

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NUMBER: REQ-2400-12-0095
 PAGE OF: 1 8
 2. CONTRACT NO: CPSC-D-06-0002
 3. AWARD EFFECTIVE DATE: 09/04/2012
 4. ORDER NUMBER: 0019
 5. SOLICITATION NUMBER: CPSC-Q-12-0059
 6. SOLICITATION ISSUE DATE: 08/14/2012

FOR SOLICITATION INFORMATION CALL: **Rudi Johnson**
 7. NAME: Rudi Johnson
 8. TELEPHONE NUMBER (No collect calls): 301-504-7028
 9. OFFER DUE DATE/LOCAL TIME: ET

9. ISSUED BY: CONSUMER PRODUCT SAFETY COMMISSION
 DIV OF PROCUREMENT SERVICES
 4330 EAST WEST HWY
 ROOM 517
 BETHESDA MD 20814
 CODE: FMPS
 10. THIS ACQUISITION IS:
 UNRESTRICTED OR
 SET ASIDE: 100.00 % FOR:
 SMALL BUSINESS
 HUBZONE SMALL BUSINESS
 SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS
 WOMEN-OWNED SMALL BUSINESS
 (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM
 EDWOSB
 8(A)
 NAICS:
 SIZE STANDARD: \$21.0

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED: SEE SCHEDULE
 12. DISCOUNT TERMS: Net 30
 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700):
 13b. RATING:
 14. METHOD OF SOLICITATION: RFQ IFB RFP

15. DELIVER TO: CONSUMER PRODUCT SAFETY COMMISSION
 OFFICE OF INFORMATION SERVICES
 4330 EASTWEST HIGHWAY
 ROOM 706
 BETHESDA MD 20814
 CODE: EXIT
 16. ADMINISTERED BY: CONSUMER PRODUCT SAFETY COMMISSION
 DIV OF PROCUREMENT SERVICES
 4330 EAST WEST HWY
 ROOM 517
 BETHESDA MD 20814
 CODE: FMPS

17a. CONTRACTOR/OFFEROR: VISUAL INFORMATION SYSTEM INC
 ATTN VINH Q NGUYEN
 8901 TRIPLE RIDGE RD
 FAIRFAX STATION VA 22039-3004
 CODE: [REDACTED]
 FACILITY CODE:
 17b. TELEPHONE NO: (703) 643-1628
 17c. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER:
 18a. PAYMENT WILL BE MADE BY: CPSC Accounts Payable Branch
 AM2 160
 P. O. Box 25710
 Oklahoma City OK 73125
 CODE: FMPS


18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED: SEE ADDENDUM

19. ITEM NO	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	Contracting Officer Representative SHIKHA GAMBHIR TEL: 301-504-6963 EMAIL: SGAMBHIR@cpsc.gov Task Order 0019 to contract CPSC-D-06-0002 is hereby issued to provide all necessary personnel, materials and services required to provide a senior level database and application computer programmer to provide the following services for the performance period effective 10 September <i>(Use Reverse and/or Attach Additional Sheets as Necessary)</i>				

25. ACCOUNTING AND APPROPRIATION DATA: 0100A12DCC-2012-9994700000-EXIT002400-252M0
 26. TOTAL AWARD AMOUNT (For Govt Use Only): \$349,676.00

27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED: ARE ARE NOT ATTACHED
 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED: ARE ARE NOT ATTACHED

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED
 29. AWARD OF CONTRACT. REF. OFFER DATED: YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS

30a. SIGNATURE OF OFFEROR/CONTRACTOR: 
 30b. NAME AND TITLE OF SIGNER (Type or print): Kim Miles
 30c. DATE SIGNED: 9-7-12
 31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)
 31b. NAME OF CONTRACTING OFFICER (Type or print): Kim Miles
 31c. DATE SIGNED: 9-7-12

19 ITEM NO.	20 SCHEDULE OF SUPPLIES/SERVICES	21 QUANTITY	22 UNIT	23 UNIT PRICE	24 AMOUNT
0001	<p>2012 through 30 December 2012 in accordance with the attached Statement of Work, the contractor's proposal dated 08/23/2012, and the terms and conditions of CPSC-D-06-0002.</p> <p>The contractor shall provide a Senior Level Database and Application Computer Programmer to provide support services for the Commission Information System (CIS) Applications.</p> <p>The total amount of award: \$349,676.00. The obligation for this award is shown in box 26.</p>	2675	HR	130.72	349,676.00

32a. QUANTITY IN COLUMN 21 HAS BEEN

RECEIVED INSPECTED ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE			32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
			32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT		37. CHECK NUMBER
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL			<input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL		
38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY			
41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT			42a. RECEIVED BY (<i>Print</i>)		
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER		41c. DATE	42b. RECEIVED AT (<i>Location</i>)		
			42c. DATE REC'D (<i>YY/MM/DD</i>)	42d. TOTAL CONTAINERS	

CPSC-D-06-0002 Task Order 0019
STATEMENT OF WORK (SOW)

1. Description of Services-

A. The contractor shall provide services involving the Consumer Product Safety Commission (CPSC), Commission Information System (CIS). The contractor shall perform their work in accordance with CPSC's established web and systems procedures, including but not limited to website management policies, procedures and standards; systems development lifecycles; and relevant Federal (non-CPSC) guidance.

B. The CIS application shall consist of 74 PowerBuilder applications and 24 .NET applications. The system back-end databases are Oracle, Sybase and SQL server. These websites exist in several environments including static HTML & XML and .Net files, EPiServer Content Management System, Microsoft SharePoint, and WordPress.

2. Task Order-

This is a task order under the existing firm-fixed price fully loaded hourly rate for the hours that are indicated on the schedule of services/supplies.

3. Services and Prices-

The contractor shall propose the total number of hours required in accordance with the fixed hourly rate (\$130.72, CLIN 0007) to successfully complete the task as specified in paragraph 4.

4. Performance Work Statement -

The contractor shall work independently, and not as an agent of the Government, the Contractor shall furnish all necessary personnel, materials, services, and facilities to perform the work set forth below:

A. Project Management

- (1) The Contractor shall provide project management service in alignment with CPSC's Project Management Office (PMO) and Systems Development Lifecycle (SDLC) processes and templates. The Contractor shall produce a project management plan, including time management in the specific areas of CIS applications, Data implementation, and support. The Contractor shall also produce a project plan in alignment with the SDLC and CPSC project management requirements.
- (2) The Contractor shall conduct a kick-off meeting with CPSC to establish a proposed work plan with time line.
- (3) The Contractor shall deliver weekly and monthly progress reports, including number of requests received, a summary of activities performed in resolving the requests, project accomplishments, and upcoming activities based on open requests.

B. CIS applications

The Contractor's primary focus shall be on making changes to software, and documentation to support its operational effectiveness. It includes making changes to improve a system's performance, correct problems, enhance security, or address user requirements.

- (1) The Contractor shall provide support services for CPSC's CIS applications, including but not necessarily limited to the 74 PowerBuilder applications provided as attachment A, 24 .NET applications referenced in attachment A. Support service include, but are not limited to ; creating, adding, updating, modifying and developing reports, implement the solutions as requested via Help Desk tickets, e-mails to the TSAD Team, or by the Project Officer's request. Based on last year's requests, the Contractor should expect about 180 CIS applications' helpdesk requests per month, plus a 10 percent growth factor.

The Contractor shall address CIS applications Helpdesk tickets during normal CPSC business hours (8:00am to 5:00pm Eastern Time(ET), Monday through Friday, except for federal holidays).

- (2) The system support team carries out the tasks defined in the Systems Operation Manual, which defines the tasks, activities and responsible parties necessary to maintain system operation. Systems operations activities are performed on a scheduled, recurring basis, to ensure that the production environment is fully functional and is performing as specified. The following is a checklist of systems operations key tasks and activities:
 - Ensure all processes, manual and automated, are documented in the operating procedures. These processes should comply with the system documentation;
 - Ensure users are trained on current processes and new processes;
 - Ensure that service level objectives are kept accurate and are monitored;
 - Maintain performance measurements, statistics, and system logs.
 - Monitor the performance statistics, report the results and escalate problems when they occur.
 - Ensure that system is running and available 99.99% of the time, Monday through Friday, 8am until 5pm ET, with the exception of holidays;
 - Perform backups (day-to-day protection);
 - Perform patches and upgrades on system components by properly testing and deploying them during alternative times to the defined hours of operations;

For following specific applications, the Contractor shall:

- (3) Sample tracking .NET application:
 - Perform mass data maintenance at EXC and EXFS's request
 - Create ad-hoc reports
 - Implement user enhancement and support bug fix requests.

- (4) Lab Accreditation & Approval .NET application:

- Modify the application according to the new lab scopes and policy changes
- Perform data maintenance
- Create ad-hoc reports
- Implement user enhancement and support bug fix requests.

(5) Budget system .NET application:

- Expand project performance evaluation functionalities
- Create new reports for finance office and budget office
- Implement user enhancement requests
- Develop interfaces to external finance systems

(6) IFS .NET application:

- Develop interface to the Case management System,;
- Develop interface to existing PowerBuilder applications;
- Implement the Ad Hoc reporting system for field users;
- Implement user enhancement requests, adding more programs ID for difference type of assignments.

C. Training and Documentation

- (1) When new or improved methods of performing systems operations and maintenance are identified, the contractor shall, at the direction of the project officer, perform knowledge sharing and transfer to CPSC employees by providing documentation, training materials, user manuals, and/or conducting onsite training sessions.

D. Support to CPSC staff for CIS applications

- (1) The Contractor shall provide troubleshooting support to resolve issues and problems encountered by CPSC staff and the public relating to CIS applications. Support shall include reviewing incident reports submitted via the Help Desk tracking system (HEAT), analyzing the problem, conducting root cause analysis if necessary to resolve the issue, testing the potential fixes, implementing the resolution, and documenting the actions taken and resolution in HEAT. Based on last fiscal year's requests, the Contractor should expect about 250 requests per month, including a 10 percent growth factor.

5. Reporting Requirements

The contractor shall maintain a record of all work performed, utilizing the Help Desk system. The contractor shall provide a detailed summary of tasks completed (accomplishments), planned activities, and risks and issues identified in weekly status and progress reports. The contractor shall confer with CPSC staff on issues and problems which the contractor identifies, and shall implement a solution at the direction of the Contracting Officer Representative (COR).

6. Inspection and Acceptance

The CPSC COR will monitor each assignment and will evaluate the performance based on the following:

- Volume and frequency of data to be processed in each system, order and type of operations; and
- Monitoring of system performance statistics, report the results and escalate problems when they occur.

The Government will apply the following general inspection standards to the reporting and delivery requirements:

- Meeting agreed upon schedule dates
- Submission of all deliverables as specified
- Ability to produce quality assurance documentation (where code is concerned and testing applied, per SDLC practices.
- Preparation of comprehensive reports/presentations.

The Government will inspect the work for both quality and timeliness, and notify the contractor regarding problems and any corrections needed. The contractor will be notified in writing of the problems with the work and the contractor shall provide an acceptable correction, correction plan or recommendation within 24 hours of notification.

7. Deliverables and Schedule

The following deliverable items shall be performed and/or delivered in accordance with the following schedule:

<u>Deliverable</u>	<u>Deliverable Timeframe</u> (No Later Than =NLT)
Project Kick-Off Meeting and presentation of the project roadmap, to include the approach for staffing and addressing operations and maintenance issues associated with the CIS applications and CPSCNet	NLT 29 th of September, 2012
Perform systems maintenance and operations by addressing HelpDesk tickets associated with the applications previously described	Daily, post kick-off meeting

CIS applications' Weekly Status Report, which should includes helpdesk tickets statistic, solutions, pending issues and risks.	Every Thursday except in week's where a monthly progress report is due
Deploy the changes and enhancements for CIS applications	NLT 1 calendar day after kick-off meeting, then as on release schedule.
Validate Infrastructure	As directed b the Project Officer
Monthly documentation for CIS applications support, which should includes summary of helpdesk tickets and web sites statistic, solutions, pending issues and risks.	30 after award, then monthly (NLT 5 th of month)
Provide new or updated User Manual, Training Material and conduct training sessions at the direction of the Project Officer, as new mechanisms for system operations and maintenance arise.	Within 15 days of Project Officer's request

8. Period of Performance

The Contractor shall provide the work for this task order beginning upon the date of award and shall continue until December 30, 2012. Services shall be performed Monday through Friday, during the CPSC core hours of 7:30 am – 4:00 pm weekends and holidays excluded.

9. Government Furnished Materials –

The contractor is only responsible for providing the qualified contract individuals. The Government will supply the following:

- Computer hardware and software
- Physical office space and a phone
- Network and internet access
- Maintenance procedures

10. Contractor Qualifications

The contractor personnel performing the work shall have experience in PowerBuilder, .NET, Oracle, Sybase, SQL server, MySQL, HTML and XML, EPiServer Content Management System, Microsoft SharePoint, and WordPress.

Revised Page 8/17/2012

11. Quality Control

The contractor shall develop and maintain a quality control program to ensure qualified and professional personnel are being provided and that their performance is in accordance with the criteria stated within this Performance Work Statement and the commonly accepted commercial practices. At a minimum, the contractor shall develop quality control procedures that address the areas identified in the Performance Work Statement.

12. LC 5 Contracting Officer's Representative (COR) Designation

a. The following individual has been designated at the Government's COR for this contract:

Name: Shikha Gambhir

Division: IT Services/ Room 839

Telephone: 301-504-6996

b. The CPSC COR is responsible for:

(1) monitoring the Contractor's technical progress, including surveillance and assessment of performance, and notifying the Contracting Officer within one week when deliverables (including reports) are not received on schedule in accordance with the prescribed delivery schedule.

(2) performing technical evaluation as required, assisting the Contractor in the resolution of technical problems encountered during performance; and

(3) inspection and acceptance of all items required by the contract.

c. The COR is not authorized to and shall not:

(1) make changes in scope of work, contract schedules, and/or specifications to meet changes and requirements,

(2) direct or negotiate any change in the terms, conditions, or amounts cited in the contract; and

(3) take any action that commits the Government or could lead to a claim against the Government.

d. A clear distinction is made between Government and Contractor personnel. No employer-employee relationship will occur between government employees and contractor employees. Contractor employees must report directly to their company (employer) and shall not report to Government personnel.