

PERFORMANCE WORK STATEMENT (PWS)
Software Asset Management Support Services
for the Joint Service Provider (JSP)
as of 18 June 2019

Part 1

General Information

1. **General:** This is a non-personnel services contract to provide Software Asset Management Support Services to the Joint Service Provider (JSP). The Government will not exercise any supervision or control over the contract service providers performing the services herein. Contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.

1.1 **Description of Services/Introduction:** The Contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to provide Software Asset Management Support Services as defined in this Performance Work Statement except for those items specified as government-furnished property and services. The Contractor shall perform to the standards in this contract.

1.2 **Background:** The Joint Service Provider (JSP) provides a full range of information technology products, services, solutions and customer support to the Office of the Secretary of Defense (OSD), the Chairman of the Joint Chiefs of Staff (CJCS) and the Joint Staff (JS), the Director of Administration (DA), the Pentagon Force Protection Agency (PFPA), the Washington Headquarters Services (WHS), the Headquarters Department of the Army, and various JSP supported organizations and agencies to meet mission and business requirements. JSP also provides advice and assistance to senior managers to ensure that Information Technology (IT) and information resources are managed in a manner that implements the policies and procedures of legislation and the priorities established by the Department of Defense.

1.3 **Objectives:** JSP requires annual software maintenance for over 250 different software manufacturers and software titles. Currently, JSP holds one or more separate contracts from each manufacturer. The purpose of this contract will consolidate disparate and numerous software asset contracts into a singular contract to manage and purchase software maintenance and licenses to meet the Government's requirement for software technical support, renewals, and licensing plus provide manufacturer access to Government required fixes, patches, and updates. These services include, but are not limited to, the following categories/sets of activities:

- A. The contractor shall manage software maintenance licenses and renewals to improve on-time software maintenance renewal. The contractor shall purchase software maintenance renewals and licenses on behalf of JSP.
- B. The contractor shall reduce maintenance costs for software through co-terming and syncing products from the same manufacturer. The contractor shall reduce maintenance costs by recommending software and software maintenance candidates to be retired.

- C. The contractor shall improve software asset management compliance by linking the JSP Supported Products List (SPL) to a software license/maintenance management tool, updating the software library, and updating the contracts in the asset management database.

1.4 Scope: The Contractor shall provide the following types of Software Asset Management Support Services, including Commercial off the Shelf (COTS) software maintenance and licensing:

Task Area 1 – Program Management

Task Area 2 - Software Maintenance Renewal and Software License True-Up

Task Area 3 – Software License and Maintenance Enrollment

Task Area 4 – Software License and Maintenance Optimization

Task Area 5 – Supported Product List (SPL) Updates

Task Area 6 – Software Compliance Management
Reporting

1.5 Period of Performance: The period of performance shall be for a 12-month base period and four 12-month option periods.

1.6 General Information

1.6.1 Type of Contract: The Government will award one hybrid contract type which consist of Firm-Fixed-Price (FFP) and Cost Reimbursement (CR) contract line item numbers (CLINs).

1.6.2 Quality Control: The Contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor's quality control plan (QCP) is the means by which he assures himself that his work complies with the requirement of the contract. The QCP shall be delivered via electronic mail within thirty (30) days of contract award. Amendments/changes to the QCP shall be delivered to the Contracting Officer's Representative (COR) and Contracting Officer (KO) within three (3) business days following any change.

1.6.3 Quality Assurance: The Government will evaluate the Contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure that the Contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

1.6.4 Recognized Holidays: The Contractor is not required to perform service on holidays. Recognized Holidays are identified as follows:

New Year's Day

Martin Luther King Jr.'s Birthday

President's Day

Labor Day

Columbus Day

Veterans Day

Memorial Day
Independence Day

Thanksgiving Day
Christmas Day

1.6.6 Hours of Operation: The contractor shall at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. The Government will not be billed for holidays or closures as listed above, except when services are required by the Government and are actually performed on a holiday. Inclement weather or other environmental conditions that require a change to the daily work schedule will be in accordance with OPM notifications and procedures. JSP maintains the right to modify and change work duties based on the current situation. Telework or work at a contractor facility may be requested under these circumstances.

Personnel typically work eight (8) hours per day, 40 hours per week. Core hours of work are between 0900 to 1500 daily. Employees are expected to be available during core hours. The contractor will at all times maintain an adequate workforce, as determined by the JSP, for the uninterrupted performance of the tasks defined within this PWS when the Government facility is not closed for the above reasons. The contractor shall understand stability and continuity of the workforce is essential. Contractor personnel may work within the hours prescribed and vary working times to accommodate JSP day-to-day requirements.

Security closures will be addressed in accordance with the guidance from the JSP and the Pentagon Force Protection Agency (PFPA). Telework or work at a contractor facility may be requested under security closure conditions.

1.6.7 Place of Performance: The Contractor shall be expected to support the Government in locations in the National Capital Region (NCR). Meetings and primary office locations may be identified in multiple sites including, but not limited to: (a) the Pentagon, Washington, D.C.; (b) Mark Center, Alexandria, VA; and (c) government leased spaces in and around Arlington, VA.

Alternate Place of Performance - Contingency Only. As determined by the Contracting Officer's Representative (COR), contractor employees may be required to work at an alternate place of performance (e.g., home, the contractor's facility, or another approved activity within the local travel area) in cases of unforeseen conditions or contingencies (e.g., pandemic conditions, exercises, government closure due to inclement weather, etc.). Non-emergency/non-essential contractors should not report to a closed government facility. Contractor shall prepare all deliverables and other contract documentation utilizing contractor resources. To the extent possible, the contractor shall use best efforts to provide the same level of support as stated in the PWS. In the event the services are impacted, reduced, compromised, etc., the Contracting Officer or the contractor may request an equitable adjustment pursuant to the Changes clause of the contract.

1.6.8 Security Requirements: This section supplements Block 13 of the Government provided DD Form 254, Contract Security Classification Specification. The following security requirements shall apply to this effort.

References:

- a. DISA Form 786, DISA Statement of Information System Use and Acknowledgement of User Responsibilities – Basic User
- b. DISA Policy Letter, Unauthorized Connections to Network Devices, 11 September 2013
- c. DISA Instruction 240-110-8, Information Security
- d. DISA Instruction 240-110-36, Personnel Security
- e. DISA Instruction 240-110-38, Industrial Security
- f. DISA Instruction 240-110-43, Insider Threat Program
- g. DISA Instruction 630-230-19, Cybersecurity
- h. DoD Manual 5200.01, Vol 1-4 Information Security Program, 24 February 2012
- i. DoD Manual 5200.02, Procedures for the DoD Personnel Security Program, 3 April 2017
- j. DoD 5220.22-M, National Industrial Security Program Operating Manual, February 2006 Incorporating Change 02 May 2016

1.6.8.1 Facility Security Clearance: Work performed under this contract/order is up to the Secret level. Therefore, the company must have a final Secret Facility Clearance from the Defense Security Service Facility Clearance Branch.

1.6.8.2 Security Clearance and Information Technology (IT) Level: All personnel performing on or supporting a DISA contract in any way shall be U.S. citizens. The personnel security requirements for this contract cover the individuals supporting the Task Areas delineated in the table below. Contractor personnel must possess a final security clearance and interim or final IT-level eligibility delineated in the table below when performance starts.

PWS Task / Subtask	Clearance Level	IT Level Access	Level of Classified Access	Justification for Access to Classified
<i>Task Areas 6.1 through 6.6</i>	<i>SECRET</i>	<i>IT-III</i>	<i>SECRET</i>	<p><i>Access to SIPRNet is required to perform system reporting of SW performance.</i></p> <p><i>SECRET Level documents may be provided, by the government, to the Contractor in order to perform required task areas.</i></p> <p><i>At no time in the performance of this contract will the SECRET level classification be exceeded, even with aggregation.</i></p>
<i>6.5 Business Requirement Document (BRD) preparation and follow up</i>	<i>SECRET</i>	<i>IT-III</i>	<i>SECRET</i>	<p><i>In the preparation of, and integration of software into JSP or JSP-customer networks or system, the generation of a SECRET level report or validation of the software may be required for the Requirements Council review and approval. Classified documents may be</i></p>

				<i>emailed to the SIPRNet or JWICS Account of the Government COR in compliance with the SIPRNET Security Requirements Guide (SRG).</i> <i>UNCLASSIFIED deliverables / reports to the KO, COR and ACOR can be prepared (e.g., redacted) to comply with the DD254 and</i>
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1.6.8.3 Investigation Requirements: All personnel requiring Secret or IT-III access under this contract shall undergo a favorably adjudicated Tier 3 (T3) Investigation formerly known as a National Agency Check, Local Agency Check and Credit Check or Access National Agency Check and Inquiries as a minimum investigation. The Tier 3 Investigation will be maintained current within 10-years and requests for Secret Periodic Reinvestigations will be initiated by submitting a Tier 3R investigation prior to the 10-year anniversary date of the previous Tier 3 Investigation.

1.6.8.4 Visit Authorization Letters (VAL): Visit requests shall be processed and verified through the Joint Personnel Adjudication System (JPAS) to SMO DKABAA10 and SMO DKADAL. JPAS visits for contracts/orders are identified as “Other” or “TAD/TDY” and will include the Contract/Order Number and ADP/IT-Access level of the contract/order in the Additional Information section. Contractors that do not have access to JPAS may submit visit authorizations by e-mail in a password protected .pdf to the COR/ACOR specified in Section 1.0.

If JPAS is not available, the VAL must contain the following information on company letter-head:

- Company name, address, telephone number, assigned CAGE Code, facility security clearance
- CAGE CODE
- Contract/Order Number
- Name, SSN, date and place of birth, and citizenship of the employee intending to visit
- Certification of personnel security clearance and any special access authorizations required for the visit (type of investigation & date, adjudication date & agency, and IT access level)
- Name of COR/Alt COR
- Dates or period the VAL is to be valid

1.6.8.5 Security Contacts: DISA Security Personnel can be contacted for Industrial or Personnel Security related issues at (301) 225-1235 or via mail at:

Defense Information Systems Agency
ATTN: MP61, Industrial Security
Command Building
6910 Cooper Ave.

Defense Information Systems Agency
ATTN: MP62, Personnel Security
Command Building
6910 Cooper Ave.

For the Joint Service Provider (JSP) specific security related matters, contact the Security Manager at:

Security Manager Contact Information:

Name: Mr. Reginald Ellison, Security Manager, JSP

Phone Number: (571) 372-5075

E-mail: Reginald.R.Ellison.civ@mail.mil

1.6.8.6 Information Security and other miscellaneous requirements:

1.6.8.6.1 Contractor personnel shall comply with all local security requirements including entry and exit control for personnel and property at the government facility.

1.6.8.6.2 Contractor employees shall be required to comply with all Government security regulations and requirements. Initial and periodic safety and security training and briefings will be provided by Government security personnel. Failure to comply with Government security regulations and requirements shall require the company to provide the Government with a written remediation/corrective action plan; furthermore, failure to comply with such requirements can be cause for removal and the contractor will not be able to provide service on this contract/order.

1.6.8.6.3 Contractor employees with an incident report in JPAS who have had their access to classified suspended will not be permitted to provide to fill positions requiring access to classified information on a DISA contract.

1.6.8.6.4 The Contractor shall not divulge any information, classified or unclassified, about DoD files, data processing activities or functions, user identifications, passwords, or any other knowledge that may be gained, to anyone who is not authorized to have access to such information. The Contractor shall observe and comply with the security provisions in effect at the DoD facility. Identification shall be worn and displayed as required.

1.6.8.6.5 DISA retains the right to request removal of contractor personnel regardless of prior clearance or adjudication status, whose actions, while assigned to this contract, clearly conflict with the interest of the Government.

1.6.8.6.6 Contractor personnel will generate or handle documents that contain For Official Use Only (FOUO) information at the Government facility. Contractor personnel will generate and handle documents that contain Proprietary, Contract Sensitive, or similarly designated information at the Government facility. Contractor personnel will have access to generate and handle classified material up to Secret only at the location(s) listed in the place of performance section of this document. All contractor deliverables shall be marked in accordance with DoDM 5200.1, Vol. 3, Vol. 4, Information Security, DoD 5400.7-R, Freedom of Information Act Program, unless otherwise directed by the Government. The contractor shall comply with the provisions of the DoD Industrial Security Manual for handling classified material and producing deliverables. The contractor shall comply with DISA Instruction 630-230-19, Cybersecurity.

1.6.8.6.7 The Contractor shall afford the Government access to the contractor's facilities, installations, operations, documentation, databases and personnel used in performance of the contract/order. Access shall be provided to the extent required to carry out a program of IT inspection (to include vulnerability testing), investigation and audit to safeguard against threats and hazards to the integrity, availability and confidentiality of data or to the function of information technology systems operated on behalf of DISA or DoD, and to preserve evidence of computer crime.

1.6.9. Special Qualifications: Contractor personnel will be required to sign a Non-Disclosure Agreement.

1.6.10 Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The Contracting Officer, Contracting Officers Representative (COR), and other Government personnel, as appropriate, may meet periodically with the Contractor to review the Contractor's performance. At these meetings the contracting officer will apprise the Contractor of how the government views the Contractor's performance and the Contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.

1.6.11 Contracting Officer Representative (COR): The COR will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the Contractor concerning technical aspects of the contract; issue written interpretations of technical requirements, including Government drawings, designs, specifications; monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinate availability of government furnished property, and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

1.6.12 Key Personnel: The Contractor is responsible for providing technically qualified personnel to perform the work required by the PWS. The Contractor shall ensure that the proposed possess the skills, knowledge, training, and certification(s) required to perform all services required by the PWS. The personnel listed below are considered essential to the work being performed under this contract. Before removing, replacing, or diverting any of the listed or specified personnel or facilities, the Contractor shall (1) notify the Contracting Officer reasonably in advance and (2) submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this contract. The Contractor shall make no diversion without the Contracting Officer's written consent; provided that the Contracting Officer may ratify in writing

the proposed change, and that ratification shall constitute the Contracting Officer's consent required by this document.

Project Manager: The Project Manager shall serve as the Government's primary Point of Contact (POC) for this effort and shall be authorized to report on the status of and direct all activities and staff under this effort. The project manager shall have:

Minimum Education/Experience/Certification:

- 5 years of experience supporting Information Technology with at least 2 years of experience working in a Federal environment;
- Information Technology Infrastructure Library (ITIL) Foundations certification; and
- At least one DOD Baseline Certification for Information Assurance Technician (IAT) Level II, and Certified Software Asset Management (CSAM) certification or equal.

Offerors shall provide a letter of intent for all key personnel. The letter of intent must be signed 10 days prior to the due date and time for receipt of proposals. The letter of intent shall affirmatively state: (1) that the key personnel granted permission to the prime contractor to use his/her resume, and (2) is willing to work for the proposing offeror on the instant solicitation.

1.6.13 Identification of Contractor Employees: All Contractor personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.

1.6.14 Contractor Travel: No travel outside the NCR is anticipated. Travel in and around the NCR shall not be considered reimbursable. The contractor may ride DOD shuttles to Crystal City, the Pentagon and the Mark Center to facilitate meetings in various NCR locations.

1.6.15 Other Direct Costs: For this contract, Other Direct Costs include software licenses and software maintenance purchased as part of Section 5.2 Task 2 and the Software Product List Per FAR Subpart 31.205-26(d), costs for the ODC supplies will be based on actual costs incurred, provided the method used results in a reasonable charge, the cost a prudent person would pay in the conduct of competitive business. The ceiling amount for the ODC supplies is included in the solicitation.

1.6.16 Data Rights: The Government has unlimited rights to all documents/material produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract shall be Government owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the Contractor without written permission from the Contracting Officer. All materials supplied to the Government shall be the

sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

1.6.17 Organizational Conflict of Interest: The Contractor and subcontractor personnel performing work under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The Contractor shall notify the Contracting Officer immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the Contracting Officer to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be acceptable solely at the discretion of the Contracting Officer and in the event the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may use other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.6.18 Phase In/Phase Out Period: Phase-in: At a minimum, the contractor shall include start-up activities that may have to transition to full operational capability upon conclusion of the 30 calendar day transition period. The contractor shall overlap with incumbent Contractor during transition for 30 calendar days and will work with government personnel and the incumbent Contractor for transfer of knowledge, information, and documentation for all projects and tasks related to this contract. The information and documentation to be transferred includes but is not limited to:

- Current and on-going work products (emails, briefings, papers)
- Point of Contact information required for day-to-day business purposes
- Comprehensive historical summaries of each portfolio

Phase-out plan will include, but is not limited to, the items listed below. The contracting officer or COR will notify the contractor within 5 business days after receipt of a complete phase-out plan of the acceptability of the proposed phase-out plan. The contractor shall overlap with incoming Contractor during transition for 30 calendar days and will work with government personnel and the incoming contractor to transfer knowledge, information, and documentation for all projects and tasks related to this contract. The information and documentation to be transferred includes but is not limited to:

- Current and on-going work products (emails, briefings, papers)
- Point of Contact information required for day-to-day business purposes
- Comprehensive historical summaries of each portfolio
- Comprehensive current state-of-play summaries for each portfolio
- White papers outlining suggested next steps for all portfolios.

Note: All automated data files in the possession of the contractor are the property of the government and shall be turned over to the contracting officer or COR at the completion or termination of the contract. And all records related to the execution of the contract shall be returned to the government as electronic copies that are readable and accessible by the government

1.6.19 Contractor Manpower Reporting:

(a) The Contractor shall report **all** Contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract via a secure data collection site. The Contractor is required to completely fill in all required data fields using the following web address: <http://www.ecmra.mil/>.

(b) There are four separate ECMRA tools at the ECMRA website: Army, Air Force, Navy and All Other Defense Components. The appropriate ECMRA reporting tool to use is determined by the requiring activity being supported by the service. The Contractor shall use the “All Other Defense Components” tool unless otherwise directed by the Contracting Officer’s Representative or Contracting Officer.

(c) Reporting inputs will be for the labor executed during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. The Contractor shall completely fill in all required data fields. The Contractor shall enter initial data into the appropriate ECMRA tool to establish the basic contract record no later than 15 business days after receipt of contract award or contract modification incorporating this clause. The Contractor shall notify the Contracting Officer when the basic contract record has been established in the appropriate ECMRA tool.

(d) Contractors may direct technical questions to the help desk at: <http://www.ecmra.mil/>.

[Reference: DPAP memorandum of 28 November 2012, “Enterprise-wide Contractor Manpower Reporting]

PART 2

DEFINITIONS & ACRONYMS

2. **Definitions and Acronyms:**

2.1. **DEFINITIONS:**

2.1.1. **CONTRACTOR.** A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

2.1.2. **CONTRACTING OFFICER.** A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

2.1.3. **CONTRACTING OFFICER'S REPRESENTATIVE (COR).** An employee of the U.S. Government appointed by the contracting officer to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

2.1.4. **DEFECTIVE SERVICE.** A service output that does not meet the standard of performance associated with the Performance Work Statement.

2.1.5. **DELIVERABLE.** Anything that can be physically delivered, but may include non-manufactured things such as meeting minutes or reports.

2.1.6. **KEY PERSONNEL.** Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

2.1.7. **PHYSICAL SECURITY.** Actions that prevent the loss or damage of Government property.

2.1.8. **QUALITY ASSURANCE.** The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.9. **QUALITY ASSURANCE Surveillance Plan (QASP).** An organized written document specifying the surveillance methodology to be used for surveillance of Contractor performance.

2.1.10. **QUALITY CONTROL.** All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

2.1.11. **SUBCONTRACTOR.** One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

2.1.12. **WORK DAY.** The number of hours per day the Contractor provides services in accordance with the contract.

2.1.12. **WORK WEEK.** Monday through Friday, unless specified otherwise.

2.2. ACRONYMS:

ACOR	Alternate Contracting Officer's Representative
CFR	Code of Federal Regulations
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTS	Commercial-Off-the-Shelf
DD Form 254	Department of Defense Contract Security Requirement List
DFARS	Defense Federal Acquisition Regulation Supplement
DOD	Department of Defense
DISA	Defense Information Systems Agency
ECMRA	Enterprise-wide Contractor Manpower Reporting
FAR	Federal Acquisition Regulation
HW	Hardware
JSP	Joint Service Provider
KO	Contracting Officer
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii)
ODC	Other Direct Costs
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
SAM	Software Asset Management
SPL	Supported Products List
SW	Software
TE	Technical Exhibit
WHS	Washington Headquarters Services

PART 3

GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

3. GOVERNMENT FURNISHED ITEMS AND SERVICES:

3.1. Services: The government will provide basic services to phones, desks, utilities, information technology, and general office supplies) while working in Government facilities.

3.2 Facilities: Basic facilities such as work space and its associated operating requirements (i.e., phones, desks, utilities, information technology, and consumable and general purpose office supplies) will be provided while working in Government facilities. Additionally, the tasks in this PWS may require a physical presence in order to ensure successful performance. The Government will provide information, material and forms unique to the Government for supporting the task. All Government unique information related to this requirement, which is necessary for contractor performance, will be made available to the Contractor. The COR will be the point of contact for identification of any required information to be supplied by the Government.

3.3 Equipment: The Government will provide will provide basic services to phones, desks, utilities, information technology, and general office supplies) while working in Government facilities. Connecting to the Government network requires use of Government provided equipment, including network and workstation hardware and software; the Government will issue workstation hardware and software during the contractor on-boarding process. Tele-workers will only use government furnished equipment to remotely access the JSP network.

PART 4

CONTRACTOR FURNISHED ITEMS AND SERVICES

4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

4.1 General: The Contractor shall furnish all supplies, equipment, facilities and services required to perform work under this contract that are not listed under Section 3 of this PWS.

4.2 Facility Clearance: The Contractor shall possess and maintain final SECRET facility clearance from the Defense Security Service. The DD 254 is provided as Attachment 3.

PART 5

SPECIFIC TASKS

5.0 Specific Tasks: The contractor shall provide software asset management services for JSP.

5.1 Task 1 - Program Management

The Contractor shall provide oversight of the performance of its vendor employees, quality of deliverables, and support the government with current and emergent requirements for Software Asset Management. These activities may include any, or any combination, of the following Sub-Tasks:

5.1.1. Subtask 1 – Coordinate Contract Activities with the Contracting Officer (KO) and Contracting Officer Representatives: Coordinate with the Contracting Officer/Contracting Officer's Representative (COR) to identify and communicate issues and risks to the Government and offer recommendations on how issues/risks should be mitigated to successfully satisfy the requirements. Notify the Contracting Officer Representative (COR) when the contractor believes that any Government activity may impact performance, schedule or cost.

5.1.2. Subtask 2 – Advise government leads and senior management on productivity and quality assurance: Impacts to cost, schedule, or performance (including risks, issues, and mitigation strategies) shall be formally or informally shared with government technical subject matter experts (SMEs), government project/program leads, and other personnel to ensure quality standards, delivery milestones, and software acquisition processes comply with contract requirements, quality standards, and milestones.

5.1.3. Subtask 3 – Support government efforts in document review, editing, and approval: The contractor shall prepare reports, spreadsheets, dashboard, and presentation materials, in the performance of these Task Areas. Revisions or final copies of work products shall be prepared under the direction of the government, or one of its governing bodies related to Software Asset Management and Inventory repositories.

5.2 Task 2 – Software Maintenance Renewal and License True-Up

After receiving approval from the Government, the contractor shall procure software licenses and software maintenance and update the authoritative software list and software asset library to reflect procurements. (For example, total software requirement from a particular manufacturer costs less than \$750,000 per year). In performance of this task, the contractor shall:

5.2.1 Subtask 1 – Establish Vendor Relationships: Initiate and maintain vendor relationships to facilitate the efficient and accurate purchase and recording of software licenses and software maintenance.

5.2.2 Subtask 2 – Register Software with Vendor: Register software with the vendor to clearly identify that the software owner is JSP.

5.2.3 Subtask 3 – Vendor Website Access: Provide access and/or accounts to vendor websites for software download for the Government software asset manager. Coordinate with the Government to actively track and manage the login accounts to optimize knowledge management practices and minimize duplicative account creation.

5.2.4 Subtask 4 – Software Asset Library: Ensure proper maintenance of software licenses and renewals in the digital and physical software asset libraries, including software proof of purchase (invoices and receipts), software license certificates, software code, and software keys.

5.2.5 Subtask 5 – Software Maintenance Library: Ensure proper maintenance of software licenses records and maintenance renewals in the software asset list including maintenance proof of purchase (invoices and receipts).

5.3 Task 3 – Software Licenses and Maintenance Enrollment

In order to improve software asset management, the contractor shall update the single authoritative software list and the single authoritative software asset library when provided Government furnished software licenses and software maintenance. The contractor shall check in Government furnished software licenses and software maintenance purchased through external contracting activities. As part of software check in, the contractor shall update the authoritative software list and software asset library. The contractor shall also check in software acquired by the Government procured using Other Direct Costs (ODCs) funding, or as deliverables originating from other contractors or customer organizations.

5.3.1 Subtask 1 – Update the Software List: Update the single authoritative software list by checking in Government furnished software licenses purchased through external contracting activities and ODCs or deliverables from other contractors or customer organizations.

5.3.2 Subtask 2 – Update the Software Asset Library: Update the authoritative software asset library list for the digital and physical libraries by checking in Government furnished software maintenance purchased through external contracting activities and ODCs or deliverables from other contractors or customer organizations.

5.4 Task 4 – Software License and Maintenance Optimization

The contractor shall recommend opportunities for software maintenance optimization, and software and software maintenance that could be retired. After receiving approval from the Government, the contractor shall optimize approved maintenance agreements and dispose of specific software licenses and software maintenance according to software manufacturer procedures and Government guidance.

5.4.1 Subtask 1 – Optimization Candidates: Provide written recommendations, supported by business case analyses, for optimizing software licenses and software maintenance based on knowledge gained from software license management and software inventory management. The Government will review and approve written software optimization recommendations before implementation.

5.4.2 Subtask 2 – Retirement Candidates: Recommend potential software and software maintenance support that could be retired. Execute the retirement processes following Government and manufacturer guidance after receiving Government approval to do so, in accordance with contractual or system-performance milestones.

5.5 Task 5 – Supported Products List (SPL) Updates

The contractor shall review and use the JSP Supported Products List (SPL) published by the JSP Requirements Committee (RC). The contractor shall prepare Business Requirements Documents (BRD) to update software version numbers on the SPL, and to add new software to the SPL. The contractor shall coordinate the RCs through the software asset manager for submission back to the JSP RC.

5.5.1 Subtask 1 – BRD Preparation: The contractor shall prepare Business Requirements Documents (BRDs) to update software versions with assigned version-control numbers on the SPL and add new software to the SPL. These documents shall be coordinated with the Software Asset Manager.

5.6 Task 6 – Software Compliance Management Reporting

The contractor shall maintain a complete and accurate inventory of all procured software licenses and software maintenance (also called the single authoritative software list and the authoritative software asset library). This inventory shall include a translation table between the manufacturer's name and description, and the technical name. The contractor shall maintain a complete and accurate inventory of all installed software licenses. The contractor shall conduct software license reconciliation (procured software licenses versus installed software licenses) at least once every 30 calendar days. In performance of this task, the contractor shall:

5.6.1 Subtask 1 – Baseline Updates: Maintain the procured software licenses and software maintenance baseline. Update the list with recent software license purchases and software maintenance purchases at least once every 30 calendar days.

5.6.2 Subtask 2 – Library Updates: Maintain software license and software maintenance artifacts and documentation in the software asset library. Software asset library shall include:

- 5.6.2.1. Normalized software titles with translation table
- 5.6.2.2. Software descriptions
- 5.6.2.3. Software proof of purchase (invoices and receipts)
- 5.6.2.4. Software license and software maintenance certificates
- 5.6.2.5. Software code
- 5.6.2.6. Software keys
- 5.6.2.7. Software licensing model
- 5.6.2.8. Software license entitlements and rights, and
- 5.6.2.9. End User License Agreements (EULAs)

5.6.3 Subtask 3 – Baseline System Inventory: Establish an installed software licenses baseline, using software discovery tools. The installed software licenses baseline should including instal-

lation type (locally installed or virtual application), user name, and computer name. Interpret and present results of software auto-discovery tools.

5.6.4 Subtask 4 – Installed Software List: Generate the installed software list at least once every 30 calendar days. Scope of list should include locally installed software and virtual software applications installed on desktops, laptops and servers.

5.6.5 Subtask 5 – Installed Software List Rationalization: Align installed software inventory with active user accounts and active computer accounts, also known as user Active Directory objects and computer Active Directory objects. Identify software assigned to active users and inactive users.

5.6.6 Subtask 6 – SPL Verification: Identify software not on the SPL and unlicensed software.

5.6.7 Subtask 7 – Over-Installed Software: Identify over-installed software and provide recommendations for remediation.

5.6.8 Subtask 8 – Unused Licenses: Identify software unused or underused that can be reassigned to software licenses on hand (software license pool) for current user requirements.

5.6.9 Subtask 9 – License Pool: Recommend software license purchases to maintain software license pool for timely user request fulfillment for common Enterprise licensed and supported software.

PART 6

APPLICABLE PUBLICATIONS

6.0 **APPLICABLE PUBLICATIONS**

The Contractor shall abide by all applicable statutes, regulations, publications, manuals, and local policies and procedures, to include:

DoD Instruction (DODI) 4161.02, *Accountability and Management of Government Contract Property*

DODI 5000.76, *Accountability and Management of Internal Use Software (IUS)*

DISA Instruction (DISAI) 270-165-08, *Accountability and Internal Controls for DISA Equipment*

PART 7

TECHNICAL EXHIBIT LISTING

- 7.0 Technical Exhibit List:
- 7.1 Performance Requirements Summary
- 7.2 Deliverables Schedule
- 7.3 Estimated Workload Data

TECHNICAL EXHIBITS 1

Performance Requirements Summary

7.1 Performance Standards. The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Standard	Acceptable Quality Level (AQL)	Methods of Calculation
Program Management		
Program Management Task Elements: 5.1.1 through 5.1.3.	Performance/ Deliverables: Contain required information, 95% accurate/error free, and delivered on time. <u>Minimum Acceptable:</u> ≥ 95% of document content are accurate, free of syntax and spelling errors, and comply with delivery, meeting, or government directed milestones. Any required revisions are: <ul style="list-style-type: none"> • Resolved within 2 business days, or IAW government lead approval • Accepted by KO/CORs 	Inspection. Receipt of deliverables, information, and identification of program issues, risks, and mitigations are provided to allow the government to respond to accurate and timely information. Inspection. Content accuracy, revisions based on preventable errors, and timely delivery. DRAFTs may be acceptable if FINAL editions are not approved by government leads or Project/Program Managers.
Software Asset Management Task Areas		
Task Areas 5.2. through 5.6.	Updates to SW Maintenance Reports, Maintenance Records, Proof-of-Purchase documentation, Vendor Accounts, and Vendor Points of Contact listings are accurate and germane to SW licensing, renewal cycles, upgrades, and	Inspection. Content accuracy, revisions based on preventable errors, and timely delivery. Error rates do not exceed 5% to comply with quality assurance performance metrics.

Performance Standard	Acceptable Quality Level (AQL)	Methods of Calculation
	<p>introduction of new SW to the JSP library.</p> <p>Preparation of BRDs are 95% accurate. Presentation to the Requirements Council (RC) facilitate constructive review and decisions re: software additions to the Supported Products List (SPL) and/or version changes.</p> <p><u>Minimum Acceptable:</u></p> <p>≥ 95% of document content are accurate, free of syntax and spelling errors, and comply with delivery, renewal cycles and milestones, meetings, or government directed milestones.</p> <p>Any required revisions are:</p> <ul style="list-style-type: none"> • Resolved within 2 business days, or IAW government lead approval <p>Timely – Completes actions within the specified deadlines.</p>	<p>Errors due to system or database unavailability, software or hardware modifications influencing website or reporting capabilities shall be addressed by JSP and not included in an error count for such instances.</p> <p>Failure on the part of the Vendor to maintain accurate records, reports, and/or deliverables, not attributable to IT failures or modifications shall be included in an error calculation and reported to the government and Vendor Project Manager.</p>
Task 5.2 – Identify upcoming software maintenance renewals and coordinate with the Government at 90 calendar days before expiration	≤ 95% identified and submitted for coordination on time not to exceed 90 days before license expiration or renewal date.	<p>Routine inspection of software maintenance records</p> <ul style="list-style-type: none"> • No more than 2 late submissions per month. <p>Monthly report on renewals in conjunction with Remedy ticket creation report</p>
Task 5.2 – Purchase approved software maintenance renewals at least 30 calendar days before expiration	≤ 95% approved renewals purchased 30 calendar days before expiration and contractor makes corrections in a timely manner.	<p>Routine inspection of software maintenance records</p> <ul style="list-style-type: none"> • No more than 1 late renewal per month.

Performance Standard	Acceptable Quality Level (AQL)	Methods of Calculation
ration		Monthly report on purchases versus identified renewal requirements
Task 5.3 – Contractor purchased software is enrolled in the software asset library within 30 calendar days of purchase	$\leq 98\%$ of software is enrolled in the Software Asset Library and contractor makes corrections in a timely manner.	Routine inspection of SW Asset Library. <ul style="list-style-type: none"> No more than 2 late updates to the software asset library per month.
Task 5.3 - Government provided software is enrolled in the software asset library within 7 calendar days of receipt	$\leq 98\%$ of software is enrolled in the Software Asset Library and contractor makes corrections in a timely manner.	Routine inspection of SW Asset Library. <ul style="list-style-type: none"> No more than 2 late updates to the software asset library per month. Monthly report on enrollments versus purchases
Task 5.5 – Provide draft Business Requirements Documents (BRD) within 14 calendar days of software receipt (Typically between 14 to 45 days after software maintenance purchase)	No more than 2 late BRD submissions per month, and contractor makes corrections in a timely manner	Routine Inspection of BRDs and JSP SPL. <ul style="list-style-type: none"> No more than 2 late BRDs submissions per month Monthly report on BRDs versus software receipt
Task 5.6 – Provide complete and accurate list of software inventory and maintenance with Translation Table at least once every 30 days	Accuracy of list is $\leq 98\%$. Contractor makes corrections in a timely manner	Routine Inspection of the SW License and SW Maintenance Inventory List <ul style="list-style-type: none"> No more than 2% errors. Errors include <u>both</u> missing records and out-dated records.
Task 5.6 - Provide a complete and accurate inventory of all installed software licenses at least once every 30 days	Accuracy of list is $\leq 98\%$. Contractor makes corrections in a timely manner	Routine inspection of Installed Software List Including Assigned Users <ul style="list-style-type: none"> No more than 2% errors. Errors include <u>both</u> missing records and out-dated records.
Task 5.6 – Provide the	Accuracy of list is $\leq 98\%$.	Routine inspection of the Software License Reconciliation Re-

Performance Standard	Acceptable Quality Level (AQL)	Methods of Calculation
Software License Reconciliation Report at least once every 30 days	Contractor makes corrections in a timely manner	port <ul style="list-style-type: none"> No more than 2% errors. Errors include <i>both</i> missing records and outdated records.

TECHNICAL EXHIBITS 2

7.2 Technical Exhibit 2 – Deliverables Schedule

PWS Task #	Deliverable Title	Format	Due Date	Distribution/Copies	Frequency and Remarks
All Tasks	Kick-off Meeting Presentation	Contractor Determined Format	Contract Start Date	Soft Copy to Contracting Officer and Contracting Officer Representative (COR)	Updated meetings as necessary
All Tasks	Transition-Out Plan	Contractor Determined Format	Within 90 Days of contract termination or end of the Period of Performance	Soft Copy to Contracting Officer and COR	No later than ninety (90) days prior to expiration of this contract
All Tasks	Monthly Status Report and Financials	Government-Determined Format	Monthly	Soft Copy to COR	Monthly, reporting previous month
1.6.2	Quality Control Plan	Contractor-Determined Format	10 Business Days after Contract Start	Soft Copy to COR	Updated as necessary
5.2	Upcoming Software Maintenance Report	Contractor-Determined Format; Current version of Remedy	Monthly	Soft Copy to COR	Monthly forecasting the next 30 days, 60 days, and 90 days
5.2; 5.3	Updated Software Maintenance Records	Current Version of Remedy	Monthly	Online System	Daily as necessary
5.2; 5.3	Updated Software Asset Library	Government-Determined Network File Share	Monthly	Online System	Daily as necessary
5.2	Software Maintenance Proof of Purchase	Contractor-Determined Format	Monthly or every 30 days, whichever is more frequent	Soft Copy to COR	Monthly, reporting previous month

PWS Task #	Deliverable Title	Format	Due Date	Distribution/Copies	Frequency and Remarks
5.2	Vendor Website Accounts Access	Contractor-Determined Format	Monthly	Soft Copy to COR	Monthly cumulative list
5.2	Vendor Points of Contact List	Contractor-Determined Format	Monthly	Soft Copy to COR	Monthly cumulative list
5.4	Recommendations and Business Case Analysis for Software Optimization	Contractor-Determined Format	Monthly	Soft Copy to COR	As necessary
5.4	Recommendations for Software Retirement	Contractor-Determined Format	Monthly	Soft Copy to COR	As necessary
5.5	Draft BRDs to Update SPL	Government-Determined Format	Within 14 days of software receipt	Courtesy copy to COR	As necessary
5.6	Complete Software License and Software Maintenance Inventory with Translation Table	Government-Determined Format (Remedy 8 and Network File Share)	Monthly	Online System	Monthly
5.6	Installed Software List Including Assigned Users	Mutually Agreed Format	Monthly	Soft Copy to COR	Monthly
5.6	Software License Reconciliation Report, including: - Recommendations for Remediating Over-Installed Software	Mutually Agreed Format	Monthly	Soft Copy to COR	Monthly

PWS Task #	Deliverable Title	Format	Due Date	Distribution/Copies	Frequency and Remarks
	<ul style="list-style-type: none"> - List of Software to Reassign to Software License Pool - Installed Software List Including Assigned Users - Recommendations for Software License Purchases and Consolidations 				

TECHNICAL EXHIBITS 3

Technical Exhibit 3 - Estimated Workload Data

The data provided below is an estimate, based on historical information, of what it may take to perform the major categories of requirements listed in the Performance Work Statement. The contractor is not required to propose the hours listed below and is encouraged to use sound judgment and business practices when preparing cost proposal.

PHASE-IN PERIOD (1 MONTHS)

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
0003	Firm-Fixed-Priced	Task 5.1	Project Manager II (Key)	1	156
0003	Firm-Fixed-Priced	Tasks 5.2 - 5.3	Acquisition Specialist III	1	156
0003	Firm-Fixed-Priced	Tasks 5.4 – 5.5	Information Systems Analyst II	1	156
0003	Firm-Fixed-Priced	Task 5.6	Program Analyst III	1	156
TOTALS CLIN 0003				4	624

BASE PERIOD (11 MONTHS)

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
0001	Firm-Fixed-Priced	Task 5.1	Project Manager II (Key)	1	1,724
0001	Firm-Fixed-Priced	Tasks 5.2 - 5.3	Acquisition Specialist III	2	3,448
0001	Firm-Fixed-Priced	Tasks 5.4 – 5.5	Information Systems Analyst II	2	3,448
0001	Firm-Fixed-Priced	Task 5.6	Program Analyst III	2	3,448

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
TOTALS CLIN 0001				7	12,068

OPTION PERIOD 1 (12 MONTHS)

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
1001	Firm-Fixed-Priced	Task 5.1	Project Manager II (Key)	1	1,880
1001	Firm-Fixed-Priced	Tasks 5.2 - 5.3	Acquisition Specialist III	2	3,760
1001	Firm-Fixed-Priced	Tasks 5.4 – 5.5	Information Systems Analyst II	2	3,760
1001	Firm-Fixed-Priced	Task 5.6	Program Analyst III	2	3,760
TOTALS CLIN 1001				7	13,160

OPTION PERIOD 2 (12 MONTHS)

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
2001	Firm-Fixed-Priced	Task 5.1	Project Manager II (Key)	1	1,880
2001	Firm-Fixed-Priced	Tasks 5.2 - 5.3	Acquisition Specialist III	2	3,760
2001	Firm-Fixed-Priced	Tasks 5.4 – 5.5	Information Systems Analyst II	2	3,760
2001	Firm-Fixed-Priced	Task 5.6	Program Analyst III	2	3,760
TOTALS CLIN 2001				7	13,160

OPTION PERIOD 3 (12 MONTHS)

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
3001	Firm-Fixed-Priced	Task 5.1	Project Manager II (Key)	1	1,880
3001	Firm-Fixed-Priced	Tasks 5.2 - 5.3	Acquisition Specialist III	2	3,760
3001	Firm-Fixed-Priced	Tasks 5.4 – 5.5	Information Systems Analyst II	2	3,760
3001	Firm-Fixed-Priced	Task 5.6	Program Analyst III	2	3,760
TOTALS CLIN 3001				7	13,160

OPTION PERIOD 4 (12 MONTHS)

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
4001	Firm-Fixed-Priced	Task 5.1	Project Manager II (Key)	1	1,880
4001	Firm-Fixed-Priced	Tasks 5.2 - 5.3	Acquisition Specialist III	2	3,760
4001	Firm-Fixed-Priced	Tasks 5.4 – 5.5	Information Systems Analyst II	2	3,760
4001	Firm-Fixed-Priced	Task 5.6	Program Analyst III	2	3,760
TOTALS CLIN 4001				7	13,160