0.00	\$0.00

Extended Description:Cybersecurity services support in accordance with section C.4.3 of the requirements.

Period of performance: Date of award for 12 months.

CLIN NO.	Supplies or Services	Quantity	Unit of Issue	Unit Price	Extended Amount
1001	Production Operations - Option Year One	1	Lot	\$0.00	\$0.00

Extended Description:Productions Operation support in accordance with section C.4.1 of the requirements.

Period of performance: For 12 months after completion of base year.

CLIN NO.	Supplies or Services	Quantity	Unit of Issue	Unit Price	Extended Amount
1002	Help Desk Support - Option Year One	1	Lot	\$0.00	\$0.00

Extended Description:Help Desk support in accordance with section C.4.2 of the requirements.

Period of performance: For 12 months after completion of base year.

CLIN NO.	Supplies or Services	Quantity	Unit of Issue	Unit Price	Extended Amount
1003	Cybersecurity Services - Option Year One	1	Lot	\$0.00	\$0.00

Extended Description:Cybersecurity services support in accordance with section C.4.3 of the requirements.

Period of performance: For 12 months after completion of base year.

CLIN NO.	Supplies or Services	Quantity	Unit of Issue	Unit Price	Extended Amount
2001	Production Operations - Option Year Two	1	Lot	\$0.00	\$0.00

Extended Description:Productions Operation support in accordance with section C.4.1 of the requirements.

Period of performance: For 12 months after completion of option year one.

CLIN NO.	Supplies or Services	Quantity	Unit of Issue	Unit Price	Extended Amount
2002	Help Desk Support - Option Year Two	1	Lot	\$0.00	\$0.00

Extended Description:Help Desk support in accordance with section C.4.2 of the requirements.

Period of performance: For 12 months after completion of option year one.

CLIN NO.	Supplies or Services	Quantity	Unit of Issue	Unit Price	Extended Amount
2003	Cybersecurity Services - Option Year Two	1	Lot	\$0.00	\$0.00

Extended Description:Cybersecurity services support in accordance with section C.4.3 of the requirements.

Period of performance: For 12 months after completion of option year one.

CLIN NO.	Supplies or Services	Quantity	Unit of Issue	Unit Price	Extended Amount
3001	Production Operations - Option Year Three	1	Lot	\$0.00	\$0.00

Extended Description:Productions Operation support in accordance with section C.4.1 of the requirements.

Period of performance: For 12 months after completion of option year two.

CLIN NO.	Supplies or Services	Quantity	Unit of Issue	Unit Price	Extended Amount
3002	Help Desk Support - Option Year Three	1	Lot	\$0.00	\$0.00

Extended Description:Help Desk support in accordance with section C.4.2 of the requirements.

Period of performance: For 12 months after completion of option year two.

CLIN NO.	Supplies or Services	Quantity	Unit of Issue	Unit Price	Extended Amount
3003	Cybersecurity Services - Option Year Three	1	Lot	\$0.00	\$0.00

Extended Description:Cybersecurity services support in accordance with section C.4.3 of the requirements.

Period of performance: For 12 months after completion of option year two.

CLIN NO.	Supplies or Services	Quantity	Unit of Issue	Unit Price	Extended Amount
4001	Production Operations - Option Year Four	1	Lot	\$0.00	\$0.00

Extended Description:Productions Operation support in accordance with section C.4.1 of the requirements.

Period of performance: For 12 months after completion of option year three.

CLIN NO.	Supplies or Services	Quantity	Unit of Issue	Unit Price	Extended Amount
4002	Help Desk Support - Option Year Four	1	Lot	\$0.00	\$0.00

Extended Description:Help Desk support in accordance with section C.4.2 of the requirements.

Period of performance: For 12 months after completion of option year three.

CLIN NO.	Supplies or Services	Quantity	Unit of Issue	Unit Price	Extended Amount
4003	Cybersecurity Services - Option Year Four	1	Lot	\$0.00	\$0.00

Extended Description:Cybersecurity services support in accordance with section C.4.3 of the requirements.

Period of performance: For 12 months after completion of option year three.

Descriptions/Specifications/Statement of Work

C-1 Requirements

C.1 Background

The Case Management Systems Office (CMSO) within the Administrative Office of the U.S. Courts (AOUSC) provides support to the US Federal Courts including the Probation and Pretrial Services Offices. CMSO develops, maintains, and provides 24X7 Tiers 2 and 3, and 4 support for the Probation and Pretrial Service Automated Case Tracking System (PACTS) consisting of 40+ mission critical applications, and to the US Courts' Case Management Electronic Case Filing (CM/ECF) system consisting of 33+ modules distinct to each of the Appellate, Bankruptcy, and District Courts.

The PACTS suite of applications is a mission critical AOUSC information system used in supporting federal probation and pretrial services in meeting federal and constitutional requirements for providing supervision and case management of defendants and offenders. The CM/ECF suite of applications supports the internal workings of the US Federal Courts, along with the attorneys, citizens, foreign nationals, and businesses interacting with the US Federal Courts. Both CM/ECF and PACTS are critical to the day-to-day activities of the Federal Judiciary and its ability to timely meet congressional mandates and constitutional laws.

C.2 Current Environment

CMSO develops, continuously enhances, maintains, and provides technical support to the Probation and Pretrial Services (PPS) 40+ mission critical applications and CM/ECFs 33+ distinct modules used by the 13 Appellate, 94 Bankruptcy, and 94 District courts. Both PPS and CM/ECF suites of applications are used by the community, PPS officers, lawyers, judges, and citizens, 24 hours a day and 365 days of the year. The PPS and CM/ECF user community are geographically dispersed throughout the continental United States and its territories, with approximately 31,103 federal employee users, of which approximately 7,400 are PPS users. Of the PPS user community, approximately 60 reside in Hawaii and Guam, and 4,428 in time zones other than that of the CMSO support staff. Hawaii and Guam have an additional 101 District Judges and staff members whom may also use the PPS systems and are regular users of CM/ECF.

CMSO's supported systems reside on both Cloud based virtual and physical hardware in geographically dispersed data centers. Some of the operating systems and databases used by CM/ECF and the PACTS application suites are Unix, Linux, Windows, iOS, Microsoft SQL, Informix, and MySQL. The applications also use, but are not limited to, Business Objects, .NET, Java, and PERL.

Some major components of the PACTS and CM/ECF applications includes:

- A. Probation Automated Case Tracking System (PACTS)
- B. Access To LAW enforcement Systems (ATLAS)
- C. Decision Systems Support (DSS)
- D. Electronic Probation and Pretrial Services (EPPS)
- E. Safety and Information Reporting System (SIRS)
- F. Electronic Reporting System (ERS)
- G. Violent Crime Control Act (VCCA)
- H. Mobile Technology (Mobile)
- I. Electronic Forms (eForms)
- J. Calendar
- K. Case Opening
- L. Docketing
- M. Attorney Admissions
- N. Seal and Sensitive Information

- O. Trustee 341 filing
- P. Prison Litigation Reform Act
- Q. Reports

On average, the CMSO support team manages 600 Tier 2 and 3 new tickets each month with a backlog of approximately 590 tickets per month. Resolution times for Tier 2 tickets average 24-48 hours and tier 3 tickets are resolved in about 48-72 hours. Also, on average, 25% of tickets escalated to Tier 4, which can take up to a few months to address. Tickets are a combination of maintenance activities, break/fix work for servers, code related bug fixes, deployments, tool administration activities, and work resulting from trend and root cause analysis of the environments.

C.3 Scope

The contractor shall provide (1) Production Operations; (2) Help Desk services and (3) Cybersecurity services for the PACTS and CM/ECF suite of applications. For production operations and help desk services, the contractor will be responsible for providing Tier 2, 3, and 4 support.

The contractor shall be responsible for day-to-day support of these applications, including help desk support and regression and user acceptance testing. The contractor shall ensure the accurate operability of these systems and shall resolve discrepancies. The contractor shall provide support to various interfaces, extensions, and reports, including those components identified in C.2.

The Contractor shall develop and implement a mature industry approved best practice framework for production operations, help desk support, and cybersecurity services that include knowledge management, incident management, operational support, infrastructure configuration management, infrastructure asset management, infrastructure change management, and infrastructure cyber security which integrates with a rapid software development and delivery framework. The solution must ensure seamless integration with other partners within AOUSC who provide Independent Verification and Validation (IV&V), Level 1 support, enterprise policies and governing boards for cyber security, enterprise configuration, and enterprise change management.

C.4 Specific Requirements

C.4.1 Production Operations

4.1.1 Systems Availability. The Contractor is responsible for maintaining software availability of 99.99% uptime for all upper environments (Demo, Train, DR, Production), and lower environment (Development, Integration, Test, and Stage). The Contractor is responsible for moving user acceptance tested code into the production instance, and monitoring and maintaining the availability of the production instance for the users. The Contractor is responsible for ensuring that the user acceptance tested code works properly in the upper environments, since the contractor will have performed an independent regression testing of the code as well as participated in user acceptance testing. The contractor is responsible for ensuring availability and maintaining all instances which include Development, Demo, Training, and Production.

4.1.1.1 Notification Requirement. For all production environments, to include Demo, Train, DR, and Production, the contractor shall provide written notification to the National Support Desk, COR, and business owner when any application or system component experiences a loss of functionality. If written notification is not possible, oral notification may be made with written confirmation as soon as practicable. The notification must document the problem encountered and the time the problem first appeared. The system will be considered to be returned to service when the National Support Desk or business owner of the application determines full functionality has been restored to all core users and has notified the COR and contractor via email.

For all lower environments, to include Development, Integration, Test, and Stage the contractor shall provide written notification to the COR and business owner when any application, system component, or system support tool experiences a loss of functionality. If written notification is not possible, oral notification may be made with written confirmation as soon as practicable. The notification must document the problem encountered and the time the problem first appeared. The system will be considered to be returned to service when the business owner of the application determines full functionality has been restored to all core users and has notified the COR and contractor via email.

The availability metric will be applied to all lower environments, Development, Integration, Test, and Stage only during AOUSC work day hours of 0700 – 1900 EST, and to all upper environments, Demo, Train, DR and Production 24X7X365.

4.1.1.2 Data Availability/Integrity. The contractor is responsible for maintaining zero data loss for all upper environments (Demo, Train, DR, Production), and lower environment (Development, Integration, Test, and Stage). The contractor is responsible for ensuring no data loss during code migration efforts, system and software patching, system failovers, disaster recovery, system outages, or at any other time user data or developer code is entered into or moved throughout the CMSO systems.

4.1.2 The contractor shall respond to requests concerning production issues and problems with the database interfaces. The contractor shall provide reconciliation assistance for application and data integrity issues associated with the outage. Where necessary to restore operations, the contractor will implement short-term work-around solutions until a permanent fix is provided (within a period of not to exceed 90 days). All changes must be documented within the approved helpdesk system and follow industry best practices for configuration management, infrastructure change management, asset management, and cyber security requirements.

4.1.3 The contractor shall provide feedback to CMSO on problems and issues with the software and shall develop and distribute general information concerning problems and document specific information related to work-arounds. Where necessary to restore operations, the contractor will implement short-term workaround solutions until a permanent fix is provided (within a period of not to exceed 90 days). All changes must be documented within the approved helpdesk system and follow industry best practices for configuration management, infrastructure change management, asset management, and cyber security requirements.

4.1.4 The contractor shall provide analysis, status and data entry support in reconstructing/correcting transactions as necessary. Examples of reconstructing transactions include problem analysis, recommending solutions, data entry, and restoring the database to the most recent fully operational state. Where necessary to restore operations, the contractor will implement short-term workaround solutions until a permanent fix is provided (within a period of not to exceed 90 days). All changes must be documented within the approved helpdesk system and follow industry best practices for configuration management, infrastructure change management, asset management, and cyber security requirements.

The Contractor shall provide all documents necessary to engage in a yearly full Disaster Recovery exercise. The exercise should encompass the ability to fully restore all applications and configurations from a full system failure, site failure, backup failures, any other contingencies.

4.1.5 Application System Validation and Testing. The Contractor shall perform validations of all applications and systems on a regular schedule to ensure operational stability and performance remain at or above baselines established and approved by the government for the previous quarter. The Contractor shall perform a pre and post validation of all applications and their associated systems prior to patching and deployments of upgrades into the environments to ensure maintenance, patching, upgrades, or other works performed do not negatively impact user experience. The Contractor shall provide test scenarios and expected outcomes for all applications for a fully functioning system.

At the conclusion of the testing a System Test Report will be provided to the COR documenting the results. The System Test Report shall identify any corrective action(s) for all areas which fail any test identified in the Test Plan. Problems shall be identified as one or more of the following: documentation deficiencies, software deficiencies, hardware deficiencies, or other. In all cases, the Test Report shall describe the problem and the proposed resolution.

4.1.6 Acceptance Testing. Acceptance testing will be performed by the Government and is a process used to determine whether the work performed on the system by the contractor meets or exceeds system performance baselines. The Contractor shall facilitate and support the Government's Acceptance Testing. The contractor shall support the Government's Acceptance Testing, including the review of the Acceptance Test Plans and recommendations for improvement, participation in test execution, and documentation of the test report.

4.1.7 The Contractor is responsible for analyzing and assessing equipment and performance degradation, determining hardware, software and other technical changes necessary to meet operational requirements.

4.1.8 Audit Remediation Tasks. Additional tasks may be required to correct faults or deficiencies as a result of audits conducted by AO organizations with oversight responsibility.

C.4.2 Help Desk Support

4.2.1 The contractor shall provide Help Desk support for all systems identified in section 3.0. Level I support (help desk call logging is managed centrally in the AO) is provided by the Department of Technology Services call center which uses the HEAT application to track and route issues. Contract support includes, but is not limited to, responding to requests for assistance, answering technical questions, and reporting system problems regarding the many functional areas of these systems. Support will also include assistance in the deployment of new functionality to CMSO and U.S. Courts employees. The Contractor shall at a minimum provide Level II and III on site Help Desk support to end users between 0600 – 1900, Monday-Thursday, 0600 – 1700 Fridays, 0800 – 1600 Sundays excluding Government holidays, and remotely for on-call after hour support (including Government holidays). The Contractor shall provide onsite tier 2, and 3, and 4 systems support to CMSO's lower environments between 0700 and 1900 EST during Government work days.

4.2.2 The contractor shall install, test, and validate all Linux, Windows, and third party patches applicable to the PACTS and CM/ECF suite each month, remediate any errors, and deploy all patches to PACTS production, Demo, Train, and DR environments and provide recommendations to SDSO and the Courts on how best to proceed with the patching of their CM/ECF systems.

4.2.3 The contractor shall use the current JIRA ticket system to:

- Track the response to problems.
- Track issues between Tier 1, Tier 2, Tier 3 and Tier 4 support.

The contractor shall ensure that all trouble calls and tickets, to include those with CMSO involvement, are reported on the monthly progress report and shall document the solution and date/time the problem was solved.

4.2.4 The contractor shall respond promptly to requests for assistance for Tier 2/3 issues and provide assistance to tickets escalated from Tier 1. The contractor shall take action upon all user tickets within 1 business day. The Contractor shall resolve all tickets within 72 hours or escalate to Tier 4 as appropriate. On a daily basis, the Contractor shall follow up on each Help Desk ticket recorded until the problem is resolved. The Contractor shall provide periodic updates to the user of the status and resolution of their problem. Forwarding the ticket does not relieve the Contractor of responsibility for tracking and reporting on the final resolution of the problem. Periodic audits will be performed by the government relative to all Tier 2 and 3 referrals.

C.4.3 Cybersecurity Services

4.3.1 Security Operations Management Support. The contractor shall maintain and enhance the AOUSC Security Operations Management using Government-furnished security mechanisms and equipment located at AOUSC. The contractor shall be responsible for implementing security patches, reviewing audit log files, and maintaining anti-virus software on the approximately 670 servers maintained by CMSO. The contractor is also responsible for maintaining the patching, logging, and antivirus configuration of all servers.

4.3.2 Cyber Security Defense. The contractor shall interface with the IT Security Office (ITSO) which is responsible for the cybersecurity of the Judiciary. The contractor shall take direction from ITSO in applying Zero-day patches when needed and for responding to any security breaches reported by the Security Operations Center (SOC). The cyber security defense tool suite consists of network and host based infrastructure defense capabilities, including firewalls, proxy servers, email filtering gateways, anti-malware, Host Based Security System (HBSS), and other products that may be directed or procured.

C.5 Meetings

C.5.1 A kick-off meeting will be held between the Contractor, the Contracting Officer, the COR and designated representatives as soon as practicable after award of the contracts to discuss performance objectives, quality assurance and implementation of the incentive strategy. The kick-off meeting will be held at the Government's facility in Washington, DC.

C.5.2 In addition, the Contractor shall participate in monthly meetings with the Government at which it will provide and discuss an activity report. This report, at a minimum, shall address, as applicable:

- The status of all on-going enhancement efforts (addressing schedule and performance);
- Identification of problems encountered and plan for resolution;
- The activities and deliverables planned for the current month;
- Software availability percentage for the preceding month (and any issues that either favorably or unfavorably affected availability);
- Any customer complaints regarding data accuracy, data management and timeliness of data generation and reporting (and the response provided).

C.5.3 The Contractor shall also participate in meetings on a to-be-determined basis depending on the magnitude/complexity of the activity to be monitored.

C.5.4 Contractor shall provide copies of briefing materials to each participant in the meeting. The Contractor shall prepare meeting minutes and deliver the meeting minutes to the COR within three working days following the meeting.

Applicable Clauses

F-1 Deliverables

The contractor shall provide the deliverables as specified below:

REQUIREMENT SECTION	DELIVERABLE TITLE	REQUIRED ITEMS	DUE DATE	COPIES	DISTRIBUTION
C.4.1.1	Monthly Application System Up-time Report/ Per Application/Per Environment	Total # hours each total system remained operational each month per environment	Within 5 working days after the end of the month	1	COR
C.4.1.1.1	Monthly Application System Outage Report with RCAs/ Per Application / Per Environment	Total number of outages per application/ per environment each month with associated root cause analysis, to include any actual/potential data or code loss and recovery efforts.	Within 5 working days after the end of the month	1	COR
C.4.1.2	Monthly Temporary Database Fix Report	Number of tickets resolved with a temp fix – awaiting a permanent solution	Within 5 working days after the end of the month	1	COR

REQUIREMENT SECTION	DELIVERABLE TITLE	REQUIRED ITEMS	DUE DATE	COPIES	DISTRIBUTION
C.4.1.3	Temporary Application Fix Report	Number of tickets resolved with a temp fix – awaiting a permanent solution	Within 5 working days after the end of the month	1	COR
C.4.1.4	Temporary Data Entry Fix Reports	Number of tickets resolved with a temp fix – awaiting a permanent solution	Within 5 working days after the end of the month	1	COR
C.4.1.5	Test results for ¼ of all Applications per environment	Smoke test results and Neosense quarterly trend report	Within 5 business days of the end of each quarter.	1	COR
C.4.1.5	Test plans for applications to be tested in the next quarter	Smoke test plan updates	Within 5 business days of the end of current quarter.	1	COR
C.4.1.6	Acceptance criteria for all applications to be tested in the next quarter	Neosense parameters to be used.	Within 5 business days of the end of the current quarter	1	COR
C.4.2.1	Previous months timecard report and associated work schedule	Time card summary	Within 5 working days after the end of the month	1	COR
C.4.2.2	Monthly Patch Report and accompanying asset report	Zero day patches released in the month; patches released 30 days or more prior to patch cycle; patches applied to assets; total assets in each environment; comparison of assets from previous month; explanation of deltas.	Within 5 working days after the end of the month	1	COR
C.4.2.3	Monthly Customer Service Log/ Customer Complaint Log (Using the JIRA Ticket Management System).	# of tickets reported, # of tickets resolved, # of tickets rolled over from previous reporting period # of tickets in backlog	Within 5 working days after the end of the month.	1	COR
C.4.2.4	% tickets resolved 72 hours in the past month	# of tickets reported this month # of tickets closed within 72 hours of	Within 5 working days after the end of the month	1	COR

REQUIREMENT SECTION	DELIVERABLE TITLE	REQUIRED ITEMS	DUE DATE	COPIES	DISTRIBUTION
		being reported			
C.4.2.4	% tickets acted upon within 1 business day in the past month	# of tickets reported this month # of tickets assigned to a team member within 4 hours of being reported # of tickets updated within 4 hours of being assigned to a team member	Within 5 working days after the end of the month	1	COR
C.4.2.4	% similar incidents reported in 3 months when compared to previous 3 months	# of tickets reopened # of tickets over 3 months with same issues as reported over the previous 3 months Use a graph – Trend line.	Within 5 working days after the end of the month	1	COR
C.4.2.4	% tickets escalated from Level 1 in 3 months when compared to previous 3 months	# of tickets opened in the past 3 months # of tickets opened over 3 months prior to 3 months ago. Use a graph – Trend line.	Within 5 working days after the end of the month	1	COR
C.4.3.1	Cyber Security Defense Process/ Procedure Documentation:	Documents.	Quarterly no later than ten (10) business days prior to the end of each quarter	1	COR
C.5	Monthly Status Report	As determined by COR	Within 5 business days of the end of each month	1	COR
C.5.4	Meeting / Briefing Materials	As determined by COR	Presentation materials: on date of meeting. Meeting minutes: within 3 work days after meeting.	1	COR

F-2 Place of Performance

At a minimum, the contractor shall perform services in support of the upper environments on-site at the Thurgood Marshall Judiciary Building during normal duty hours, 0600 – 1900 EST, Monday -Thursday, 0600 – 1700 EST Fridays, 0800 – 1600 EST Sundays excluding Government holidays, and remotely for on-call after hour support.

At a minimum, the contractor shall perform services in support of the lower environments on-site at the Thurgood Marshall Judiciary Building during normal duty hours 0730 – 1830 EST, excluding Government holidays.

Hours are subject to change due to increased requirements for operations outside the normal workday. 0600 – 1900 EST is the normal duty hours. Any changes to hours of operation will be provided by the government.

F-3 Period of Performance

The period of performance is for a base and four option years.

Base Year: From date of award for 12 months.

Option Years 1-4: Will follow accordingly in 12 month periods.

H-1 Key Personnel

The following position is considered key personnel by the government under this BPA Call pursuant to clause 2-65 Key Personnel in the base agreement. The specific skills, experience, and qualifications are described below:

Program Manager:

The contractor shall provide a Program Manager who shall be responsible for the performance of the work. Program Manager responsibilities include, but are not limited to, interfacing with Government management personnel, staffing of all tasks, formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, and communicating policies, purposes, and goals of the organization to subordinates. The Program Manager shall ensure all personnel assigned to this BPA Call meet the minimum requirements needed to complete work under this BPA call.

H-2 Travel

Local travel within the Washington, D.C. Metro area is expected and will not be reimbursed. Any travel outside of a 50-mile radius of Washington DC must be approved by the COR and in accordance with clause 7-45 Travel that is included in the base agreement.

H-3 Government Furnished Equipment

The Government will furnish to contractor employees performing work on government premises on-site office space, furniture, telephone service (for official government business only), and other necessary equipment and supplies applicable to performing the services set forth in this BPA Call. For contractor personnel working off government premises, the Government will provide the applicable equipment and software to perform the services outlined in this BPA Call. The contractor shall be responsible for proper utilization and safeguarding of all Government property provided for contractor use. Contractor employees must immediately report damage, theft, or loss of Government property.

H-4 Performance Requirements Summary

This BPA call includes a Performance Requirements Summary (PRS) that sets forth performance standards and Acceptable Quality Levels (AQL) used to assess contractor performance. See Appendix A - Performance Requirements Summary for the specific performance standards and AQLs.

2-90D Option to Extend the Term of the Contract

APR 2013

(a) The judiciary may extend the term of this contract by written notice to the contractor no later than [insert the period of time within which the contracting officer may exercise the option] calendar days prior to the contract's current expiration date; provided that the judiciary gives the contractor a preliminary written notice of its intent to extend at least [Contracting Officer fill-in] calendar days [60 days unless a different number of days is inserted] before the contract expires. The preliminary notice does not commit the judiciary to an extension.

(b) If the judiciary 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 [Contracting Officer insert duration (months) (years)].

(END)