

**Department of the Air Force
Strategic Transformation Support (DAFSTS II)
Indefinite Delivery / Indefinite Quantity (IDIQ) Contract**

AT

**PENTAGON, WASHINGTON DC
AND
VARIOUS CONUS/OCONUS LOCATIONS**

**DRAFT
31 July 2024
VERSION 1.3**

SCOPE AND ORDERING GUIDE

Table of Contents

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SECTION I

1.0 DESCRIPTION OF SERVICES

- 1.1 Purpose. The purpose of this IDIQ is to obtain Contractor support to provide Advisory and Assistance Services (A&AS) and Professional Services to support the Department Air Force (DAF), Department of Defense (DoD), and Federal Agencies in managing and improving Strategic Transformation initiatives at the enterprise level. Services shall not include inherently Governmental functions as discussed in FAR Subpart 7.5, “Inherently Governmental Functions”.
- 1.2 Background. SAF/MG’s mission is to produce an effective and efficient Department of the Air Force (DAF) by 1) ensuring the core function and missions of the AF are optimally aligned to support the joint war fighting mission; 2) establishing performance goals and measures for improving and evaluating overall economy, efficiency, and effectiveness; 3) monitoring and measuring progress towards established goals and objectives; and 4) developing and maintaining a DAF-wide strategic plan for business and mission reform of DAF business operations.
- 1.3 Historical Data: Two-tiered multiple award IDIQ. Three (3) Prime contractors in Tier 1; Five (5) Prime contractors in Tier 2. The preponderance of the task orders are awarded between July – September. (see sections below for TOPR procedures and monthly/quarterly IDIQ requirements).

Descriptions	Tier 1	Tier 2
Estimated task orders per year	8-10	20-30
Estimated award value	\$3-100M	
Estimated simultaneous active task orders per vendor	3	10
Estimated period of performance per task order	8 months	2 years

SECTION II

2.0 IDIQ SCOPE

- 2.1 Scope. Services and deliverables include three (3) Advisory and Assistance (A&AS) categories: (1) Management and professional services; (2) studies, research, analyses, and (3) evaluations expertise. The Contractor shall provide all services, materials, supplies, equipment, travel, and project supervision, as required in connection with any task orders awarded using DAFSTS IDIQ. The primary NAICS for this IDIQ is: 541611 Administrative Management and General Management Consulting Services. While this is NOT an Information Technology (IT) contract; IT services, tools, and prototypes may be used/developed if it is necessary to provide a total transformational solution to meet agency needs. Requirements shall be at the Major Command (MAJCOM) (agency/component equivalent) level or above. The industry/commercial expertise requirements outlined in the Tier definitions at 2.2 are critical to meeting the intended outcome for task order awards.

For the purpose of this IDIQ, “Transformation” A step or incremental-change that will fundamentally impact the enterprise, through the improvement of how organizations holistically use people, processes, technology, data, and physical infrastructure to develop capabilities to meet their mission. Transformation should achieve measurable improvements in efficiency, effectiveness, and stakeholder satisfaction.

Step change is like the sledgehammer: powerful, impactful, and capable of sweeping changes quickly.

Incremental change is the scalpel: precise, deliberate, and resulting in gradual but consistent improvements over a more extended period.

Task orders issued on the DAFSTS II IDIQ cover services that are: commercial with unclassified requirements documents but may require access to classified (Secret, Top Secret, SCI, and Special Access Program (SAP)) and unclassified; and performance shall be CONUS (OCONUS travel is authorized). **Projects awarded on DAFSTS II shall not exceed 12 months for Tier 1 and 24 months for Tier 2 unless otherwise approved by the DAFSTS II Program Office.**

Contract Type: Firm Fixed Price (FFP).

Advisory and Assistance & Professional Services

The services requested and expected on this IDIQ are professional in nature. While the Government will not dictate the labor categories required to provide a desired outcome, the education and/or experience proposed for task orders shall be commensurate with that of A&AS and Professional Services (29 CFR 541). The following FAR Definitions from FAR 2.101 apply:

“Advisory and assistance services” means those services provided under contract by nonGovernmental sources to support or improve: organizational policy development;

decision-making; management and administration; program and/or project management and administration; or R&D activities. It can also mean the furnishing of professional advice or assistance rendered to improve the effectiveness of Federal management processes or procedures (including those of an engineering and technical nature). In rendering the foregoing services, outputs may take the form of information, advice, opinions, alternatives, analyses, evaluations, recommendations, training and the day-to-day aid of support personnel needed for the successful performance of ongoing Federal operations. All advisory and assistance services are classified in one of the following definitional subdivisions:

- a. (1) Management and professional support services, i.e., contractual services that provide assistance, advice or training for the efficient and effective management and operation of organizations, activities (including management and support services for R&D activities), or systems. These services are normally closely related to the basic responsibilities and mission of the agency originating the requirement for the acquisition of services by contract. Included are efforts that support or contribute to improved organization of program management, logistics management, project monitoring and reporting, data collection, budgeting, accounting, performance auditing, and administrative technical support for conferences and training programs.*
- b. (2) Studies, analyses, and evaluations, i.e., contracted services that provide organized, analytical assessments/evaluations in support of policy development, decision-making, management, or administration. Included are studies in support of R&D activities. Also included are acquisitions of models, methodologies, and related software supporting studies, analyses, or evaluations."*

- 2.2 Tier Definitions. DAFSTS II consists of two (2) tiers covering differing levels of qualifications for each; separated by level of complexity value, structure, and definition of problems for the applicable mission partner. DAFSTS II consists of two (2) tiers covering differing levels of qualifications for each; separated by level of complexity value, structure, and definition of problems for the applicable mission partner. The Fortune 500 list can be found at <https://fortune.com/fortune500/>. To qualify, the companies shall have been on the Fortune list at year end published "2022" or "2023").

Prime contractors shall only be Primes in one Tier only and shall not subcontract/team in the same or opposite Tier. Joint Ventures (JV) shall not be a member of another JV in either Tier. Additionally Joint Ventures can only be a prime/subcontractor/teaming partner in one Tier and can only be a part of one offer for this acquisition in either Tier. Contractors shall not perform as Prime and/or Subcontractor and/or Teaming Partner in both tiers. Once a Prime Offeror, JV member, and/or Teaming Partner declares in one tier, it cannot change tiers. No exceptions.

*A Prime contractors' interorganizational companies/subsidiaries are not permitted to be subcontractors/teaming partner.

Tier 1

Corporate experience successfully performing studies, research and analysis and developing transformational strategies and implementation plans for Fortune 50 companies; (must have been on the Fortune list at year end published "2022" or "2023") and experience advising C-suite executives and large organizations through crisis response and highly complex, undefined, unstructured problems. Has extensive experience advising and implementing a comprehensive rethinking of business models, systems, or processes and; Corporate experience successfully assisting the Government (Federal, State, US Territories) at the agency level, no lower than Major Command (or equivalent), advising senior leaders through developing transformational strategies; translating and incorporating commercial (private sector) best practices through crisis response and highly complex, undefined, and unstructured problems.

For the purpose of Tier 1, the term “highly complex, undefined, and unstructured problems” means the problems faced in this tier of effort are usually large in scale with little context or definition provided. Crisis scenarios often call for an immediate and dramatic response, usually making a step change essential. Requests usually require engagement across multiple stakeholder communities (external but in limited cases internal to the requesting Agency), and usually have political or statutory impacts. There are potentially no existing best practices in Government to leverage. These initiatives are usually characterized by sudden, disruptive changes brought about by outside forces.

Tier 2

Corporate experience successfully performing studies, research and analysis and developing transformational strategies and implementation plans for Fortune 200 companies; (must have been on the Fortune list at year end published "2022" or "2023"); and experience advising C-suite executives and large organizations through moderate to complex problems. Has extensive

experience advising and implementing organizations through cautious progression when the risks associated with drastic changes loom large and; Corporate experience successfully assisting the Government (Federal, State, US Territories) at the agency level, no lower than Major Command (or equivalent), advising senior leaders through developing transformational strategies and implementation plans; translating and incorporating commercial (private sector) best practices through moderate to complex problems

For the purpose of Tier 2, the term “moderate to complex problems” means the requirements of this tier are complex but are usually understood with a goal defined. The scope may involve stakeholders internal and external to the Government but are usually limited to the requiring organization being within the requesting Federal Agency. The challenges are usually not political and usually have no statutory impact. The coordination and collaboration effort needed to resolve the problem is challenging and usually requires incremental change to complete. Responses in these efforts usually require a progressive evolution, emphasizing continuous improvements. These initiatives are also usually introduced in response to internal needs, but they are usually characterized by an urgent challenge to the status quo such as a sudden organizational restructuring or the introduction of a new strategic initiative.

A step or incremental-change that will fundamentally impact the enterprise, through the improvement of how organizations holistically use people, processes, technology, data, and physical infrastructure to develop capabilities to meet their mission. Transformation should achieve measurable improvements in efficiency, effectiveness and stakeholder satisfaction.

- Step change is like the sledgehammer: powerful, impactful, and capable of sweeping changes quickly.
- Incremental change is the scalpel: precise, deliberate, and resulting in gradual but consistent improvements over a more extended period.”

2.3 RESPONSIBILITIES:

Contracting Officer (CO)

The CO is responsible for the award, administration, and management of the DAFSTS II IDIQ and any solicitations, source selections, task orders and task order modification modifications utilizing the AFSTS IDIQ

- Monitoring and evaluating performance of each primary contractor
- Conducting meetings with prime contractors as scheduled and/or necessary
- Providing advice and guidance to appointed Contracting Officer Representative (CORs), Senior leaders, and DAFSTS II primary contract holders regarding all DAFSTS II related matters
- Appointing and terminating all DAFSTS II CORs
- Providing contract specific training to all appointed DAFSTS II CORs
- Ensure COR reports, invoices, and running balance sheets are uploaded into SPM and the Teams Channel monthly for each task order COR

- Ensure Contractor Performance Assessment Reporting Systems (CPARS) completed as required
- Update DAFSTS II trackers (internal and external) with recent information

If a decentralized order is approved – outside agency executing task order shall:

- The agency action officer and COR shall attend DAFSTS II Immersion Training and DAFSTS II COR Training
- The agency contracting officer shall attend DAFSTS CO Training
- Sign a Memo/MOU to document roles and responsibilities
- Work with the DAFSTS II PM/COR and DAFSTS II CO on all pre- and post-award documentation
- Provide proof of certified funding
- Provide COR nomination and appointment documentation
- Collaborate with the DAFSTS II team and technical evaluators on the decision document
- Sign the decision document, execute the award and subsequent modifications
- Provide copies of signed award documents, modifications, D&F's, COR appointments, etc.
- D2579 approval at the IDIQ level with quarterly reporting of TO's to AFDW/SB

DAFSTS II Program Manager (PM) / Contracting Officer Representative (COR)

- DAFSTS II PM is responsible for the overall program
- DAFSTS II PM will review and provide scope determination inputs for all requirements
- Designated approval/disapproval authority for all Tier 1 and Tier 2 requirements
- Settle any disapproval disputes between the program and requiring organizations
- Collaborate with AFDW/PK on policy, governance, and contract changes
- Ensure all request packages are complete prior to submission
- Ensure quarterly, annual Program Management Reviews (PMR) are completed
- Create a collaboration space for the contractors and government personnel-
- Ensuring all requesting agencies have identified a trained COR
- Ensure all pre-reads, technical evaluator training, complete prior to package submission to PK
- Ensure annual CPARS reports are completed by all required task order CORs
- If no CPARS is required due to dollar threshold; ensure CPARS form completed by COR prior to task order closeout
- D2579 approval at the IDIQ level with quarterly reporting of TO's to AFDW/SB

Project Action Officer

- Shall attend AFSTS Immersion Training via Microsoft Teams
- Shall attend Technical Evaluation Training via Microsoft Teams
- Complete the DAFSTS II Checklist
- Secure funding (Form 9, MIPR, 7600B, Funds Availability memo)
- Ensure Task Order number ("F") is on emails, PRs, MIPRs, and any documentation/correspondence.
- Shall coordinate in all industry engagement with the DAFSTS PM/COR
- Shall provide pertinent information as required
- Shall be available for all industry engagements

Task Order CORs:

- Shall have an active account in Procurement Integrated Enterprise Environment (PIEE) with the correct DODAAC and roles approved (COR - JAM, SPM, MyInvoice, WAWF - Acceptor)
- Work with Agency PIEE Government Administrator (GAM) for account access, permissions, and issues. *The AFDW/FM and AFDW/PK GAM will only assist with Headquarters Air Force and AFDW personnel.*
- Complete required COR training (provided in the COR training checklist)
- Ensure COR training remains current
- Ensure COR reports, invoices, running balance sheets are uploaded in SPM and DAFSTS II collaboration site
- Complete DRAFT Quality Assurance Surveillance Plan (QASP) prior to award, upload into PIEE. After award, upload final QASP to PIEE and DAFSTS II collaboration site
- Monitor contractor performance using QASP as a guide
- Keep up-to-date copy of the Performance Work Statement (PWS) to ensure compliance
- Respond to the AFSTS program within 24 hours unless on leave/official duty
- Elevate issues to the DAFSTS PM/COR when issues cannot be resolved at lowest level
- Approve invoices; if invoice approval is with the Resource Advisor (RA) invoices shall be reviewed by the COR prior to approval
- Sign the Monthly Status Report (MSR). Signature on the MSR indicates concurrence. If there are disagreements, add comments to the MSR to ensure performance is documented. Provide a copy to the DAFSTS II collaboration site and Contractor. This document can be used to upload into SPM as your monthly surveillance document
- Approve Common Access Card request (if applicable, agency dependent)
- If TASS is delegated to another office, the COR is responsible to assist with this task
- Complete and Route DD254 (Security Requirements) DRAFT prior to TOPR release; if applicable. When ready for approval, the COR is the signature authority for the DD254.
- Assist with task order closeout
- Shall notify the Program team of the intention to change COR immediately to ensure timely training and transition of duties
- Shall initiate termination of COR request in PIEE no later than 60 days prior to departure
- Participate in the DAFSTS II Quarterly PMR. If COR is not available ensure that a representative is identified and attends.
- Complete CPARS if task order over \$1M; if not, complete CPARS form and turn-in to DAFSTS II COR at the end of task order performance
 - *CORs within agencies outside of the Department of the Air Force – process MIPRs, draft any MOUs, 7600A's, 7600B's, or D&Fs to use the vehicle .
- Input task order information in Strategic Management Tool (Air Force Only)
- Ensure Task Order number ("F") is on emails, PRs, MIPRs, and any documentation/correspondence.
- Ensure the funding documents (7600B/MIPR/Form 9) has contracting officer name, CLIN structure matches the task order and meets the requirements outlined in the funding documents instructions
- Any modification requests, to include 52.217-8, Extension of Services, shall be submitted 60 days prior to the end of the POP
- Attend quarterly COR meetings/training
- Schedule a leadership turnover briefing with the contractor within 10 days of leadership

change. This will ensure leadership is aware of the transformation and understands the commitment required to champion the transformation

- Shall respond to contractor inquiries immediately but no more than 24 hours unless on scheduled leave/duty

TOPR Evaluators:

- Sign Non-Disclosure Agreement
- Sign Conflict of Interest Statement
- Shall attend Technical Evaluation Training via Teams
- Evaluate proposals IAW established evaluation criteria and timeframe; failure to complete the evaluation within the timeframe may result in cancellation of the award

Sponsoring Senior Leader:

- Responsible for the requesting agencies compliance with the DAFSTS II Ordering Guide, Agreements, etc.
- May be required to review and sign evaluation documents to ensure quality submission
- Shall attend and present during at least one of the industry engagement opportunities: SOO Review, Industry Day, AMA session
- Shall ensure trained COR remains assigned to active task orders
- Shall be available on a bi-weekly basis (at a minimum) to ensure the transformation is in line with the strategic vision/direction and to foster transformation progress and success

Contractors :

- Shall provide point of contact information for the following:
 - Requests for Information / Pre-Reads
 - Contract Specific Issues/Awards/Modifications
 - Task Order Proposal Request Inquiries
 - Executive Leadership Engagement/Inquiries
 - Ask Me Anything Sessions
- Adhere to the proposal procedures for DAFSTS II
- Update POC information with AFDW/PKS and SAF/MG
- Report any issues to Program Team and Contracting Officer (as required)
- Attend Quarterly IDIQ level Program Management Reviews (PMR)
 - SB reporting NTSB (training, improvements, SAM registration, etc.), %, tasks
 - Turnover Report
 - TO status
 - Problem Notification Reports
 - Comments / Feedback
- Provide Monthly Status Reports (MSR) - TO level only
 - Ensure the MSR is signed by the Government and Contractor POC. If there are disagreements, ensure it is documented on the MSR.
- Maintain AFSTS level CACs (no more than 6)
 - Responsible for safeguarding and returning upon re-assignment or contract expiration
 - Ensure personnel have at least an Interim Secret Clearance
- Submit and maintain network access requests
- Complete out processing procedures for IDIQ level CAC holders

- Execute (sign) awards and modifications within 1-2 business days-
- For expedited awards, 1 day; for standard and extended awards 2 days

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SECTION III

3.0 Description of Tasks

Task orders issued on this IDIQ shall focus on industry leading, enterprise level strategic transformation. These transformations will bring about new ideas, methods, products, services, or solutions that have a significant positive impact and value. These initiatives will involve transforming creative concepts into tangible outcomes that provide value and address unmet needs utilizing the contractors' extensive commercial (private sector) expertise, translating those concepts to the federal government. This also allows ancillary services necessary to complete a total strategic transformational objective(s).

Section IV

4.0 Ordering Guide

- 4.1 This short guide is written for the users of and contractors on the DAFSTS II IDIQ. It explains the processes that will be used when awarding each task order, deliverables and actions required during and after performance is completed. The Guide addresses contracting processes and concepts specific to the DAFSTS II IDIQ. Please contact the DAFSTS II Org Box if you have any questions. afdw.pkpks.afsts@us.af.mil.
- 4.2 Restrictions and minimums associated with task orders. The minimum task order value is \$500. There is no maximum order value (remaining ceiling dependent).
- 4.3 Competition and Exception to Fair Opportunity. Task orders will primarily be competitive (see section 4.8 for evaluation criteria). If an exception to fair opportunity is contemplated, the program team shall update the collaboration site and post the awarded justification approval via sam.gov within 14 days of award.
- 4.4 Who can use this IDIQ? This IDIQ is available for Federal Government use. DAFSTS II is a primarily centralized IDIQ (decentralization approved on case-by-case basis). Requirements shall be at the Major Command (MAJCOM) (agency/component equivalent) level or above. Signature on the request form will be no lower than a 2-Star General / Tier 2 SES.

Off Ramping

The following situations shall require DAFSTS II IDIQ Contractors to be off ramped (removed) as an DAFSTS II IDIQ Contractor and will no longer be able to propose on future TOPRs. Any notices of removal will be provided in writing to the Contractor from the CO:

1. Awarded AFSTS Contractors are only allowed to declare a “no bid” two (2) consecutive times OR no more than three (3) times annually (per ordering period year). Whichever threshold is met first. *No bids are tracked based on the TOPR release date.*
 - a. *Applies to Standard and Extended TOPR procedures only; DOES NOT apply to Expedited TOPR procedures (see section 4.5 for TOPR procedures). DOES NOT apply to “no bids” for CO approved OCI exemptions. No bids are waived annually from 15 August – 30 September.
2. Poor Performance. Poor performance includes: missing milestones and deadlines, not performing IAW proposal/PWS, misconduct of employees, poor quality of deliverables, uncleared personnel, and termination for cause.
 - a. Marginal or below CPARS on any three (3) task orders over the ordering period, etc. Poor performance determinations are at the sole discretion of the Government.
3. Marginal, Unacceptable, Unfair/Unreasonable Price. For Standard and Extended TOPRs. Contractors are only allowed to receive three (3) Marginal or Unacceptable technical proposal ratings AND/OR if the pricing is determined unfair and/or unreasonable three (3) times total during the five (5) year ordering period (life of the

IDIQ).

- a. Not applicable for Expedited TOPRs.
 - b. The total for the marginal or below technical rating and/or unfair/unreasonable pricing is accumulative. *Example: 2 marginal technical ratings and 1 unfair pricing determination OR 2 unreasonable pricing determinations and 1 unacceptable technical rating.*
 - c. Unacceptable/Marginal ratings are waived if task orders are awarded annually from 15 August – 30 September each year
 4. If a Prime contractor utilized subcontractor/teaming partner(s) corporate experience to meet the qualifications for an DAFSTS II IDIQ award and that relationship severs/dissolved, then the Prime contractor will be off ramped as they will no longer meet the minimum qualifications.
 5. Contractors shall meet its small businesses participation commitment document goals annually. Failure to meet the SBPCD goals (showing good faith) may result in the contractor being off ramped.
 - a. The government will assess the contractors efforts of the course of the annual reporting period for its attempt to ensure small business subcontractors were included in its proposals.
- 4.5 Industry Engagement. Industry Engagement is a critical component of the success of the program. Industry engagement can foster collaboration during the AFSTS processes in order to gather and understand the mission partners objectives. This enables inputs and insights from the mission partner and industry experts to ensure products, services, and solutions align with the mission partners needs and requirements. This also promotes transparency, open communication to provide clarity on the requirement and productive relationships. A senior leader shall attend at a minimum one of the following industry engagements: 1. Statement of Objectives (SOO)Review, 2. Industry Event, 3. Ask Me Anything (AMA) session. For expedited TOPRs, the program team will try to maximize the industry engagement(s); however, an expedited TOPR can prevent all the following engagements listed below:
1. SOO REVIEWS (in person and/or virtual): SOO reviews will be scheduled to the maximum extent practicable. SOO reviews consist of an open session with the mission partner with all applicable Tier contractors present. During the SOO review, the contractors are given the opportunity to ask the mission partner questions and provide recommendations in real time.
 2. PRE-READS (email and/or collaboration site): Pre-reads will be conducted to the maximum extent practicable. Pre-reads are an opportunity for Contractors to ask questions and provide recommendations/feedback for draft documents. Pre-read forms with government responses to contractor-submitted questions go back to each individual contractor. Responses are only shared if the requirement changes, or if documents are requested and provided.
 3. INDUSTRY EVENT(S) (in person and/or virtual): Industry Day's will be scheduled to the maximum extent practicable. Industry Day consists of an open session with all applicable Tier contractors present followed by one-on-one sessions. One-on-

one's will range between 30 – 60 minutes. During the open session, the mission partner will provide background information, details, risks, etc. One-on-one sessions are the contractors last opportunity to ask questions in a private setting.

4. **ASK ME ANYTHING (AMA) SESSION:** AMAs will be scheduled to the maximum extent practicable. AMAs are only scheduled after TOPR release. This is another opportunity for Contractors to ask final questions and provide recommendations. Resulting answers to questions or accepted recommendations may change the final SOO. All submitted questions / recommendations will be shared with all offerors. If the changes are substantial, an extension to the due date may be required. *While we strive to host an AMA for each TOPR, there are requirements that will not have an AMA. This will usually apply to Expedited TOPRs.*
 - a. AMAs require the senior leader (SL) over the program to provide a program overview, issues the agency is trying to tackle (problem statement), identify any risks, and final desired outcome/end-state. The opening session is usually 5-10 minutes. After the SL brief, the Program Team will read the Q&As. If there are follow-up questions, a technical SME will need to be on the line to answer any additional clarifying questions.
 - b. AMA are usually only scheduled if there was no industry day or the (SL) did not participate in the other industry engagements.
 5. **INDUSTRY ENGAGEMENT PRIOR TO TOPR RELEASE.** The contractor can work with the mission partner one on one in order to reach a better understanding of the requirement; however, if the mission partner meets with one (1) contractor they must meet with all contractors to maintain fair opportunity. Also, if requirements change, those changes must be coordinated with the Contracting Officer so they can be disseminated to all contractors.
- 4.6 **Task Order Proposal Request (TOPR) ordering procedures: GOVERNMENT PERSONNEL:**
1. Contact the Program Team at website XXXXXXXXXXXXXXXX.
 2. Attend Immersion Training. This training is mandatory for the Action Officer and COR and will provide the mission partner with a detailed overview of DAFSTS II. Training is held every Tuesday at 1400 EST. An invite be provided once contact is made with the team.
 3. After completing immersion training, the mission partner should have completed its market research and acquisition planning. This decision point should be made prior to moving to the next step.
 4. The Program Team will provide access to the collaboration site for all templates, so the mission partner can start the process of their requirement.
 5. Complete a DRAFT version of the DAFSTS II request form and DRAFT SOO.
 - a. The DAFSTS II Request Form must be completed and signed by all appropriate signatures (see section 4.4).

- i. The request form shall be thoroughly completed with as much detail allowable. This reduces risk to the contractor and government and drives down unnecessary costs.
- b. The DRAFT SOO will start the industry engagement (see section 4.5).
 - i. This document shall clearly spell out the problem being resolved and the desired end state. This document is not to be prescriptive, but more so a guide for the contractor to understand the problem, need, and outcome.
- 6. The mission partner shall continue gathering remaining documentation, funding, etc. during industry engagement and requirement refinement
- 7. The Mission Partner shall complete the following checklist prior to submitting package for final approval:

1	Attended Immersion Brief
2	Final Statement of Objectives (SOO)
3	Final Signed Request Form
4	Certified Funding Document; Tripartite (Availability of Funds) Memo - Planning PR/MIPR is acceptable for EOY actions.
5	FS 7600A, Interagency Agreement (applicable to non-DAF)
6	COR Nominated in PIEE - COR must submit nomination through PIEE in order for project request to be sent for approval and complete all required COR training prior to approval PIEE nomination.
7	Independent Government Estimate (IGE); Affordability Range
8	Draft DD 254, DoD Contract Security Classification Specification - If required; the draft shall be completed prior to solicitation (only exceptions are for expedited requests and EOY).
9	Memorandum of Agreement – Roles and Responsibilities (applicable to decentralized orders)
10	Signed Source Selection NDA for entire evaluation team and any leadership that is requesting access to documentation or requesting updates
11	Signed COI for entire evaluation team and any leadership that is requesting access to documentation or requesting updates.

- 8. The requiring office submits the completed package at:
AFDW.PKPKS.AFSTS@us.af.mil.
- 9. Program Team reviews and approves the request and tier determination
- 10. Industry Day is scheduled in coordination with the SAF/MG PM/COR. If working in Tier 1-minimum time required is 3 hours, maximum 5 hours. If Tier 2, minimum time required is 4 hours, maximum time is 7 hours. This can be broken into more than one day to accommodate schedules.
- 11. Program Team completes final review and provides any feedback and comments (if required)
- 12. Requestor completes Technical Evaluation Training.
- 13. DAFSTS II Program Team releases TOPR

14. Schedule AMA, if required
15. Depending on the approved request form, vendors have the following timelines to provide a proposal package:

*Extended	30 Calendar Days
*Standard	10 Calendar Days
*Expedited	3 Calendar Days

*Exact number of days will be indicated in each task order proposal request

16. The Government requiring office will evaluate proposals and respond to the Program Team via the evaluation worksheets with recommendations using the established evaluation criteria.
 - a. Deviation from the established evaluation criteria will cause delays in the acquisition process. Unsubstantiated ratings will be returned to evaluators for re-write. The Program Team will remain the decision authority on all task orders unless otherwise documented on the DAFSTS II Request Form.
17. A kickoff meeting shall be schedule prior to award notification release
18. Performance start date based on the defined period of performance, but a minimum of five (5) business days is recommended to allow coordination for a task order initiation meeting and the contractor finalizing and ensuring availability of personnel.
19. Once the contract is awarded, the contractor's proposal (PWS, Supplemental, Price, Key Pers, SBPP, and Assumptions) is the contractual document, not the SOO.

4.7 Task Order Proposal Request (TOPR) Submission Process and Instructions: CONTRACTORS

1. The Program Team provides the applicable Tier Contractors with TOPR package
 - a. Affordability Range: Provided to the Offerors as an estimate only. The government has the right to determine if a proposal above or below the range in the best interested of the Government
2. The Program Team will schedule the AMA, if applicable
3. Contractors submit AMA questions by the suspense provided in the TOPR, if applicable
4. All questions will be answered openly during the AMA. The requesting company will not be revealed during the AMA.
 - a. Contractors are cautioned to ensure they respond to the SOO as written and not solely rely on the AMA. The AMA is time for Contractors to ask questions to get clarity, it's not a substitute for the written requirement (SOO).
5. Any changes made to the TOPR because of the AMA will be incorporated in the SOO.
6. Depending on the procedure selected, vendors have the following timelines to provide a proposal package:

*Extended	30 Calendar Days
*Standard	10 Calendar Days
*Expedited	3 Calendar Days

*Exact number of days will be indicated in each task order proposal request

Note: Expect award up to 30 days after proposal receipt (this will vary based on schedule, complexity, etc.)

7. Oral Presentations: For any oral presentation requests (applicable 10 and 30-day requests and will be expressly stated in the TOPR release package), only the supplemental pages will be briefed via PowerPoint/PDF slides. All other elements shall be written (PWS, Key Personnel, Assumptions, Price, SBPP). Oral presentation (supplemental) slides are due at the same time as the TOPR package (PWS, Key Personnel, Assumptions, Price, SBPP, Supplemental pages). There is no slide limit for oral presentations (supplemental pages).
 - a. Attendees: At a minimum, proposed key personnel should participate in the oral presentation.
 - b. During the Presentation: The Government will not interrupt during the presentation to ensure the contractor has the maximum time to brief. The only exception is if the Government team needs the contractor to restate information. Any exchanges or clarifications required will be provided in writing to the contractor after the presentation.
 - c. Oral Presentation Time Allotment: Minimum time allowed for oral presentations is 30 minutes. Oral presentations shall never exceed three (3) hours. There is no page limit for oral presentations (oral slides serve as the supplemental pages).
 - d. Clarifications: The Government may ask clarifying questions at the conclusion of the oral presentation. This is not an opportunity for the offeror to make any changes to the proposal. The questions will be to give the Government a better understanding of the proposal.
 - e. Discussions: In the event discussions are required, the Program Team will provide questions via an Evaluation Notice (EN) and provide the offerors time to make any final proposal revisions. All due dates/times will be provided with the EN.
8. TOPR Submission Instructions:
 - a. The TOPR response shall include the Technical Solution (PWS, the “what”), Supplemental Pages (Technical Approach, the “how”), Price, SBPP, Assumptions, Key Personnel Form.
 - b. The PWS shall provide the Offerors detailed technical solution to meet the Statement of Objectives (desired transformation outcome). This includes the Offerors proposed milestones/timeline, deliverables (SOO 3.0), services summary (SOO 4.0), and stakeholder engagement plan. The PWS shall include paragraphs 3.0 -7.0 from the SOO. If selected for award, the PWS will be incorporated in the final award
 - i. Contractor Proposed Optional Objectives/Tasks: This will be on a separate CLIN. The contractor is allowed and encouraged to propose optional objectives/tasks that will enhance and/or accelerate the proposed technical approach. The optional work shall be clearly expressed within the PWS. Ensure that proposed optional work is not a minimal requirement to complete the transformation, meaning, the base government requirement (SOO Objectives) shall be covered contractor proposed PWS without

dependencies on any proposed optional work. The optional CLIN will be within scope of the transformation. The Optional CLIN period of performance shall not exceed the period of performance on the overall task order. The contractor shall only invoice once the optional CLIN is activated through a bilateral modification.

- ii. Invoicing-come back to this
- c. The Supplemental Pages (PowerPoint Slides/PDF Slides) shall provide the Offerors; detailed approach on how the transformation will be completed (see list below for areas to address). This document will be incorporated in the final award:
 - i. Milestones - Data, visualization, recommendations, decision points, etc.
 - ii. Strategic Approach, Methodology – Explain how the problem will be solved. Explain the selected methodology and why it was chosen
 - iii. Executable Approach – Explain the definability of the approach (data, metrics, applicable experience)
 - iv. Risks Assessment – Explain risk identification, monitoring, measuring, and mitigation
 - v. Objective metrics – How will success/failure be measured?
 - vi. Betterment – Explain how the approach will make the organization better. Must be a measurable increase in output, efficiency, return on investment, cost savings, etc.
- d. The Contractor shall complete and submit the Price, SBPP, Assumptions, Key Personnel Form. This document will be incorporated in the final award.
 - i. The Key Personnel Tab shall only include the actual key personnel required to meet the desired outcome. Complete each column as follows:
 1. Availability - Availability is provided to level set expectations and approximation of the availability of key Personnel. Choose Full Time, Part Time, and As Needed for each provided Key Personnel
 2. Name – Name of individual (actual hire)
 3. Position/Title: Provide position/title
 4. Education: Provide highest COMPLETED level of education first. List any additional education and certifications applicable to this requirement
 5. Experience: Provide overview of individuals experience and how it ties to the requirement. Also, provide is the individual has any experience to the applicable AF lines of business. If the individual does not have education, use this area to explain how experience will substitute education.
 6. Background: Provide individuals applicable work history to demonstrate the individual has the experience and understanding to complete the tasks. If the individual does not have education, use

this area to explain how the individual's background will substitute education.

7. Assigned PWS Task(s): Provide the PWS tasks number(s) or paragraph number(s) this individual will be performing or providing support.
 8. Assigned SOO Objective(s): List (if any) the SOO objectives (by paragraph number) the individual is responsible for or contributing to.
 9. If the government does not award the task order within 30 days of proposal receipt, if selected for award, the awardee is permitted to provide new key personnel; however, the newly provided key personnel shall be at a similar level (education, experience, qualifications) as the originally proposed key personnel. This change will not count toward key personnel turn over and will be done at no cost to the government
- ii. The Small Business Participation Plan (SBPP) Tab shall be included in all TOPR responses for review and contract incorporation purposes. The contractor is not obligated to propose SB subcontractors for every task order; however, at our sole discretion, the DAFSTS II Program reserves the right set the SBPP TCV percentages and/or elect to evaluate the SBPP. If this is a requirement, the government will notify the contractor in the TOPR. The Program Team will select one of two options on the SBPP tab:
1. **Compliance:** For this TOPR, vendors shall provide the name(s) of the SB, socio economic status, and percentage of the total contract value (TCV). SBPP will not be evaluated for this TOPR, however will be incorporated into the award.
 2. **Evaluation:** For this TOPR, SB participation with a specific socio-economic group or non-traditional SB percentage is required. The minimum percentage of the total contract value (TCV) for Small Business/Socio Economic Group is XX%.
- iii. The Assumptions Tab shall be completed to provide all contractor proposed assumptions.
- iv. The TOPR Price Tab the offeror shall complete all applicable cells within the spreadsheet
1. Each task order will be priced as a package with applicable CLINs which will include all labor, travel, materials, tools, etc. required to complete the task. Additional CLINs may be required to delineate OPTIONAL tasks, or Option years (i.e. 1001, 1002). All task orders will be awarded as FFP.
 2. Unit: Always Monthly
 3. Quantity: Enter number of months. Shall not exceed 12.

4. Monthly Price: Enter monthly price. Shall be rounded to the nearest two decimals.
5. Total Price (each PoP): Automatically generated in the spreadsheet. Total Price of Quantity multiplied by Monthly Price
6. Total Evaluated Price: Automatically generated. Total of all priced CLINs
- v. The 52.217-8, Extension of Services Tab it shall be priced at the exact same monthly pricing rate as the correlating CLINs (adding all of the CLINs). The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed six (6) months. Offerors are required only to price the base and option CLINs. Total Price block is the amount that will be placed in the 52-217-8 CLIN. The extension of services clause CLIN is not expected to be exercised.
- vi. The Price Narrative Tab is the contractor's opportunity to explain its pricing approach. The contractor can provide such information as quantities, job titles, explanation on total cost of ownership, travel, discounts (from normal commercial pricing), risks, savings from automation, etc. DO NOT INCLUDE any dollar amounts or cost elements such as profit, G&A, Overhead, etc.). This section can help substantiate fair and reasonableness and may assist in justifying price premiums.
- vii. Contractor proposed Optional CLINs: If Offerors elect to propose optional objectives/tasks for government consideration, the government will evaluate the optional CLINs in the Total Evaluated Price in order to determine if the price is fair and reasonable to the Government.
9. All written submittals shall be on 8 ½ x 11 paper. Font shall be no smaller than 12pt with no smaller than 6pt under graphics, pictures, charts, etc.
10. Page limitations and Formatting:

PWS: 20 pages unless otherwise specified, Microsoft Word or Adobe PDF format

Supplemental Pages: 20 pages unless otherwise specified, PowerPoint/PDF slides.

PSAK (Pricing, SB Participation Plan, Assumptions, Key Personnel Matrix) Form: unlimited, Excel.

 - a. In an Exception to Fair Opportunity situation, the Government may require Other than Cost or Pricing Data to determine the price Fair and Reasonable. This may include but is not limited to recent contracts for similar services.
 - b. Pages excluded from page count on the PWS or Supplemental includes: Cover page, introduction page, agenda page(s), table of contents, and incorporated SOO Sections 3.0 through 7.0. Offerors shall put the incorporated SOO Sections in the contractor written PWS. If the offeror is proposing additional deliverables and/or performance thresholds (services summary), the offeror shall include those additions in the PWS.
 - c. There is no page limit for oral presentations (oral slides serve as the supplemental pages)
 - d. File Naming Conventions:

Document	Naming Convention	Example
Technical Solution	TOPR#_Company Name_Date of Submission_PWS	FA7014XXSTSXXXXX_Acme_3June24_PWS
Technical Approach	TOPR#_Company Name_Date of Submission_Supp	FA7014XXSTSXXXXX_Acme_3June24_Supp
PSAK (Price, SBPP, Assumptions, Key Personnel)	TOPR#_Company Name_Date of Submission_PSAK	FA7014XXSTSXXXXX_Acme_3June24_PSAK
Uploaded Proposals Folder Name via Collaboration Site (Within offerors assigned channel)	TOPR#_Company Name_Date of Submission	FA7014XXSTSXXXXX_Acme_3June24

11. TOPR submissions will be via email to the DAFSTS II Org Box or via the DAFSTS collaboration space. The Government will ensure instructions are clear prior to TOPR release.
 - a. If emailed, TOPR submissions should not exceed 23MB. For larger emails, send more than one email. Ensure each email is marked "Email X of X". The Government will acknowledge receipt via an email response. If a response is not received, assume the Government did not receive the submission and follow up with a phone call.
 - b. DAFSTS II collaboration space submissions will be uploaded in the appropriately labeled TOPR folder under the applicable company. The Government will confirm and acknowledge receipt via the DAFSTS II collaboration space or email.
12. The Program Team will notify the awardee and non-awardees in writing of their respective overall technical rating and price. The notification will provide feedback for each respective Offerors proposal
13. Performance start date should be based on the defined period of performance to the maximum extent possible. A minimum of five (5) business days is recommended to allow coordination of task order kickoff meeting.

4.8 How will each task order be evaluated?

Technical Evaluation

1. **TECHNICAL APPROACH/TECHNICAL SOLUTION:** The Government will evaluate each Offerors technical solution and technical approach in how they will meet the Government's desired outcome IAW the statement of objectives (SOO). The government will evaluation for understanding, effectiveness, efficiency, sustainability, risks, and realism of the approach. The Government will evaluate each Offerors proposed technical solution and technical approach to ensure the solution and approach consider applicable regulations, stakeholder engagement, deliverables, and milestones. The Government will evaluate the realism and risks of all proposed assumptions.
 - a. **Realism:** The proposed approach provided enough detail to persuade the Government the solution can achieve the desired outcome. Measure of how economically resources/inputs (funds, expertise, time, equipment, etc.) are converted into results
 - b. **Understanding:** The extent to which the transformation is consistent with the mission partners' need, priorities
 - c. **Effectiveness:** The extent to which the transformations objectives can be achieved, or are expected to be achieved
 - d. **Sustainability:** The ability of the government to sustain transformation benefits and the continuation of those benefits after major transformation assistance ceases
2. **KEY PERSONNEL:** The Government will also evaluate the Key Personnel Staffing Matrix that assigns key personnel actual hires IAW its proposed PWS. The Government will evaluate education, qualifications, and experience levels for proposed key personnel for understanding of the requirement.
3. **SBPP:** This is only evaluated if the evaluation option is selected on the Price, SBPP, Assumptions, Key Personnel excel document under the SBPP tab. The SBPP will be evaluated to ensure the vendor's proposal met the minimum percentage requirement. The sum of all the percentages shall equal XX% and that includes the X% to a XXXXXXXXXX Business. Any proposal below the minimum target will be rated unacceptable, rendering the entire Technical proposal unacceptable.

****Prime vendors on DAFSTS II shall perform at least **50% of the work on all task orders.**

****For task orders where 25% or more of the overall task order value is attributed to the procurement of items such as licenses, the 50% requirement for the prime contractor will apply to the total price attributed to labor only.**

****Contractors should avoid proposing proprietary solutions****

****If a proprietary solution is proposed, provide a statement on the cover page of the proposal****

****The Government may include additional evaluation factors at its sole discretion. If this occurs, Evaluation Instructions and Criteria will be provided at TOPR release****

As a result of the technical evaluation, each Contractor will receive a Technical rating below:

Adjectival Rating	Description
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Outstanding	The proposed solution indicates an exceptional approach and understanding of the objectives; providing the best desired outcome for the Government. Risk of unsuccessful performance is low to nonexistent.
Good	The proposed solution indicates a thorough approach and understanding of the objectives; providing a good outcome for the Government. Risk of unsuccessful performance is low.
Acceptable	The proposed solution indicates an adequate approach and understanding of the objectives; providing an acceptable outcome for the Government. Risk of unsuccessful performance is moderate.
Marginal	The proposed solution indicates an inadequate approach and understanding of the objectives. Risk of unsuccessful performance is high.
Unacceptable	The proposed solution did not meet the minimum requirements

****Any vendor that receives a Marginal or Unacceptable rating will not be further evaluated, will be informed in writing by the Contracting Officer, and be removed from competition for the particular task order.****

Price Evaluation

The Government will evaluate the total evaluated price for fairness and reasonableness. The Government reserves the right to eliminate a proposal from further evaluation due to evaluated prices that are unfair or unreasonable.

Total Evaluated Price: Total value of all CLINs. **Total Evaluated Price:** Includes all CLINs. This will ensure uniformity across all submitted TOPRs. **Evaluating Contractor Proposed Optional Work:** The Government will evaluate any contractor proposed optional work for fairness and reasonableness

Reasonableness. Comparison of proposed prices received in response to this TOPR is the preferred and intended price analysis technique. Other techniques and procedures found in FAR 15.404-1, if deemed necessary and reasonable, may be used to ensure a fair and reasonable price. The Government will evaluate options in accordance with FAR clause 52.212-2(b), as prescribed in FAR 12.301(c)(1). Evaluation of options shall not obligate the Government to exercise the option(s).

Evaluation of FAR 52.217-8, Option to Extend Services. The option to extend the contract term will be evaluated as part of the initial evaluation, whereby any resultant exercise of this option is within scope of the pending contract. The Government will evaluate the possible prices for FAR 52.217-8 through its evaluation of the base and option prices. If conditions warrant the exercise of this FAR52.217-8, the price(s) for continued performance under this clause shall be at the same price(s) as awarded for the base period or the option period (whichever is being extended). As such, if the base and option prices are considered fair and reasonable then the cost of the possible extension of services under FAR 52.217-8 shall be considered fair and reasonable and in the best interest of the Government.

Basis of Task Order Awards

The Government intends to award without exchanges but reserves the right to open exchanges at its discretion. The Government seeks to award to the offeror who gives the Government the greatest confidence that it will best meet the requirements. This may result in an award to a higher rated, higher priced offeror, where the decision is consistent with the evaluation factors, and the Government reasonably determines that performance of the technically superior higher priced offeror outweighs the price difference. While the Government will strive for maximum objectivity, the awarded selection and decision process, by its nature, is subjective; and therefore, professional judgment is implicit throughout the entire process.

The following factors shall be used to evaluate offers: (i) Technical and (ii) Price. Relative importance of factors: Technical is always more important than Price.

The Government will award a task order resulting from any TOPR to the responsible Contractor whose proposal, conforming to the TOPR, based on the evaluation factors was the most advantageous to the Government, providing the best value, technical and price considered.

4.9 Exchanges Between the Government and Contractors.

The Government reserves the right to enter clarification and/or exchanges with one, some, all, or no offerors.

Clarifications can be held at the conclusion of an oral presentation or during proposal review and can be provided in writing via email. The offeror can clarify something in its proposal but is not afforded the opportunity to make changes to its proposal.

Exchanges will be provided in writing in an Evaluation Notice (EN) via email. The offeror will be afforded the opportunity make changes to the proposal, if desired.

SECTION V

5.0 Service Summary

5.1 Contractor service requirements. Vendor service requirements are summarized into performance objectives that relate directly to requirements at the IDIQ level and some performance objectives flow down to the task order level. Each task order will have its own services summary which will be provided in the statement of objectives (SOO). The performance threshold briefly describes the minimum acceptable levels of service required for each requirement and will be assessed on an “Acceptable” or “Unacceptable” basis. These thresholds are critical to success of the AFSTS mission.

Performance Objective	PWS paragraph	Performance Threshold
Provide qualified people at TO start	Task Order Level 8.10.1	<p>Performance is excellent when 100% of qualified personnel are on the job at the start of the contract, unless previously negotiated by the CO.</p> <p>Performance is very good when 95% of qualified personnel are on the job at the start of the contract, unless previously negotiated by the CO.</p> <p>Performance is satisfactory when 90% of qualified personnel are on the job at the start of the contract, unless previously negotiated by the CO.</p> <p>Performance is marginal when 80 to 89% of qualified personnel are on the job at the start of the contract, unless previously negotiated by the CO.</p> <p>Performance is unacceptable when < 80% of qualified personnel are on the job at the start of the contract, unless previously negotiated by the CO.</p>

Maintain stable key personnel workforce	IDIQ & Task Order Level 8.10	Performance is acceptable when the turnover rate for key personnel is less than 20%. The CPARS rating for Management will be negatively affected if the contractor exceeds the maximum 20% turnover rate on 3 or more task orders per year.
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Effectively replaces/ substitutes key personnel	Task Order Level 8.10.1	Performance is acceptable when: Key personnel vacancies are filled with qualified personnel within 14 calendar days of vacancy, unless approved in writing or otherwise directed in advance by the CO, AND there is no mission impact due to position vacancies or unqualified personnel
Develop and submit all required deliverables	Task Order Level 8.11.1	Performance is acceptable when: a) 95% of deliverable requirements are met and received on time AND b) information is accurate
Meet required subcontracting small business/SBPCD goals	IDIQ level	Performance is acceptable when minimum small business subcontracting goals are met or exceeded. The CPARS rating for Small Business will be negatively affected if the contractor does not meet its proposed goals and/or does not meet required goals at the task order level.
Meet SBPCD target goals (per each contractors proposal)	TO level	Performance is accepted when the SBPCD goals are met or exceed. The CPARS rating for Small Business will be negatively affected if the contractor does not meet its proposed goals and/or does not meet required goals at the task order level.
Minimum SBPCD Target Goals shall not fall below these levels:		Goals shall match the proposed MQRs in SBPCD. Minimum goals: Small Business: 55% Small Disadvantaged Business: 25% Woman Owned Small Business 10% Service-Disabled Veteran Owned Small Business: 20%

		HubZone Small Business: 3% Veteran Owned Small Business: 25%
Report SBPCD Plan actions		Maintain robust SBPCD– includes training, facility clearance sponsorship, additional of non- traditional SB's, contractor propose MQR %, minimums shall align with the subcontracting goals. Met when the contractor meets goals on an annual basis and subcontractor reporting contains minimal issues with payment and meaningful work
Maintain minimal number of NTSBs as subcontractors.		Shall utilize a minimum of three (3) nontraditional small businesses over the five (5) year ordering period
Senior Leader Transformation Forums	IDIQ level	Shall host a senior leader transformation forum annually, based on the mutually agreed upon schedule with the program team

SECTION VI

6.0 Deliverables

6.1 Deliverables requirement. Vendors shall provide deliverable(s) in a format mutually agreed upon by the Government and the vendor.

The following enumerated deliverables are not expected to change. Due Date intervals are not expected to change but actual dates may need to be revised depending on actual contract start date.

DELIVERABLE	PARA	DUE DATE	DELIVERY
Assessment Report		60 days from last mobilization date	By Email to the COR in Microsoft Word or PDF Format. May require a briefing (at the mission partners discretion)
Project Management Plan	Task Order Level 8.16	15 business days after contract award and monthly thereafter to be delivered with the MSR.	TO COR via email
Monthly Status Report (see Gov't Template)	Task Order Level 8.15.1	10th business day of each month	By email to the COR in Microsoft Word format
Monthly / Technical Meeting Minutes/Reports (if requested by customer)	Task Order Level 8.13.1	No Later than (NLT) one (1) less days after the meeting. May change, task order specific	By email to the COR in Microsoft Word or PDF Format
Kickoff Meeting Agenda	Task Order Level 8.2	NLT 3 calendar days after contract award	By email to the COR in Microsoft Word or PDF format
Quality Control Plan	Task Order Level 8.5	At Kickoff Meeting and annual revisions 15 calendar days after each OY modification (if changes are required)	By email to the COR in Microsoft Word or PDF format

Trip Reports	Task Order Level 8.9.4	5 business Days after completion of TDY	By email to the COR in Microsoft Word or PDF format
Program Management Reviews (PMR)	IDIQ Level 8.12.1	Quarterly, scheduled by the Program COR; slide due 5 days prior to scheduled PMR	Email slides to Org Box to the COR in Microsoft Word or PDF format
Turnover Rate Report (prime and sub)	IDIQ Level 8.10	When the turnover rate reaches 15% and then quarterly thereafter until reduced to 10%	By email to the Org Box in Microsoft Word or PDF format
Contractor Contact Info	IDIQ Level 10.1	1 Day after award; as updates occur	By email to the Org Box in Microsoft Word or PDF format
Problem Notification Reports	IDIQ & Task Order Level 8.14.1	As soon as possible but NLT 2 business after the issue is discovered. **Only required if there are issues to report**	Org Box and TO COR via email in Microsoft Word or PDF format
Senior Leader Transformation Forums	IDIQ Level	Annually (based on mutually agreed upon schedule with the program team)	Contact or provided facility and virtual option, agenda, objectives, materials, briefings etc. Forum shall be a minimum of 60 minutes
Leadership Turnover Brief	TO level	Within 10 days of leadership change (or later if SL schedule does not allow)	PowerPoint, PDF Briefing. Provide copy to Org Box

SECTION VII

7.0 Government Furnished Property, Equipment, Material, Information, or Services

*If required, will be addressed at the task order level.

7.1 Contractor Acquired Property (CAP): The contractor shall never be required to acquire any property.

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SECTION VIII

8.0 General Information

8.1 Scheduling Concerns

8.1.1 Duty Hours. Established at the task order level.

8.1.2 Core Duty Hours and Base Shutdown/Inclement Weather. Core duty hours (excluding federal holidays) will be established at the task order level, if applicable. The Contractor shall follow guidance of the installation containing their place of performance to determine reporting schedules whether due to a base closure or inclement weather. The website for guidance regarding status of performance for work to be performed in the National Capital Region (NCR) is <http://www.opm.gov/status/>. If place of performance is outside of the NCR, please work with the assigned COR for policy on inclement weather and base shutdown.

8.2 Kickoff Meeting/Orientation Meeting

8.2.1 Upon award of a task order, the successful task order vendor shall schedule and coordinate a Project kick-off Meeting no later than (NLT) five (5) calendar days after task order award at the location approved by the Government. The meeting will provide an introduction between the Contractor personnel and Government personnel who will be involved with the contract. The meeting will provide the opportunity to discuss technical, management, and logistic issues; travel authorization; communication process between Government and Contractor; and reporting procedures. At a minimum, the attendees shall include key Contractor personnel, key Government representatives, and the COR. The Contractor shall provide a Kick-Off Meeting Agenda that will include, but not be limited to, the following:

- Introduction of personnel
 - Detailed availability of key personnel (full time, part time, limited)
- Overview of project tasks
- Review of organization (complexity)
- Schedule (shows major tasks, milestones, and deliverables; planned and actual start and completion dates for each)
- Communication Plan/lines of communication overview (between both Contractor and Government)
- Discussion of draft Program Management Plan (PMP)
- Travel notification and processes
- Security requirements (Building access, badges, Common Access Cards (CAC))
- Invoice procedures

- Monthly meeting dates
- Reporting Requirements, e.g. Monthly Status Report (MSR)
- POCs
- Roles and Responsibilities
- Prioritization of Contractor activities
- Any initial deliverables
- Other logistic issues
- Quality Control Plan (QCP)
- Sensitivity and protection of information
- Additional issues of concern (Leave/back-up support)

8.2.2 The Contractor shall provide a draft copy of the agenda NLT 3 calendar days after contract award for review and approval by the COR prior to finalizing. The Government will provide the Contractor with the number of participants for the kick-off meeting and the Contractor shall provide sufficient copies of the presentation for all present.

8.2.3 The Kickoff Meeting location will be held at the agreed upon location or virtually and the date and time will be mutually agreed upon by both parties.

8.3 Transition-In Plan (If Applicable *will be a requirement in the TOPR*)

8.3.1 The Contractor shall provide a Transition-In Plan at the Kickoff Meeting, the plan shall facilitate the accomplishment of a seamless transition from the incumbent Contractor (if applicable) and incoming Contractor. The Contractor shall identify how it will coordinate with the incumbent Contractor and Government personnel to transfer knowledge regarding the following:

- Project management processes
- Points of contact
- Location of technical and project management documentation
- Status of ongoing technical initiatives
- Transition of key personnel
- Schedules and milestones
- Actions required of the Government
- Coordination of IT related programs, issues

8.3.2 The Contractor shall also establish and maintain effective communication with the incumbent Contractor and Government personnel for the period of the transition via weekly status meetings per the COR's direction.

8.4 Mobilization. The government shall work with the contractor to provide access to required data/information, complete CAC applications, processes security clearances, distribute

laptop, and allow for the contractor to mobilize personnel. The mobilization period shall not exceed 30 days.

8.4.1 60 Day Assessment Plan. The contractor shall complete an assessment of the program to ensure the proposed solution is the most advantageous. After completing the assessment, the contractor can make a one-time adjustment recommendation to the proposed solution with up to 15% increase or unlimited decrease in price or tasks. The government at its sole discretion can accept or reject the recommendations.

8.5 Transition-Out Plan (If Applicable)

8.5.1 The Contractor shall provide a Transition-Out Plan NLT than 60 business days prior to expiration of the contract. The plan shall facilitate the accomplishment of a seamless transition from the incumbent to and incoming Contractor (if applicable). In addition, the Contractor will continue to accomplish all tasks as outlined in the contract during this period. The Contractor shall identify how it will coordinate with the incoming Contractor and Government personnel to transfer knowledge regarding the following:

- Project management processes
- Points of contact
- Location of technical and project management documentation
- Status of ongoing technical initiatives
- Transition of key personnel
- Schedules and milestones
- Actions required of the Government
- Coordination of IT related programs, issues

8.5.2 The Contractor shall also establish and maintain effective communication with the incoming Contractor and Government personnel for the period of the transition via weekly status meetings.

8.6 Quality Control.

8.6.1 Quality Assurance. The Government shall rely on the Contractors' existing quality assurance system as the method to ensure that the requirements of the contract and performance thresholds are met; however, the Government reserves the right to monitor and evaluate the quality of services provided and compliance with the contract terms and conditions at any time.

8.6.2 Quality Control Plan (QCP). The Contractor shall develop and maintain an effective quality control program to ensure services are performed IAW this scope and ordering guide, applicable laws and regulations, and best commercial practices. The

Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services with special emphasis placed on those services listed in this PWS. The Contractor's quality control program is the means by which it assures itself that the work complies with the requirement of the contract. Initial Quality Control plan is due to kick off meeting. Annual revision is due 15 calendar days after each option year modification. QCPs are also required at the task order level.

8.7 Emergency Operations/Mission Essential Personnel.

8.7.1 Continuation of Essential Contractor Services During Crisis. All services in this Scope & Ordering Guide HAVE NOT been defined or designated as essential services for performance during crisis IAW DFARS 252.237-7023, "Continuation of Essential Contractor Services." May be applicable at the task order level. See task order specific SOO.

8.7.2 Reporting Requirements for Contracted Services. The Contractor shall report ALL labor hours (including first tier subcontractor labor hours) required for performance of services provided under this contract. The Contractor is required to completely fill in all required data fields at: <http://sam.gov>. Reporting inputs shall be for the labor executed at the task order level during the period of performance for each Government fiscal year (FY), which runs 1 October through 30 September. While inputs may be reported anytime during the FY, all data shall be reported not later than 31 October of each calendar year. The Government will review the Contractor's reported information for reasonableness and consistency with available contract information. In the event the Government believes that revisions to the Contractor's reported information are warranted, the Government will notify the Contractor. Upon notification, the Contractor shall revise the reported information or provide the Government with a supporting rationale for the information. See DFARS 252.204-7023.

Steps for Submitting a Service Contract Report (SCR)

1. Go to www.sam.gov and log in.
2. Select Entity Registrations and then select Service Contract Reporting.
3. SAM displays your entities which have service contracts and meet the reporting criteria. Select View by entity to see the service contracts for each entity.
4. Next, select Add for the service contract against which you want to create a Service Contract Report. Each service contract which meets the FAR Subpart 4.1703 reporting thresholds is displayed.

5. You will be taken to the Complete Service Contract Report page. SAM displays the contract details and allows you to report. You are required to enter the following information:
 - a. Total Amount Invoiced: Total dollar amount invoiced for services performed during the previous Government fiscal year under the contract (this amount should include the prime and any subcontract amount).
 - b. Prime Contractor Hours Expended: Prime contractor direct labor hours expended on the services performed during the previous Government fiscal year. The amount you enter is automatically divided by 2,080 hours to calculate a Full Time Employee (FTE) equivalent, displayed under the Prime Contractor Hours Expended as Prime Contractor FTEs.
6. Report any required Tier 1 subcontractor information by selecting the Add Tier 1 Subcontract Information button.
7. When you are ready to submit the report, select Submit. This saves your report and returns you to the Select Service Contract page where you can create other SCRs or edit an existing SCR.

8.7.3 Unit Identification Code. Contractors shall request the Unit Identification Code (UIC) from the TO COR no later than 30 days after the start of performance to ensure compliance with the CMRA requirement. Contractors shall report if the UIC is not received within 30 days to the Program Team.

8.7.4 Subcontractor SB Quarterly Report. All small business subcontractors shall report on a quarterly basis (directly to the Org Box) the name of the primary contractor it has a contract with, the tasks and the complexity of the tasks being performed, and if payments are timely.

8.8 Security Instructions.

8.8.1 Physical Security. The Contractor shall safeguard all Government property, documents and controlled forms provided for Contractor use and adhere to the Government property requirements contained in this contract. At the end of each workday, all Government facilities, equipment, and materials shall be secured by a Government POC. Contractors are not allowed to secure Government facilities, equipment, and materials unless otherwise stated in the SOO.

8.8.2 Access Control. The Contractor shall establish and implement methods of ensuring that no building access instruments issued by the Government are lost, misplaced, or used by unauthorized persons. Access codes shall not be shared with any person(s) outside the organization. The Contractor shall control access to all Government provided lock combinations to preclude unauthorized entry. The Contractor is not authorized to record lock combinations without written approval

by the Government COR. Records with written combinations to authorized secure storage containers, secure storage rooms, or certified vaults, shall be marked and safeguarded at the highest classification level as the classified material maintained inside the approved containers.

8.8.2.1 Access to Pentagon. Access to the Pentagon is covered by provisions of Administrative Instruction 30 (AI 30). Permanent Pentagon access is only authorized based on the individual's employment in the Pentagon. Contractors are not given escort privileges, and are only permitted business hours only UNLESS their specific contract they work on requests escort privileges and or 24 hour access. In these cases, the task order COR/Security Manager would send in the PWS/Contract documents to prove justification. Contractors are only given permanent access aligned with their contract end date issued for a minimum of one month and for a maximum of three years, based on length of the contract. NOTE: All contractor applications must be validated by the Security Assistant's using applicable documentation. All contractors must be serviced in DISS by requesting organization. The current requirement for both permanent and temporary of requests is that 75 percent of an individual's duties require access to the Pentagon or delegated facility. All requests must be processed by the Badging office within 10 business days of Authorizing Official's signature. It is the Security Assistant's and Authorizing Official's responsibility to confirm/validate that an applicant has a legitimate requirement for access to buildings on the Pentagon Reservation and that they meet the 75% requirement.

8.8.3 Pass and Identification Items. The Contractor shall ensure the pass and identification items required for contract performance are obtained for employees and non-Government owned vehicles.

8.8.4 Retrieving Identification Media. The Contractor shall retrieve all identification media, including vehicle passes, from employees who depart for any reason before the contract expires.

8.8.5 Weapons, Firearms, and Ammunition. Contractor employees are prohibited from possessing weapons, firearms, or ammunition, on themselves or within their Contractor-owned vehicle or privately-owned vehicle while on any military facility.

8.8.6 Communications Security (COMSEC). Contractors may require access to COMSEC information during the performance on a task order. Access shall be controlled by the sponsoring agency. Access to COMSEC material by personnel is restricted to US citizens holding final US Government clearances. Such information is not releasable to personnel holding only reciprocal clearances. If it is determined

the Contractor is required to access COMSEC information, the necessary training information and courses shall be provided by the COR. The DD Form 254 shall give further instructions on safeguarding and managing COMSEC material.

Security Requirements. A DD Form 254, Contract Security Classification Specification, applies to this IDIQ. Task orders on this IDIQ can support up to Special Access Programs (Unclass, Secret, Top Secret, SCI, SAP). Classification requirements will be established at the task order level. When responding to TOPR, proposed personnel shall possess the minimum-security clearance, or higher required, prior to proposal submission or being issued a Common Access Card (CAC). There is one exception that pertains to Contractor personnel with an interim security clearance. Fingerprints must be complete, favorable and on file for validation by 11th Wing Information Protection office (this is only applicable for contractors providing supporting in the NCR, all other locations shall follow local procedures). Contractor personnel must have a SECRET security clearance prior to performance on a Task Order if they require a Pentagon-sponsored Government e-mail. All Contractor personnel must maintain the level of security required for their contracted duties for the life of the task order.

Failure to complete the DD254 correctly will result in a disapproved DD254, and your task order will not be awarded.

8.8.7 Task Order Level Security Requirements. Visit requests, escort privileges, contractor closing procedures/authorizations, procedures for protecting classified during emergencies, and security training (initial and annual) will be established at the task order level.

8.8.8 Contractor Identification. All Contractor personnel shall wear the Air Force issued Common Access Card at all times when away from their immediate work area so as to distinguish themselves from Government employees. When conversing with Government personnel during business meetings, over the telephone or via electronic mail, Contractor personnel shall identify themselves as a contractor to avoid situations arising where sensitive topics might be better discussed solely between Government employees. Contractors shall identify themselves on any attendance sheet or any coordination documents they may review. Electronic mail signature blocks shall identify their company affiliation. Where practicable, contractors occupying collocated space with their Government program customer should identify their work space area with their name and company affiliation or as a minimum "Contractor" after name.

8.8.9 Drug, Tobacco, and Alcohol Use Policy. The consumption of alcoholic beverages or illegal drugs by contractor personnel, while on duty, is strictly forbidden. Contractor shall immediately remove any employee who is under the influence of alcohol or drugs.

8.9 Travel

8.9.1 Local Travel. Local travel to attend meetings or events may be required at no cost to the Government. Travel within 50 miles of the place of performance is considered a cost of doing business and shall not be separately reimbursed.

8.9.2 OCONUS Travel: (e.g., to EUCOM and/or PACOM Area of Responsibility) Prior to travel, the Contractor shall coordinate with, and receive approval from, the COR at least 20 business days prior to trip. Theater Business Clearances shall be obtained, as necessary, prior to travel.

8.9.2.1 Defense Base Act (DBA) Insurance. All vendors shall ensure traveling contractors have DBA Insurance prior to accepting OCONUS work. This cost should be included in the pricing proposal (only if applicable) Further guidance for Contractor travel can be found at <https://www.defensetravel.dod.mil/site/faqctr.cfm>.

8.9.3 Trip Reports: Following each trip, the Contractor shall prepare and deliver Trip/After Action Reports to the Task Order COR. The trip report shall be completed in accordance with the agreed upon format with the task order COR. Due with 5 business of TDY.

8.10 Employee Accountability & Turnover.

8.10.1 Staffing of Contractor Personnel. This is a Professional Services, Advisory and Assistance Contract. Contractor shall provide a qualified, experienced, and stable workforce, throughout the duration of the contract, and maintain a 20% or less key personnel turnover rate. Key personnel shall not be vacant for more than 14 calendar days. The Government shall not be billed for key personnel positions left vacant over 10 calendar days unless the vacancy is due to Government delay and otherwise approved by the CO. This is a performance-based contract; however, turnover affects the Government's ability to focus on the mission when contractors have to gain or regain building access, computer access, etc. The requirement to keep employee turnover rate at or less than 20% will be based on the number of employees submitted in the accepted proposal.

8.10.2 Key Executive Contact List. Vendors shall maintain and provide a contact list of Key Executive's to the Org Box (only if updates required).

8.10.3 Contractor professionalism. The contractor shall:

- Present a professional appearance and maintain professional demeanor and conduct at all times.
- Conduct their work assignments IAW project schedules
- Function effectively and efficiently during extended periods of high pressure and stress.

- Function as an integral member of a team of highly trained professionals responsible for the safety and security of USAF personnel and resources.

8.11 Deliverables/Ad-Hoc Reports

8.11.1 The Contractor shall provide deliverables as specified in the IDIQ contract and all Task Orders. If a deliverable due date falls on a weekend or holiday, the Contractor shall submit the deliverable on the last workday prior to the due date. The contractor shall provide task-specific reports, informal analyses, papers, opinions, databases, briefings, etc. generated on an as- required (ad-hoc) basis during the performance of this contract and other deliverables as detailed in the IDIQ PWS and all Task Order PWSs.

8.12 Program Management Reviews.

8.12.1 Attend quarterly PMRs, as notified by the Government. The CO, PM, and other Government personnel, as appropriate, will meet quarterly with each vendor to review performance. PMRs will be held quarterly. PMRs will cover status and feedback on performance measures, Contractor performance, and any significant events. PMRs are intended to serve as an opportunity for open and frank discussions on the current status of the contract and applicable TOs. The Government will provide advance copies of PMR agendas, seeking Contractor input/discussion items, and will provide meeting minutes for Contractor review and approval prior to making them official. The Contractor shall provide written notice to the PM and COR identifying any areas of nonoccurrence.

8.13 Meeting Minutes

8.13.1 The contractor shall provide detailed meeting minutes as requested and required in the format agreed upon by the contractor and the Government. Meeting minutes are due as specified at the task order level.

8.14 Problem Notification Reports

8.14.1 The contractor shall file a Problem Notification Report (PNR) to notify the Government of schedule delays, assumptions upon which tasks were based, and any all other perceived contractual issues. The PNR shall include a plan detailing the proposed resolution. The contractor shall file the PNR as soon as possible, but no later than two business days after the contractor's discovery of the issue(s). These are only required if there are issues to report.

8.15 Monthly Status Reports

8.15.1 The contractor shall provide a written Monthly Status Report (MSR), the TO COR for task order specific performance in electronic format for all task orders issued by the close of business (COB) of the 10th workday after the month of

service, documenting task order services provided, issues, and progress. The report will detail contractor activities during the reporting month and plans for the following two months. The report will include a summary of work performed and deliverables completed, current or projected problems and issues and their resolution, an explanation of deviations from the previous month's projections, and any recommendations related to the effort. The report shall detail travel for the month of service. The report shall analyze the current task orders and provide task order accounting information. Monthly status reports are required to be signed by the Contractor and the Task Order COR. A copy of the signed MSR shall be provided to the AFSTS Team.

8.16 Project Management Plan

8.16.1 The contractor shall develop and maintain throughout the contract period of performance, PMP with integrated master schedule that shall be used as a foundation for information and resource management planning. The contractor shall deliver the initial PMP to the Government within 15 business days after task order award. The PMP shall include, but not be limited to, the following:

- Status of current and planned tasks and subtasks
- Base schedule overlaid with actual schedules, for each task
- Project Organization
- Project Transition Processes and Schedule
- Work Breakdown Structure (WBS)
- Process Management and Control
- Overall Organizational Structure
- Project Responsibilities to include process flowcharts for all major tasks
- Task dependencies and interrelationships
- Contractor personnel assignments and duration (Staffing Plan)
- Updated Deliverable Schedule (based on solution)
- Deliverables (draft, interim, final, etc.),
- Contingency Plans (where appropriate),
- Contractor travel information
- Quality Control plan
- Risk Management plan
- Subcontract Management (organization of personnel, software, and hardware)
- Monitoring mechanisms including Program Metrics
- Automated Tools, Techniques, and Methods

8.16.2 The contractor shall keep the PMP and integrated master schedule up to date, keep it accessible electronically at any time, and be prepared to brief any PMP content to the Government at short notice (within 24 hours). The PMP shall be used as a foundation for the Monthly Status Report.

8.17 Miscellaneous Paragraphs.

8.17.1 Freedom of Information Act (FOIA). All official Government records affected by this contract are subject to the provisions of the FOIA (5 U.S.C. 552/DoD 5400.7-R/AF Supplement). Any request received by the Contractor for access/release of information from these records to the public (including Government/Contractor employees acting as private citizens), whether oral or in writing, shall be immediately brought to the attention of the CO for forwarding to the FOIA Manager to ensure proper processing and compliance with the Act.

8.17.2 Records. All records created and received by the Contractor in the performance of this contract shall be maintained and readily accessible. Records shall remain the property of the Government.

8.17.3 Safety Concerns. The Contractor is solely responsible for compliance with OSHA standards for the protection of their employees. The Government is not responsible for ensuring that Contractors comply with "personal" safety requirements that do not present the potential to damage Government resources.

8.17.4 Inherently Governmental Functions. The Contractor shall not perform inherently Governmental functions as defined in the Federal Acquisition Regulation (FAR) Subpart 7.5 in relation to this PWS.

8.17.5 Ethics. The Contractor shall not employ any person who is an employee of the US Government if employing that person would create a conflict of interest. Additionally, the Contractor shall not employ any person who is an employee of the Department of the Air Force, either military or civilian, unless such person seeks and receives approval according to DoDD 5500-7, Joint Ethics Regulation.

8.17.6 Professional Appearance of Work Space. The Contractor shall keep work space areas neat and orderly and avoid conditions leading to safety violations.

8.17.7 Non-Personal Services. The Government shall not supervise or task Contractor employees in any manner that generates actions of the nature of personal services, or that creates the perception of personal services. It is the responsibility of the Contractor to manage its employees directly and to guard against any actions that are of the nature of personal services or give the perception of personal services to the Government or to Government personnel. If the Contractor feels that any actions constitute, or are perceived to constitute personal services, it is the Contractor's responsibility to notify the CO immediately. Non-personal Contractor services shall not be used to perform work of a policy/decision making or management nature.

8.18 Subcontractor listing. All vendors shall provide a listing of all subcontractors (large, small, and NTSBs). This listing shall be provided to the CO and CS as changes occur.

8.19 Data Rights. In addition to the DFARS data rights clauses, the following applies to all task orders:

The copies of any Contractor generated records, files, documents, data, and work papers, provided to the Government in performance of this task order shall become and remain Government property and shall be maintained and disposed of IAW DAFI 33-322, Records Management and Information Governance Program; and other regulations, as applicable. The copies of any Government generated records, files, documents, data, and work papers, provided to the Contractor in performance of this task order, or derivatives thereof, are and shall remain Government property, and shall be returned to the Government at the completion of this contract.

Software licensing terms shall not conflict with Federal law or regulation. In accordance with DFARS 239.7602-1, "DoD shall acquire cloud computing services using commercial terms and conditions that are consistent with Federal law, and an agency's need. Contracting officers shall incorporate any applicable service provider terms and conditions into the contract by attachment or other appropriate mechanism." The Government shall not be bound by any licensing terms or other restrictions on the use, modify, reproduce, release, perform, disclose software not incorporated by attachment or other appropriate mechanism.

SECTION IX

9.0 Organizational Conflict of Interest (OCI).

9.1 Organizational Conflict of Interest. Performance on any of the task orders awarded under the Air Force Strategic Transformation Support contract MAY by definition in FAR 9.5 be a Conflict of Interest as either Impaired Objectivity or Unfair Competitive Advantage (unequal access to information). Due to the unknown tasks requests, it is impossible to complete a focused OCI plan at the IDIQ level; however, if vendors either during the TOPR process, during performance of a task order, or at any time become aware of an OCI, they shall immediately inform the Contracting office. This may result in a work stoppage until (if) the OCI can be neutralized or mitigated. If it cannot, the task order will be terminated immediately and re- competed. If a vendor does not inform the Contracting officer of an OCI that it has been made aware of, the Contracting office may terminate the task order, may remove the vendor as an AFSTS awardee, or request debarment.

If an OCI is discovered during the TOPR process, provide (in writing) the nature of the OCI and why the OCI is precluding the vendor from proposing. The CO will determine if the OCI is mitigatable or not and provide a response in writing notifying the vendor if they are exempt from proposing or not. If the vendor is exempted from proposing by the CO, it does not count toward the annual “no bid” limit for the vendor. If the vendor is not exempted by the CO, the vendor is required to propose. If the vendor makes the determination not to propose, it will be counted as a “no bid” against the vendors annual “no bid” limit.

Each awardee shall submit a general IDIQ level OCI plan detailing its internal processes to avoid and mitigate OCI's. A tailored OCI plan may be required at the task order level that may require firewalled personnel with tailored NDAs.

Section X

10.0 Appendix 1 – Definitions, abbreviations, and acronyms.

Contracting Officer (CO). The duly appointed Government agent authorized to award or administer contracts. The contracting officer is the only person authorized to contractually obligate the Government.

Defective Service. A service output that does not meet the standard of performance specified in the contract for that service.

Government Furnished Property (GFP). Facilities, equipment, tools, supplies, parts, or any other items furnished for the concessionaire's use by the Government. A full list, if applicable, is in Section V.

Performance Threshold. The minimum performance level of a performance objective required by the Government. Performance thresholds shall be measurable and as objective as possible.

Acceptance Criteria: The minimum standard required for Government acceptance of deliverables.

Strength: an aspect of an offeror's proposal that exceeds specified performance or capability requirements that will be advantageous/provide a benefit to the Government during contract performance.

Weakness: a flaw in the proposal or proposed approach that increases the risk of unsuccessful contract performance.

Significant Weakness: a flaw that appreciably increases the risk of unsuccessful contract performance

Deficiency: a failure of a proposal to meet a Government requirement or a combination of weaknesses in a proposal that increases the risk of unsuccessful contract performance to an unacceptable level. (Any deficiencies usually render entire proposal Unacceptable).

Exchanges: Dialogue of any type (written or oral) with Contractors on AFSTS concerning active TOPRs. Exchanges can be simple clarifications concerning TOPR submissions or requests to make changes to TOPR submissions.

Performance Work Statement (PWS) FAR 37.602:

1. Describe the work in terms of the required results rather than either "how" the work is to be accomplished or the number of hours to be provided
2. Enable assessment of work performance against measurable performance standards;
3. Rely on the use of measurable performance standards [...] in a competitive environment to encourage competitors to develop and institute innovative and cost-effective methods of performing the work

SECTION XI

11.0 Government Contact Information.

AFSTS Org Email: AFDW.PKPKS.AFSTS@us.af.mil

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