

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE <div style="text-align: center;">U</div>		PAGE OF PAGES <div style="display: flex; justify-content: space-between;"><div>1</div><div>2</div></div>		
2. AMENDMENT/MODIFICATION NO. <div style="text-align: center;">12</div>		3. EFFECTIVE DATE <div style="text-align: center;">24-Oct-2013</div>		4. REQUISITION/PURCHASE REQ. NO. <div style="text-align: center;">M95494-13-RC-01F41</div>		5. PROJECT NO. (If applicable) <div style="text-align: center;">N/A</div>	
6. ISSUED BY RCO Quantico 3250 Catlin Ave Quantico VA 22134-5001 phillip.m.lee@usmc.mil 703-784-1925		CODE <div style="text-align: center;">M00264</div>		7. ADMINISTERED BY (If other than Item 6) DCMA Manassas 10500 BATTLEVIEW PARKWAY, SUITE 200 MANASSAS VA 20109-2342		CODE <div style="text-align: center;">S2404A</div>	

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and Zip Code) BOOZ ALLEN HAMILTON INC 8283 Greensboro Drive McLean VA 22102					9A. AMENDMENT OF SOLICITATION NO.	
					9B. DATED (SEE ITEM 11)	
			[X]		10A. MODIFICATION OF CONTRACT/ORDER NO. <div style="text-align: center;">N00178-04-D-4024-MUT4</div>	
					10B. DATED (SEE ITEM 13) <div style="text-align: center;">29-Jul-2011</div>	
CAGE CODE 17038		FACILITY CODE				

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(*)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
[]	
[]	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc)SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
[]	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
[X]	D. OTHER (Specify type of modification and authority) FAR 52.243-1 Changes

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

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

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Julian O Boggan, Contracting Officer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
/s/ (Signature of person authorized to sign)	25-Nov-2013	BY /s/Julian O Boggan (Signature of Contracting Officer)	26-Nov-2013

NSN 7540-01-152-8070
 PREVIOUS EDITION UNUSABLE

30-105

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

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GENERAL INFORMATION

The purpose of this modification is to realign funding in the amount of \$48,000 from CLIN 6005 to CLIN 6006... Accordingly, said Task Order is modified as follows: A conformed copy of this Task Order is attached to this modification for informational purposes only.

The Line of Accounting information is hereby changed as follows:

The total amount of funds obligated to the task is hereby increased from \$13,862,280.23 by \$0.00 to \$13,862,280.23.

CLIN/SLIN	Type Of Fund	From (\$)	By (\$)	To (\$)
6005	O&MN,N	100,000.00	(48,000.00)	52,000.00
6006	O&MN,N	30,000.00	48,000.00	78,000.00

The total value of the order is hereby increased from \$13,981,166.34 by \$0.00 to \$13,981,166.34.

CLIN/SLIN	From (\$)	By (\$)	To (\$)
6005	100,000.00	(48,000.00)	52,000.00
6006	30,000.00	48,000.00	78,000.00

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SECTION B SUPPLIES OR SERVICES AND PRICES

CLIN - SUPPLIES OR SERVICES

For FFP Items:

Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
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5000	R408	IT Support Services Base Year (O&MN,N)	1.0	LO	\$4,417,319.99	\$4,417,319.99
5001	R408	IT Support Services Option Year 1 (O&MN,N)	1.0	LO	\$4,290,051.17	\$4,290,051.17
5002	R408	IT Support Services Option Year 2 (O&MN,N)	1.0	LO	\$4,140,816.10	\$4,140,816.10
5004	R408	Optional Task One (1) Builder Operations and Maintenance, Base Year (O&MN,N)	1.0	LO	\$156,946.55	\$156,946.55
5005	R408	Optional Task One (1) Builder Operations and Maintenance, Option Year One (1) (O&MN,N)	1.0	LO	\$102,886.11	\$102,886.11
5006	R408	Optional Task One (1) Builder Operations and Maintenance, Option Year Two (2) (O&MN,N)	1.0	LO	\$105,498.45	\$105,498.45
5007	R408	Optional Task Two (2) PW Tracker Integration with FI Website - Base Year (O&MN,N)	1.0	LO	\$166,539.83	\$166,539.83
5008	R408	Optional Task Three (3) Implementation of USMCMMax at Marine Barracks, Washington, Washington, DC Option Year One (1) (O&MN,N)	1.0	LO	\$29,558.65	\$29,558.65

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5009	R408	Optional Task Four (4) Implementation of USMCMMax at MCAS Iwakuni, Japan, Option Year One (1) (O&MN,N)	1.0	LO	\$83,519.86	\$83,519.86
5010	R408	Optional Task Five (5) Implementation of USMCMMax at MCSF Blount Island Command, Florida, Base Year (O&MN,N)	1.0	LO	\$46,029.85	\$46,029.85
5011	R408	Optional Task Six (6) Major Upgrade of USMCMMax, Option Year Two (2) (O&MN,N) Option	1.0	LO	\$332,905.26	\$332,905.26
5012	R408	Optional Task Seven (7) Migration of FI Website from .com to .mil, Option Year 1 (O&MN,N) Option	1.0	LO	\$0.00	\$0.00

For ODC Items:

Item	PSC	Supplies/Services	Qty	Unit	Est. Cost
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6000	R408	Travel Base Year (O&MN,N)	1.0	LO	\$44,000.00
6001	R408	ODC Base Year (O&MN,N)	1.0	LO	\$137,999.78
6003	R408	Travel Option Year 1 (O&MN,N)	1.0	LO	\$4,000.00
6004	R408	ODC Option Year 1 (O&MN,N)	1.0	LO	\$126,000.00
6005	R408	Travel Option Year 2 (O&MN,N)	1.0	LO	\$52,000.00
6006	R408	ODC Option Year Two (2) (O&MN,N)	1.0	LO	\$78,000.00

For FFP Items:

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Item	PSC	Supplies/Services	Qty	Unit	Unit Price	Total Price
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8000	R408	IT Support Services, Option Year 3 (O&MN,N) Option	1.0	LO	\$4,048,011.02	\$4,048,011.02
8001	R408	IT Support Services, Option Year 4 (O&MN,N) Option	1.0	LO	\$4,152,248.44	\$4,152,248.44
8002	R408	Optional Task One (1) Builder Operations and Maintenance, Option Year Three (3) (O&MN,N) Option	1.0	LO	\$108,169.87	\$108,169.87
8003	R408	Optional Task One (1) Builder Operations and Maintenance, Option Year Four (4) (O&MN,N) Option	1.0	LO	\$110,913.96	\$110,913.96

For ODC Items:

Item	PSC	Supplies/Services	Qty	Unit	Est. Cost
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9001	R408	Travel Option Year Three (3) (O&MN,N) Option	1.0	LO	\$100,000.00
9002	R408	ODC Option Year three (3) (O&MN,N) Option	1.0	LO	\$30,000.00
9003	R408	Travel Option Year Four (4) (O&MN,N) Option	1.0	LO	\$100,000.00
9004	R408	ODC Option Year Four (4) (O&MN,N) Option	1.0	LO	\$30,000.00

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SECTION C DESCRIPTIONS AND SPECIFICATIONS

PERFORMANCE WORK STATEMENT (PWS) TO PROVIDE PROFESSIONAL SERVICES TO HEADQUARTERS, US MARINE CORPS

FOR FACILITIES SUSTAINMENT, RESTORATION AND MODERNIZATION (FSRM) BUSINESS SYSTEMS OPERATIONS, MAINTENANCE AND SERVICES CONTENTS

- 1.0 BACKGROUND
- 2.0 SCOPE/OBJECTIVE
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- 5.0 DELIVERABLES
- 6.0 GOVERNMENT FURNISHED INFORMATION, SERVICES, AND EQUIPMENT
- 7.0 TRAVEL
- 8.0 POINTS OF CONTACT
- 9.0 MEETINGS AND REVIEWS
- 10.0 GUIDANCE AND OTHER INFORMATION
- 11.0 PERIOD OF SERVICE

1.0 BACKGROUND

At Headquarters Marine Corps, the Director, Facilities and Services Division (LF), under the direction of the Deputy Commandant for Installations and Logistics (I&L) is responsible for formulating program policy, providing technical guidance, and overseeing management of real property assets; management of natural resources and protection of endangered species; conservation of installation assets; and management of garrison mobile equipment and property programs. The Facilities Branch (LFF) manages funding and implements policies for facilities sustainment, restoration and modernization (FSRM); provides enterprise oversight of all Marine Corps housing, and exercises cognizance over fire protection, utilities and recycling throughout the Marine Corps.

LFF has established three main systems to support the Marine Corps FSRM business processes. They are the Facilities Integration (FI) Website, the USMCmax system, and the Facilities Data Warehouse (FDW). The FI Website is a Government-off-the-shelf (GOTS) system used to manage FSRM M2/R2 Special Projects program. The FI Website is currently operating at 21 Marine Corps installations throughout the United States. USMCmax is a commercial-off-the-shelf (COTS) MAXIMO® software by IBM as the Marine Corps standard asset management system for the automated tracking and control of facilities maintenance. It is intended to contain and manage all maintenance data pertaining to every facility, utility and structure in the Marine Corps. USMCmax is operating at 15 Marine Corps installations throughout the United States. FDW is data warehouse of facilities authoritative data. Marine Corps installations and activities using these systems to support their FSRM business processes are:

- 1. HQMC
- 2. MCAS Cherry Point, NC
- 3. MCAS Beaufort, SC
- 4. MCRD Parris Island, SC
- 5. MCB Camp Lejeune/MCAS New River, NC
- 6. MCLB Barstow, CA
- 7. MCAGTC Twentynine Palms, CA
- 8. MCRD San Diego, CA
- 9. MCB Camp Pendleton, CA

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10. MCAS Camp Pendleton, CA
11. MCBH Kaneohe Bay, HI
12. MCAS Miramar, CA
13. MCAS Yuma, AZ
14. MCB Camp Butler, JP
15. MCB/MCAF Quantico, VA
16. MCLB Albany, GA
17. MCAS Iwakuni, JA
18. MCSF Blount Island, FL
19. MARBKS Washington, DC
20. MWTC Bridgeport, CA
21. Camp Mujuk, South Korea

2.0 SCOPE/OBJECTIVE

This is a Performance Based Statement of Work (PWS). The scope of this PWS is to provide functional and technical programmatic support to include project management planning and analysis, operation and maintenance, configuration management, installation support and other technical support for the Marine Corps FSRM business systems program. The Contractor is responsible and accountable for achieving the desired results based upon their approach and internal processes. The Contractor shall provide all services, personnel, personnel supervision, materials, equipment and transportation necessary (except as otherwise specified herein) to accomplish the requirements of the PWS.

A majority of the work will be performed at the Contractor site, however, on-site work at Defense Information Systems Agency (DISA) in Mechanicsburg, PA and at various Marine Corps installations listed in paragraph 1.0 may be required as outlined in the PWS. The Marine Corps will provide access to any installation where on-site work is required.

The tasks included in the PWS are as follow:

- Task 1 - Project Management, Project Planning and Analysis
- Task 2 – FSRM Business Systems Operation and Maintenance
- Task 3 - Configuration Management
- Task 4 - Installation Support and Consulting
- Task 5 - MAXIMO Mobile Work Manager Maintenance and Support
- Task 6 – Facilities Data Warehousing and Analysis Reporting

Optional Tasks

- Task 7 – Builder Operations and Maintenance
- Task 8 – PW Tracker Integration with FI Website
- Task 9 – Implementation of USMCMMax at Camp Mujuk, South Korea
- Task 10 – Implementation of USMCMMax at MCAS Iwakuni, Japan
- Task 11 - Implementation of USMCMMax at MCSF Blount Island Command, Florida
- Task 12 – Major Upgrade of USMCmax
- Task 13 - Migration of FI Website from “.com” environment to “.mil”

3.0 TASK ORDER DESCRIPTION

3.1 Task 1 - Project Management, Project Planning and Analysis

The objective of this task is to provide project management, project planning, and analytical and technical support for FSRM business systems, specifically the FI Website, USMCmax, and FDW.

Throughout the life-cycle of this program, the Contractor shall provide project management support

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to ensure the successful and timely completion of all tasks and deliverables. Project management support shall include proactive planning and coordination of the overall program strategy and all project activities; cost and schedule management; staff direction and supervision; quality assurance and status reporting; liaison with LFF, DISA, Marine Corps Systems Command (MCSC), Marine Corps installation points of contacts and others as required. The Contractor shall provide a single point of contact to interface with the FSRM Project Officer in LFF.

The Contractor shall ensure all Marine Corps Information Assurance requirements for the the FI Website, USMCmax, and FDW are met and kept up-to-date. This includes completing or updating DoD Information Assurance Certification and Accreditation Plan (DIACAP) documentation, using the XACTA system, and Navy-Marine Corps Internet (NMCI) /Marine Corps Enterprise Network (MCEN) (or similar) documentation, for the FSRM business systems, as required. The Contractor shall update these documents whenever changes to the system design or architecture are warranted. These documents shall be provided to the COR for review and comment, before they are finalized. The Contractor shall also provide support during the approval process through the Marine Corps Information Assurance process.

The Contractor shall conduct market surveys and research in analyzing new technologies and products for inclusion use within FSRM business systems environment. The Contractor shall generate reports, charts, documentation and/or presentation materials summarizing research findings and data in response to specific business inquiries, to support cost/benefit and decision analysis initiated by the FSRM Project Officer.

The Contractor shall provide monthly status reports as to current and ongoing task status, and issues requiring resolution. These reports shall be submitted to LFF via email by the 15th of the month. The reports shall address the current status time periods of all work, and plans for coming months. Specific content of the status report shall include: work accomplished during the previous month, list of any and all travel during the previous month, list of all deliverables completed during previous month, status of funds, schedule status, planned activities and any issues or problems encountered.

3.1.1 Key Personnel. The following positions have been identified as key personnel and are subject to the substitution requirements as stipulated in the contract.

3.1.1.1 Project Manager. The Project Manager will assist in identifying requirements and solutions in close coordination with the FSRM Project Officer in LFF. The Contractor will analyze program requirements and emerging customer priorities, and allocate/reallocate personnel and resources to best meet the needs of the FSRM Business Systems. The Contractor will maintain and enhance the functionality and utility of the FSRM Business Systems in support of Marine Corps business process and users.

. Minimum Education / Experience

- o Bachelors Degree in a business, engineering, or computer related discipline.
- o 5 years of experience in managing and directing DoD projects and programs related to FSRM business processes.
- o Project Management Professional Certification.
- o Knowledge of Marine Corps programs related to facilities operations and maintenance activities.

3.1.1.2 Lead Systems Administrator. The Contractor will contribute to providing more centralized and enterprise level solutions, and the integration and increased exploitation of FSRM Business Systems functionality. The Contractor will maintain the FSRM Business Systems Certification and Accreditation in accordance with Marine Corps Information Assurance policy and directives.

. Minimum Education / Experience

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- o Bachelors Degree in a business, engineering, or computer related discipline.
- o 5 years of experience in systems administration on DoD Information systems related to FSRM business processes
- o Security Application Support - CompTIA certification meeting the requirements established in the DoD 8570.01
- o Knowledge of Marine Corps programs related to facilities operations and maintenance activities.

Deliverables:

Monthly Status Report - A monthly summary of tasks performed. Includes work breakdown structure and costs. Copies of analyses and reports generated will be included. Supporting documentation will be attached. The monthly status report will be due the 15th of each month.

DIACAP Documentation - Updates and new documentation will be provided to comply with Marine Corps Information Assurance requirements based on the FSRM business systems architecture and any changes. Documentation will be evaluated on timeliness, accuracy, thoroughness, professional appearance, appropriateness of content, and compliance with established standards. Documentation will be due within 20 business days of any change requiring documentation update.

NMCI (or similar) Certification and Accreditation (or similar) Documentation - Updates and new documentation will be provided as required based on FSRM business systems architecture or software changes. Documentation will be evaluated on timeliness, accuracy, thoroughness, professional appearance, appropriateness of content, and compliance with established standards. Documentation will be due within 20 business days of any change requiring documentation update.

3.2 Task 2 - Operation and Maintenance

The Contractor shall provide operations and maintenance support for FSRM business systems' (FI Website, USMCmax and FDW) hardware, system software, and application software as described below. All operations and maintenance activity shall be documented in the Monthly Status Report.

The Contractor shall operate and maintain the USMCmax and FDW production and training environments that are housed within the DISA. DISA will provide the web hosting, and technical support of a data center. DISA will provide the Contractor access to FSRM business systems via secure connection for FSRM business systems operation and maintenance activities. DISA will also provide internet connectivity using industry standard security requirements, Oracle® database administration, backup and recovery of all servers, and system and user security (both physical and data). The Contractor shall provide all other operation and maintenance for the production and training database requirement not specifically stated otherwise.

The Contractor shall establish and operate a site to host the FI Website's production and training environments within an industry standard data center providing managed services, internet connectivity, and access by Marine Corps users from within the Marine Corps .mil network. The data center must be located on the East Coast and physically accessible by the Contractor within 4 - 6 hours. It is the Government intent to move the FI Website production and training systems into the DISA data center in the future, reference task 3.13. Until that time, the Contractor shall provide the necessary and suitable facility, system and user security (both physical and data), infrastructure, backup and recovery services, and resources to host the FI Website; the infrastructure provided by the Contractor must provide at a minimum the security controls required to support the DIACAP certification and accreditation of each system. The FSRM system currently consists of 2 GFE Windows 2003 servers in a rack mount environment, as well as 14 virtual servers that run Windows 2003 Server. The application and database servers run GFS inclusive Oracle 8i and 9i, SQL Server

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2008 R2, QuickPick 6.2.2, Maximo 6.2, ColdFusion 5.0, Weblogic 8.1, and Actuate 8. The Contractor shall provide the necessary floor/rack space to accommodate all equipment, the ability for network connection at sufficient speeds and resiliency, and the ability to remotely manage access. The Contractor shall adhere to a monthly minimum system availability of 99%. The Contractor shall provide a transition plan describing how it will move the FI Website to DISA. Describe the method and services offered for the transition and what activities the Marine Corps would need to perform to support the transition. The Contractor shall provide all other operation and maintenance for the production and training system requirements not specifically stated otherwise.

The Contractor shall establish and operate a site to host the development and test environments and provide all support required to operate and maintain the FSRM business systems. The test environment must closely mimic the production environment in terms of software and configuration. The host site includes the technical infrastructure for all project activities including web hosting, hardware, maintenance, technical support, development, implementation, and all related activities. This includes, but is not limited to hosting systems development and test environments via internet connectivity using industry standard security requirements, operation of Contractor furnished hardware, network administration, Oracle® and SQL Server database administration, backup and recovery of all servers, and system and user security (both physical and data). The Contractor shall provide hardware maintenance for FSRM business systems development and testing site servers and any other hardware equipment located at the development and test site. The contractor shall ensure that the FSRM business systems are Public Key Infrastructure (PKI) Enabled in accordance with DoD Instruction 8520.2 implementation or other superseding guidance.

The Contractor shall operate a Help Desk to provide technical and operations support for FSRM business systems end users in accordance with the service level agreements (SLA) in the USMCmax Help Desk Operations manual. Help Desk operations shall be established to support all FSRM business systems sites between the hours of 7:00 am to 9:00 pm eastern standard time, at a minimum, on all standard Government workdays. The Contractor shall provide an "after hours" call back capability. The Contractor shall provide an automated call tracking capability to record and track the status of all Help Desk calls. The Contractor shall provide operational and technical expertise to diagnose and resolve problems reported through the Help Desk. The Contractor will classify all requests to the help desk as software error reports (SER) or a software change requests (SCR) based on the nature of the request in accordance with the USMCmax Help Desk Operations Manual. The Contractor shall provide a summary report of all Help Desk activity related to software errors indicating requestor, installation origination, problem description, problem resolution, status, and time spent resolving the call. Software change requests reported to the help desk will be classified as such and handled in accordance with the configuration management task in paragraph 3.3 below.

The Contractor will ensure that the FSRM business systems development and testing sites have a Continuity of Operations Plan (COOP), based on industry standard contingency planning, to ensure continued operation in case of an interruption of service caused by a natural or man-made disaster. The plan should include disaster recovery procedures to ensure critical data is preserved and maintained in a secure environment. The Contractor shall update current documented procedures concerning contingency planning, continuity of operations and disaster recovery for the FSRM business systems programs and hardware.

The Contractor shall provide technical, administrative support and release management for all FSRM business systems system software maintenance. Application software maintenance includes the analysis, design, coding, testing, and documentation of software errors and corrections to the existing application software. System software maintenance shall include technical support and vendor liason for all commercial software used under the FSRM business systems umbrella. The

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Contractor shall perform release management for the FSRM business systems system. Release management includes the analysis, distribution, tracking, and support of software and application upgrades to the underlying FSRM business systems COTS programs. The Contractor shall analyze all new releases, test them in the specific FSRM business systems test environment, and recommend whether or not to release the upgrade to the sites. New releases of the application software shall be provided, as required, to correct errors, implement changes or enhancements, or provide new modules.

The Contractor shall maintain all FSRM business systems interfaces. These include interfaces to the internet Naval Facilities Assets Data Store (iNFADS), and a Third Party Materials interface, the Installation Statistics, Analytics and Reporting System (iSTAR) and an interface from the USMC's GEOFidelis Presentation Tier.

The Contractor shall maintain a master library of all business systems documentation including vendor manuals and all developed documentation. Documentation shall be continually updated in conjunction with related project activities. Updates to vendor documentation shall also be maintained.

The Contractor shall provide monthly maintenance summary reports in the Monthly Status Report detailing current and ongoing task status, and issues requiring resolution. The Contractor shall document any problems or issues encountered at the development site and all software error report for all software errors reported for that month.

Deliverables:

Contingency Plan – Provide and maintain Contingency Plan for USMCmax, FI Website, and FDW; providing specific requirements for a recovery from a disruptive event or emergency. The Contingency Plan shall adhere to existing DoD instruction, including Federal Information Security Management Act (FISMA), DISA Contingency and COOP Plans, and NIST SP 800-34.

USMCmax, FI Website and FDW Operations and Maintenance - Provide Operations and Maintenance for FSRM Systems according to standard industry processes. This includes updating required FSRM system documentation. FSRM systems operations and maintenance shall be provided in compliance with all DoD instructions, including annual procurement, information assurance, FISMA, and DITPR-DON requirements.

3.3 Task 3 - Configuration Management

The Contractor shall provide a configuration management process to support FSRM business systems software change requests and the software customization support as directed by the Marine Corps Installation and Environmental (I&E) governance and configuration management process.

The Contractor shall provide configuration management of all software and documentation comprising the FSRM business system(s), and shall maintain a database for tracking individual configuration items, such as software change requests. The system(s) shall allow designated Marine Corps personnel to initiate software change requests or configuration management issues via the internet, via email or by calling the Help Desk. The Contractor shall review each software change request and configuration management issue and provide the COR a recommended course of action to be presented to the appropriate governance or configuration control board. The report shall be provided as part of the Software Change Request Report. The Contractor shall review and update the existing Configuration Management Plan (CMP) to incorporate their configuration management procedures as well as specific functions and process implemented as a result of this task. The update should include incorporation of website or Help Desk procedures, and any changes to the configuration management process. The document shall be provided to the Project Director for review and comment, before they are finalized.

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The Contractor shall provide administrative and technical support in assessing which software change requests will be incorporated as part of the standard USMC system.

The Contractor shall provide software customization support as determined by the COR. Any customization shall include full life-cycle support including planning, requirements analysis, design, customization, testing, and documentation. The Contractor shall adhere to industry standard software engineering approaches, and institute an integrated quality assurance process. Customization tasks will be issued for requirements, large or complex enhancements, or other application requirements that go beyond the scope of application maintenance. Application customization, charts, and instructions shall be provided upon completion to the COR.

Deliverables:

Configuration Management Plan (CMP) - Updated CMP in accordance with the requirements outlined in Task 3 - paragraph 3.3. CMP will be delivered within 20 business days of award.

Software Change Request (SCR) Report - A report of all SCRs and their status as of the end of each month. Report will be due the 15th of each month.

Application Customizations, Charts, and Instructions - All updated application customizations, codes, charts and instructions to include an updated FSRM business systems Business Requirements document, resulting from any configuration management change or software customization. Updated documentation will be provided within 10 business days of each implemented configuration management change or software enhancement. Multiple changes occurring at one time can be rolled into one update.

3.4 Task 4 - Installation Support and Consulting

The Contractor shall provide a total of six (6) one-week on-site support, consulting or implementation visits at various Marine Corps installations. Contractor shall provide technical personnel and expertise to respond to the FSRM business systems needs of USMC installations during these on-site support, consulting and implementation visits. Possible actions under this task could include:

- Working with installations to document and improve their business process
- One-on-one training and consulting on business aspect and processes with FSRM business systems
- Performing specialized queries and analysis as requested.
- Providing training on the FSRM business systems.
- Providing implementation services.

Deliverables:

Installations Support and Consulting Trip Report – Details the time, location, actions and services provided as part of the installation support and consulting. Trip report is due 5 business days after completion of on-site installation support and consulting visits.

3.5 Task 5 - MAXIMO® Mobile Work Manager Support

The Contractor shall provide maintenance and configuration management services for the MAXIMO® Mobile Work Manager handheld solution. The Contractor shall provide a turnkey implementation of FSRM business systems that includes handheld device fielding of the MAXIMO® Mobile Work Manager software. Requirements include installation, and configuration of handheld device hardware and software, workstation software, and testing to demonstrate correct system operations in the installation's environment.

The Contractor will also provide support for the upgrading to the latest version of MAXIMO® Mobile Work Manager as part of the USMCmax system. The Contractor shall provide support for any

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hardware and software certification required under the NMCI/MCEN for a configuration management changes to the existing MAXIMO® Mobile Work manager configuration.

The Contractor shall update the existing MAXIMO® Mobile Work Manager training manuals and system documentation. The documentation will be provided to the COR for review prior to being finalized.

Deliverables:

MAXIMO® Mobile Work Managers Manuals and System Documentation - Updated manuals and documentation to accomplish support and consulting services. Due with contractor software or program updates..

MAXIMO® Mobile Work Manager Software and Application Software - All software as required and outlined in Task 5 - paragraph 3.5. Due with contractor software or program updates.

3.6 Task 6 Facilities Data Warehouse and Analysis Reporting

The contractor shall provide data warehouse support, including development, maintenance, and data tracking to support FSRM business system requirements. This include designing and implementing a “mirroring” of authoritative facilities data into an offline system optimized for decision support analysis. The system shall allow for use of reporting and analysis tools by selected users across the Marine Corps. The Contractor shall design and implement appropriate security and access controls to limit access to confidential and sensitive data, if required. The Contractor shall document the operations procedures and analysis requirement in a Facilities Data Warehouse Requirements Document.

Deliverables:

Facilities Data Warehouse Requirements Document - The contractor shall develop a data warehouse requirements document concerning the design and business processes detailing the requirements for the development, operations and analysis requirements.

3.7 Task 7 Builder Operations and Maintenance (Optional)

The Contractor shall provide operations and maintenance support for hardware, system software, and application software for Builder, the Marine Corps facilities condition assessment system. The Contractor shall operate and maintain the Builder systems environment in accordance with the procedures and requirements outlined for other FSRM Systems in Section 3.2. The production and training environment will be hosted at DISA. All operations and maintenance activity shall be documented in the Monthly Status Report.

Deliverables:

Contingency Plan – Provide and maintain Contingency Plan for Builder; providing specific requirements for a recovery from a disruptive event or emergency. The Contingency Plan shall adhere to existing or superceding DoD instruction, including Federal Information Security Management Act (FISMA), DISA Contingency and COOP Plans, and NIST SP 800-34.

Builder Operations and Maintenance - Provide Operations and Maintenance for Builder as required. Builder system shall be operated and maintained in compliance with DoD instruction, including annual procurement, information assurance, FISMA, and DITPR-DON.

3.8 Task 8 Public Works (PW) Tracker Integration with FI Website (Optional)

The Contractor shall integrate the business functionality of the PW Tracker system as a module within the FI Website. The Contractor will follow industry standard processes in assessing the PW

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Tracker functionality and determining the best method of integration into the FI Website. The Contractor shall follow the procedures outlined in paragraph 3.3 for configuration management, application customization. The Contractor shall update all FI Website system document to reflect business process and system changes. All operations and maintenance activity shall be documented in the Monthly Status Report.

Deliverables:

FI Website PW Tracker Module – The module will conform to the FI Website system requirements and provide the business functionality of the current PW Tracker system.

Application Customizations, Charts, and Instructions - All updated application customizations, codes, charts and instructions to include an updated FSRM business systems Business Requirements document, resulting from any configuration management change or software customization. Updated documentation will be provided within 10 business days of each implemented configuration management change or software enhancement. Multiple changes occurring at one time can be rolled into one update.

3.9 Task 9 Implementation of USMCMax at Camp Mujuk, South Korea (Optional)

The Contractor shall provide systems implementation and transition support to roll out and implement the USMCMax at Camp Mujuk, South Korea. The Contractor shall analyze requirements and provide an implementation plan. The required work includes, but is not limited to initial requirements meetings to define user roles, data migration and training planning and support. The Contractor shall provide an USMCMax Implementation Plan highlighting the steps to successfully role out the USMCMax within 60 days of exercising of this option. The Contractor shall provide an USMCMax Site Implementation Report detailing the actions, accomplishments and issues related with the implementation of each Marine Corps installation. The Contractor shall complete the implementation of USMCmax at Camp Mujuk, South Korea within 60 days of Government approval of the USMCmax implementation plan. A report of all implementation services will be provided in an USMCmax Implementation Report.

Deliverables:

USMCMax Implementation Plan - The implementation plan will outline the goals, steps and activities required, timelines and implementation schedule to roll out and implement USMCMax.

USMCmax Implementation Report – The report shall summarize all the steps, services, actions, issues and follow-on items concerning the implementation of USMCMax at Camp Mujuk, South Korea.

Training and Training Support - The contractor shall be required to design, develop and implement effective training. Training shall be provided for various systems and levels of users from managers to operators. Training objectives shall be established to support the clients' objectives. They should be clear and concise to address the clients' goals, time frame and, initial and follow-on training requirements. The Contractor shall conduct training using a variety of training materials and equipment where appropriate. Training, delivery, and materials should be reviewed and refreshed with each new software release.

Training Materials - Provide training manuals, materials and course evaluations to use in training classes.

3.10 Task 10 Implementation of USMCmax at MCAS Iwakuni, Japan (Optional)

The Contractor shall provide systems implementation and transition support to roll out and implement the USMCmax at MCAS Iwakuni, Japan. The Contractor shall analyze requirements and provide an implementation plan. The required work includes, but is not limited to initial

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requirements meetings to define user roles, data migration and training planning and support. The Contractor shall provide an USMCmax Implementation Plan highlighting the steps to successfully roll out the USMCmax within 60 days of exercising of this operation. The contractor shall provide an USMCmax Site Implementation Report detailing the actions, accomplishments and issues related with the implementation of each Marine Corps installation. The Contractor shall complete the implement of USMCmax at MCAS Iwakuni, Japan within 60 days of Government approval of USMCmax implementation plan. A report of all implementation services will be provided in an USMCmax Implementation Report.

Deliverables:

USMCmax Implementation Plan - The implementation plan will outline the goals, steps and activities required, timelines and implementation schedule to roll out and implement USMCmax.

USMCmax Implementation Report – The report shall summarize all the steps, services, actions, issues and follow-on items concerning the implementation of USMCmax at **MCAS Iwakuni, Japan**.

Training and Training Support - The contractor shall be required to design, develop and implement effective training. Training shall be provided for various systems and levels of users from managers to operators. Training objectives shall be established to support the clients' objectives. They should be clear and concise to address the clients' goals, time frame, initial and follow-on training requirements. The Contractor shall conduct training using a variety of training materials and equipment where appropriate. Training, delivery, and materials should be reviewed and refreshed with each new software release.

Training Materials - Provide training manuals, materials and course evaluations to use in training classes.

3.11 Task 11 Implementation of USMCmax at MCSF Blount Island, Florida (Optional)

The Contractor shall provide systems implementation and transition support to roll out and implement the USMCmax at **Blount Island, Florida**. The Contractor shall analyze requirements and provide an implementation plan. The required work includes, but is not limited to initial requirements meetings to define user roles, data migration and training planning and support. The Contractor shall provide an USMCmax Implementation Plan highlighting the steps to successfully roll out the USMCmax within 60 days of exercising of this operation. The Contractor shall provide an USMCmax Site Implementation Report detailing the actions, accomplishments and issues related with the implementation of each Marine Corps installation. The Contractor shall complete the implement of USMCmax at **Blount Island, Florida** within 60 days of Government approval of USMCmax implementation plan. A report of all implementation services will be provided in an USMCmax Implementation Report.

Deliverables:

USMCmax Implementation Plan - The implementation plan will outline the goals, steps and activities required, timelines and implementation schedule to roll out and implement USMCmax.

USMCmax Implementation Report – The report shall summarize all the steps, services, actions, issues and follow-on items concerning the implementation of USMCmax at **Blount Island, Florida**.

Training and Training Support - The contractor shall be required to design, develop and implement effective training. Training shall be provided for various systems and levels of users from managers to operators. Training objectives shall be established to support the clients' objectives. They should be clear and concise to address the clients' goals, time frame, and initial and follow-on training requirements. The Contractor shall conduct training using a variety of training materials and equipment where appropriate. Training, delivery, and materials should be reviewed and refreshed

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with each new software release.

Training Materials - Provide training manuals, materials and course evaluations to use in training classes.

3.12 Task 12 Major Upgrade of USMCMax (Optional)

The Contractor shall identify necessary requirements for a major version upgrade and the configure hardware and software for the modernization/upgrade of USMCMax. The Contractor shall analyze requirements and update integrated IT support plans such as configuration management and quality assurance. The Contractor shall provide system development services by analyzing requirements, designing system configurations, writing application code, conducting integration tests, writing documentation and training personnel to provide an effective, efficient, technical solution. The contractor shall upgrade software using approved application languages as required.

System documentation shall be configured to accurately reflect the hardware/software system upgrade/modernization. The contractor shall identify and propose product upgrades (technical refreshments) for infrastructure, software products and network components to better serve the client's. Based on the client's needs, the contractor shall provide staff and resources necessary to design and implement IT systems and support.

Deliverables:

USMCMax Upgrade Requirements Documentation - The documentation will identify the system requirements for upgrade/modernization and outline goals, steps, and timelines to execute and rollout major upgrade of USMCMax.

USMCmax Upgrade Requirements Report – The report shall verify the successful validation of the upgraded system requirements.

Training and Training Support - The Contractor shall be required to design, develop and implement effective training as required. Training shall be provided for various systems and levels of users from managers to operators. Training objectives shall be established to support the clients' objectives. They should be clear and concise to address the clients' goals, time frame, and initial and follow-on training requirements. The Contractor shall conduct training using a variety of training materials and equipment where appropriate. Training, delivery, and materials should be reviewed and refreshed with each new software release.

Training Materials - Provide updates to training manuals, materials and course evaluations to use in training classes.

Security and Accreditation Support - I&E systems must be as secure as possible using all available means such as technology, software, hardware, and encryption. The Contractor will ensure all requirements and processes outlined in various DoD policies are adhered to like the DoD Information Technology Security Certification and Accreditation Process—DITSCAP and information assurance policies.

DIACAP Documentation - Updates and new documentation will be provided to comply with Marine Corps Information Assurance requirements based on the USMCmax program architecture and any changes. Documentation will be evaluated on timeliness, accuracy, thoroughness, professional appearance, appropriateness of content, and compliance with established standards.

NMCI Certification and Accreditation Documentation - Updates and new documentation will be provided as required based on USMCmax program architecture or software changes. Documentation will be evaluated on timeliness, accuracy, thoroughness, professional appearance, appropriateness of content, and compliance with established standards.

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3.13 Task 13 Migration of FI Website from “.com” environment to “.mil” (Optional)

The FI Website will transition to a DISA data center with the physical location to be provided once identified. The Contractor shall provide the services necessary to successfully transition these systems from their existing environment into the DISA data center with minimal down time to the user community. The Contractor shall outline a plan of action and resources needed to accomplish this move, inclusive of a risk migration strategy if the move is not successful. The plan should reflect a total move package to include, but not limited to, preparation activities, system shut down schedule, physical hardware move, setup, and testing at new location. The Government will provide all necessary hardware and software to support the systems. The DISA data center will provide the web hosting and technical support of the industry standard data center. The Contractor will be provided access to FI Website via secure connection for all operation and maintenance activities. The Contractor shall provide all other operation and maintenance for the production and training requirements not specially stated otherwise. Once the move is complete, the Contractor shall manage the FSRM Business Systems in compliance with the terms set forth in Task 2, Operation and Maintenance.

Deliverables:

FI Website Transition Plan - The documentation will identify the requirements to successfully transition the FI Website from a commercially hosted .com environment to a .mil DISA hosting environment.

4.0 PERFORMANCE STANDARDS AND WORKLOAD SUMMARY

4.1 Performance Requirements Summary

The Quality Assurance Surveillance Plan (QASP) provides a quality assurance surveillance strategy for monitoring the MAXIMO® Support and FSRM business systems Operations and Maintenance for the HQMC. The QASP establishes the performance standards, method of surveillance, and incentives for each major area of the PWS. It provides the Quality Assurance Evaluator (QAE) and the COR a systematic approach for conducting contract surveillance to insure the standards of the contract are met. The Contractor shall satisfy all performance standards within the acceptable quality levels in the QASP and is incorporated as part of the contract (see Attached QASP).

The performance standards for this PWS are stated in the Performance Requirements Summary (PRS) below.

Performance Objective	Performance Standards	Acceptable Quality Level	Method of Surveillance
Project Management, Project Planning and Analysis, paragraph 3.1	Provide all required deliverable documents in a timely, accurate and professional manner.	100%	100% inspection of all deliverables
	Provide updated information assurance and certification documentation required by any system architecture change.	Within 30 days of any software architecture change	100% inspection
FSRM business systems Operations and Maintenance, paragraph 3.2	Provide system operations and maintenance in accordance with IBM, and industry standards.	System availability is > 99%	Monthly Status Report
	Adequate and trained personnel to maintain the system	100%	100% inspection

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	<p>Provide help desk operations between the hours of 7 00 am and 9:00 pm EST.</p> <p>Provide continuity of operations planning for the FSRM business system.</p> <p>Provide automated call tracking capability for all help desk calls.</p> <p>Perform software error report resolution in accordance with the service level agreements outlined in the FSRM business systems Help Desk Operations.</p>	<p>100%</p> <p>Adequate plan based on industry standards.</p> <p>100%</p> <p>Meets resolution time 95% or more</p>	<p>Random sampling and end user feedback via customer surveys</p> <p>Continuity of Operations Plan (COOP)</p> <p>Random</p> <p>Monthly Help Desk Report and random sampling</p>
Configuration Management, paragraph 3.3.	<p>Perform configuration management.</p> <p>Track software change requests and provide monthly report.</p> <p>Provide fully operational software customizations based on COR and CCB priorities.</p>	<p>100%</p> <p>100%</p> <p>All known software defects from testing are mitigated prior to release.</p>	<p>Random</p> <p>Software Change Request Report and random sampling</p> <p>100% inspection and customer satisfaction measured via help desk reports</p>
Installation Support, paragraph 3.4.	<p>Provide installation support and consulting services.</p> <p>Provide Trip Report within 5 business days of installation support visit.</p>	<p>100%</p> <p>100%</p>	<p>Feedback from USMC installation personnel</p> <p>Installation Support and Consulting Trip Report.</p>
MAXIMO® Mobile Work Manager Support, paragraph 3.5.	Provide maintenance and configuration management services for the MAXIMO® Mobile Work Manager handheld solution.	100%	Random
Facilities Data Warehouse and Analysis Reporting, paragraph 3.6	Provide analysis for data and reporting requirements related to the Facilities Data Warehouse.	100%	100% inspection and customer satisfaction measured via help desk reports

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4.2 Workload Summary

Task 1 – Project Management, Planning and Analysis. Based on past history, the annual effort required to support this task was as follows:

Program Management	2 FTEs
Information Assurance	1 FTE
Business Operations	1 FTE
Administrative	.25 FTEs

Due to the complexity of these systems and the information assurance and system operations requirements, it is anticipated that this effort will be consistent throughout the option years.

Task 2 – FSRM Business Systems Operations and Maintenance. The FSRM business systems system currently has 3,200 registered users at USMC installations worldwide. The systems average approximately 900 unique users per day. Over the past five years, an average of 1,900 software error reports (SERs) were reported. The breakout of these SER by severity was as follows:

Severity	Total SERs	Response Time Required	Resolution Time Required
5	16	1 business hour	4 business hours
4	22	2 business hours	8 business hours
3	209	4 business hours	2 business days
2	1007	8 business hours	5 business days
1	646	24 business hours	> 5 business days

System configurations for the FSRM business systems can be found in paragraph 3.3.

Task 3 – Configuration Management. An average of 250 software change requests per year was reported over the last five years. Due to the fact that the nature of software customization cannot be fully identified as this time, the level of effort for this task will not exceed more than 1.5 FTE man-years.

Task 4 – Installation Support and Consulting. It is anticipated that a Systems Analyst and a Trainer will be required for one week for each of the on-site installation support and consulting visits. For proposal purposes, travel costs for the USMC Installation Support and Consulting visits are estimated to be \$30,000. The Travel estimates are “not to exceed” values that will be used for all submissions for fairness in evaluations. It is anticipated that base year and option year’s efforts will be consistent.

Task 5 - MAXIMO® Mobile Work Manager Maintenance and Support. Based on past history, the annual effort to provide this support this task was as follows:

Systems Analyst	1 FTEs
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It is anticipate that this effort will be constant over the option years.

Task 6 – Facilities Data Warehousing and Analysis Reporting. This is a new task. No workload summary is available for this task. It anticipated that option year support will reduce by 50% in the option years as compared to the base year effort.

Task 7 – Builder Operations and Maintenance (Optional). This is a new task. No historical workload summary is available for this task.

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Task 8 – PW Tracker Integration with FI Website (Optional). PW Tracker is a FSRM project tracking and management system targeted to the requirements generation at the Marine Corps installation level. The current system software platform consists of Microsoft SharePoint, SQL*Server, and Microsoft Windows Internet Information Services.

Task 9 – Implementation of USMCmax at Camp Mujuk, Korea (Optional). Camp Mujuk currently maintains 56 buildings totaling 240,292 square feet. Camp Mujuk does not use any automated maintenance management system. It is estimated that they will have 5 USMCmax users, and 0 mobile hand-held users. It is anticipated that they will require 5 custom reports.

Task 10 – Implementation of USMCmax at MCAS Iwakuni, Japan (Optional). MCAS Iwakuni currently maintains 412 buildings totaling 3,819,890 square feet. MCAS Iwakuni is currently operating with a stand-alone MAXIMO version 5.2. It is estimated that they will have 30 USMCmax users, and 0 mobile hand-held users. It is anticipated that they will require 10 custom reports.

Task 11 – Implementation of USMCmax at MCSF Blount Island Command, Florida (Optional). MCSF Blount Island currently maintains 63 buildings totaling 742,967 square feet. MCSF Blount Island is currently operating with a locally developed maintenance management system. It is estimated that they will have 15 USMCmax users, and 0 mobile hand-held users. It is anticipated that they will require 5 custom reports.

Task 12 – Major Upgrade of USMCmax. This is a new task. No historical workload summary is available for this task.

Task 13 – Migration of FI Website from “.com” environment to “.mil”. This is a new task. No historical workload summary is available for this task.

5.0 DELIVERABLES

5.1 All products delivered under this statement of work will conform to current DoD, Department of Navy (DON) and USMC standards and guidelines. The USMC will maintain full data rights to all products and deliverables.

5.2 The Contractor shall submit deliverable reports in both hard copy and electronic format via Microsoft Word format. The Contractor shall deliver a transmittal letter to the Government each time it conveys a deliverable. The letter shall specify the deliverable(s) and the task(s), of which it is a part, as specified in the SOW. The transmittal letter shall be delivered to:

Headquarters, United States Marine Corps
Attn: LFF-2 (Mr. Michael Bieryla)
3000 Marine Corps Pentagon
Washington DC 20350-3000

6.0 GOVERNMENT FURNISHED INFORMATION, SERVICES, AND EQUIPMENT

6.1 The USMC shall provide the required number of user licenses of MAXIMO®, version 5.2 and all future upgrades. The USMC shall also provide the required number of user licenses of Oracle® and all future upgrades. The USMC shall provide the required number of user licenses for MAXIMO® Mobile Work Manager and all future upgrades. The USMC shall provide the required number of user licenses for ESRI® ArcIMS and related software and all future upgrades. At the completion of these tasks, all software and customized computer code shall be surrendered to the USMC.

6.2 The USMC will provide a sample list of the approved handheld devices as part of USMCmax MAXIMO® Mobile Work manager solution.

6.3 The USMC shall provide access to systems in DISA, at Mechanicsburg, PA for work required in the PWS to include, but not less than those in Task 2. USMC will provide access to any USMC

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installation required under Task 4.

6.4 Access to documents required in support of the execution of this statement of work.

7.0 TRAVEL

The Contractor shall be required to travel and visit, LFF, the DISA in Mechanicsburg, PA and various Marine Corps installations. The Contractor will coordinate travel arrangements with the Contracting Officer's Representative (COR). All travel must be approved, in writing, by the COR prior to any travel taking place. Travel and travel reimbursements shall be conducted in accordance with the Joint Travel Regulations.

8.0 POINTS OF CONTACT (POC)

The Contracting Officer's Representative (COR) will be designated upon contract award.

9.0 MEETINGS AND REVIEWS

9.1 All meetings and reviews shall be held at either the COR's office, the Contractor's office, or at any other mutually agreed upon by the COR and the Contractor.

9.2 The Contractor shall conduct and attend meetings required for the accomplishment of this task order. Meetings shall include those required for information gathering from Marine Corps installations, briefings to LFF and activity commands, and with other support Contractors. Upon request, the Contractor shall prepare and present oral briefings on progress of work, unique or interesting technical findings, results of research, and presentation of draft conclusions or reports. The Contractor shall provide meeting minutes of all meetings attended. These minutes shall include all participants and a summary of all relevant actions and/or recommendations. The minutes shall be provided to the Project Director in Microsoft Word format in soft copy (i.e., email), with one hard copy.

10.0 GUIDANCE AND OTHER INFORMATION

10.1 Security Requirements - All tasks will be conducted in full compliance with DoD security regulations. Select contractors may be required to access a DISA DECC facility and/or network to support the maintenance of FSRM systems; these select contractors will require a Secret level clearance, with the contractor providing a completed DD Form 254 (DoD Contract Security Classification Specification) to the Security Office at HQMC LS. The DD-254 will be provided and incorporated into the contract upon award.

10.2 The government will provide assistance to the personnel supporting this requirement in obtaining installation, site and workplace access during the period of support. All access documentation will be returned to the government at the completion of the support services. Compliance with all USMC communications regulations pertaining to access to e-mail and Internet activities is mandatory. Failure to comply with security requirements is grounds for termination.

The Contractor(s) shall be required to wear a contractor identification badge at all times while on government property. The Contractor shall submit a completed "Conflict of Interest and Non-Disclosure Statement" form for every employee working on the task and appropriate corporate officer on behalf of the corporation. The Contractor and its representatives will not release any information concerning the effort under this task order to the public limit to more without written authorization from the Government.

10.3 Access to US military sites and installations is a privilege that may be granted, denied, or withdrawn by the Marine Corps. Denial or withdrawal may occur as a result of any type of misconduct or incident determined contrary to the best interest of the Marine Corps mission, security of a Marine Corps installation, protection of property, welfare of personnel and for any other

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infraction determined justifiable for denying access. The Contractor shall comply with the following:

- a. No employee or representative of the contractor will be admitted on Marine Corps site or installations unless they furnish satisfactory proof of United States citizenship or if an alien, that their residence and employment within the United States is legal.
- b. All Contractor employees must possess a valid picture identification card issued by a State or Federal agency. Prior to performance of any work on a Marine Corps installation, the Contractor shall submit to the Government, a list of the names of all employees and subcontractors employees to include: full name, driver's license number and the state from which the license was issued, birth date, social security number and contact information (name, addresses and phone numbers) for use in the event of an emergency. If an employee does not hold a valid driver's license, the Contractor may substitute the identification numbers from any other approved form of Federal and State Government identification. In addition, the Contractor shall identify the names(s) of responsible supervisory person(s) authorized to act for the Contractor for the duration of on-site work at a Marine Corps installation.
- c. Contractor employees shall conduct themselves in a proper, efficient, courteous and businesslike manner. All personnel on-site must be fluent in understanding, speaking, and writing the English language.
- d. Contractor employees working on-site at a Marine Corps site or installation shall become familiar with and obey the installation's regulations including safety, fire, traffic, and security. The Contractor employees shall keep within the limits of work and avenues of ingress and egress, not enter restricted areas unless required to do so, and not enter any restricted area until cleared for such entry.
- e. Contractor employees entering Marine Corps sites or installations shall comply with all security requirements in effect during the contract periods and shall be subject to such checks as may be deemed necessary. The Contractor should contact each installation prior to beginning work on-site to ensure the Contractor understands and can comply with individual installation security requirements. However, at a minimum, contractor should conduct a background check of all employees required to perform work on a Marine Corps installation. Access will be denied to:
 - 1) Any individual who is illegally present in the United States.
 - 2) Any individual who is subject to an outstanding criminal warrant
 - 3) Any individual whose employment questionnaire contains false or fraudulent Information.

10.4 All contractor personnel attending meetings, answering Government telephones, communication by email, working on site, where their contractor status is not known to third parties, must identify themselves as contractors, to include wearing ID badges, which identify them as contractor personnel. Unless otherwise directed by the COR, all documents produced or revised by contractors or developed through contractor participation must be marked as "contractor generated documents" or otherwise identified in a manner that discloses the contractor's participation.

10.5 Data, Software and Intellectual Property Rights. All reports, materials (including, but not limited to, all training and training-related materials including all evaluations and evaluation criteria, computer software/applications and hardware, source code, interfaces, tools, works, and other related items) data, information, and all electronic/digital files and other items described herein, and any other items, (hereinafter referred to individually or collectively as the Work or Works), and all intellectual property rights in or to such Works, in whatever form, created, generated, or produced under, or as a result of, this PWS/Task Order shall become the property of the U.S. Government/Marine Corps, i.e., the U.S. Government/Marine Corps shall be the owner of all of these Works and all intellectual property rights in or to these Works. Moreover, except as provided in

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writing by the Contracting Officer, no Work, material and/or other item created, generated, produced or provided under, or as a result of, this PWS/Task Order shall be used by the Contractor or any of its employees/agents, subcontractors and/or representatives, for any purpose other than for the support and performance of this PWS/Task Order. Therefore, the Contractor is obligated to protect the Works from unauthorized use and shall incorporate this paragraph in each of its contracts/subcontracts associated with the goods and/or services provided under this PWS/Task Order.

10.5.1 All data produced as deliverables or developed as by-products under this task order are Government property. The Government reserves the right to reproduce and distribute such data as it deems necessary. The contractor is responsible for ensuring compliance with all intellectual property, copyright and trademark laws and for the appropriate marking of copyrighted and trademarked data incorporated into data and deliverables produced under this task order, including obtaining permission for use and reproduction by the Government, as appropriate.

10.5.2 All programming code, instructions, reports, studies, etc. developed during this project are the property of the Government, and may not be reused without the written permission of the Government. Likewise, dissemination or presentation of such items to the general public is prohibited without written permission of the Government.

10.6 All programming code, instructions, reports, studies, etc. developed during this project are the property of the Government, and may not be reused without the written permission of the Government. Likewise, presentation of this application to the general public is prohibited without written permission of the Government.

10.7 Privacy Act: Work on this project requires that Contractor personnel have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations. Contractor personnel will be expected to sign a Non-Disclosure Form.

11.0 PERIOD OF SERVICE

This PWS period of service will be for one base year beginning 06 September 2011, with four option years, if exercised.

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SECTION D PACKAGING AND MARKING

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

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SECTION E INSPECTION AND ACCEPTANCE

FSRM BUSINESS SYSTEMS OPERATIONS AND MAINTENANCE

QUALITY ASSURANCE SURVEILLANCE PLAN

1. Purpose. This Quality Assurance Surveillance Plan (QASP) has been developed to provide the standard of surveillance for monitoring the FSRM Business Systems Operation and Maintenance (O&M) contract and to provide a systematic approach for conducting the surveillance. FSRM Business Systems Program Manager, serving as the Quality Assurance Evaluator (QAE), will use the QASP to insure the standards of the contract are being met.
2. Performance Standards. The QASP provides a systematic method to evaluate the service the contractor is required to furnish. The QAE will assess the Contractor's performance to ensure the Contractor is performing up to the specified standards. The performance standards for this performance work statement are stated in the Performance Requirements Summary (PRS) included in this QASP.
3. The QASP is based on the premise that the contractor and not the government, is responsible for the management and any Quality Control action required to meet the terms of the contract. The performance requirements recognize that the contract is not a perfect manager and that unforeseen requirements and uncontrollable problems do occur. Good management and use of an adequate Quality Control Plan will allow the contractor to operate within specific performance requirements. QASPs are designed to be objective, fair and consistent in evaluating contractor performance against the provided standards.
4. Acceptable Quality Levels (AQLs): AQLs have been established in the PRS and provide performance measurements and specific metrics that the contractor will meet in performing the contract. In the event the contractor does not meet the established AQLs, the Government has the right to exercise the negative incentives stated in this QASP.
5. Primary Method of Surveillance/Evaluation. The QAE will perform evaluation based on using one of the various methods outlined in the PRS table included in this QASP. The following methods are included in the PRS to monitor contract performance:

100% Inspection: Inspection where specific characteristics of each performance unit are examined and tested to determine conformance with requirement.

Random Inspection: Sampling method in which each unit of the population has an equal chance of being selected.

Customer Surveys and Feedback: A review method where customers and end users are surveyed to provide input on specific service levels.
6. Negative Incentives. If any of the performance requirements exceed the AQL set for in the PRS table, the QAE shall document the discrepancy(s) and promptly notify the contractor, and the contracting officer, on a monthly basis, for appropriate action. When the performance is below the AQL standard, the Government may implement a negative incentive that includes increased surveillance and/or Contractor reporting, as well as, documentation on the Contractor's Performance Assessment Reporting System (CPARS).
7. Notification. The COR will notify the Contracting Officer, in writing, of unacceptable quality levels. The Contracting Officer will promptly provide written notification of discrepancies in a monthly basis, or immediately if the situation significantly affects the well-being of the project. The Contractor will be given the opportunity to respond, in writing, to each discrepancy.

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8. Response. The Contractor shall provide a written response to the cause and the corrective action to prevent recurrence within 45 working days after receipt of Contracting Officer's notification. The Contractor should cite specific quality assurance program procedures or new procedures to prevent recurrence.

PERFORMANCE REQUIREMENTS SUMMARY

The performance standards for this PWS are stated in the Performance Requirements Summary (PRS) below.

Performance Objective	Performance Standards	Acceptable Quality Level	Method of Surveillance
Project Management, Project Planning and Analysis, paragraph 3.1	Provide all required deliverable documents in a timely, accurate and professional manner.	100%	100% inspection of all deliverables
	Provide updated information assurance and certification documentation required by any system architecture change.	Within 30 days of any software architecture change	100% inspection
FSRM business systems Operations and Maintenance, paragraph 3.2	Provide system operations and maintenance in accordance with IBM, and industry standards.	System availability is > 99%	Monthly Status Report
	Adequate and trained personnel to maintain the system	100%	100% inspection
	Provide help desk operations between the hours of 7:00 am and 9:00 pm EST.	100%	Random sampling and end user feedback via customer surveys
	Provide continuity of operations planning for the FSRM business system.	Adequate plan based on industry standards.	Continuity of Operations Plan (COOP)
	Provide automated call tracking capability for all help desk calls.	100%	Random

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	Perform software error report resolution in accordance with the service level agreements outlined in the FSRM business systems Help Desk Operations.	Meets resolution time 95% or more	Monthly Help Desk Report and random sampling
Configuration Management, paragraph 3.3.	Perform configuration management. Track software change requests and provide monthly report. Provide fully operational software customizations based on COR and CCB priorities.	100% 100% All known software defects from testing are mitigated prior to release.	Random Software Change Request Report and random sampling 100% inspection and customer satisfaction measured via help desk reports
Installation Support, paragraph 3.4.	Provide installation support and consulting services. Provide Trip Report within 5 business days of installation support visit.	100% 100%	Feedback from USMC installation personnel Installation Support and Consulting Trip Report.
MAXIMO® Mobile Work Manager Support, paragraph 3.5.	Provide maintenance and configuration management services for the MAXIMO® Mobile Work Manager handheld solution.	100%	Random
Facilities Data Warehouse and Analysis Reporting, paragraph 3.6	Provide analysis for data and reporting requirements related to the Facilities Data Warehouse.	100%	100% inspection and customer satisfaction measured via help desk reports

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SECTION F DELIVERABLES OR PERFORMANCE

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

5000	9/6/2011 - 9/5/2012
5001	9/6/2012 - 9/5/2013
5002	9/6/2013 - 9/5/2014
5004	9/6/2011 - 9/5/2012
5005	9/6/2012 - 9/5/2013
5006	9/6/2013 - 9/5/2014
5007	9/6/2011 - 9/5/2012
5008	9/6/2011 - 9/5/2012
5009	9/6/2011 - 9/5/2012
5010	9/6/2011 - 9/5/2012
6000	9/6/2011 - 9/5/2012
6001	9/6/2011 - 9/5/2012
6003	9/6/2012 - 9/5/2013
6004	9/6/2012 - 9/5/2013
6005	9/6/2013 - 9/5/2014
6006	9/6/2013 - 9/5/2014

CLIN - DELIVERIES OR PERFORMANCE

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

5000	9/6/2011 - 9/5/2012
5001	9/6/2012 - 9/5/2013
5002	9/6/2013 - 9/5/2014
5004	9/6/2011 - 9/5/2012
5005	9/6/2012 - 9/5/2013
5006	9/6/2013 - 9/5/2014
5007	9/6/2011 - 9/5/2012
5008	9/6/2011 - 9/5/2012
5009	9/6/2011 - 9/5/2012
5010	9/6/2011 - 9/5/2012
6000	9/6/2011 - 9/5/2012
6001	9/6/2011 - 9/5/2012
6003	9/6/2012 - 9/5/2013
6004	9/6/2012 - 9/5/2013
6005	9/6/2013 - 9/5/2014
6006	9/6/2013 - 9/5/2014

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

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5011	9/6/2013 - 9/5/2014
5012	9/6/2012 - 9/5/2013
8000	9/6/2014 - 9/5/2015
8001	9/6/2015 - 9/5/2016
8002	9/6/2014 - 9/5/2015
8003	9/6/2015 - 9/5/2016
9001	9/6/2014 - 9/5/2015
9002	9/6/2014 - 9/5/2015
9003	9/6/2015 - 9/5/2016
9004	9/6/2015 - 9/5/2016

Services to be performed hereunder will be provided at (insert specific address and building etc.)

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SECTION G CONTRACT ADMINISTRATION DATA

Contracting Officer Representative

Mr. Michael Bieryla
michael.bieryla@usmc.mil
 571-256-2824

Accounting Data

SLINID	PR Number	Amount
5000	M0008811RCFS009	4417319.99
LLA :		
AA 1711106BSM1 251 00027 067443 2D BSM1 08811RCFS009		
Standard Number: M0008811RCFS009		
5004	M0008811RCFS009	156946.55
LLA :		
AA 1711106BSM1 251 00027 067443 2D BSM1 08811RCFS009		
Standard Number: M0008811RCFS009		
5007	M0008811RCFS009	166539.83
LLA :		
AA 1711106BSM1 251 00027 067443 2D BSM1 08811RCFS009		
Standard Number: M0008811RCFS009		
5010	M0008811RCFS009	46029.85
LLA :		
AA 1711106BSM1 251 00027 067443 2D BSM1 08811RCFS009		
Standard Number: M0008811RCFS009		
6000	M0008811RCFS009	100000.00
LLA :		
AA 1711106BSM1 251 00027 067443 2D BSM1 08811RCFS009		
Standard Number: M0008811RCFS009		
6001	M0008812RCFS052	29999.78
LLA :		
AB 1721106BSM1 251 95490 067443 2D BSM1 08811RCFS052		
Standard Number: M0008812RCFS052		

BASE Funding 4916836.00
 Cumulative Funding 4916836.00

MOD 01

5008	M0008811RCFS0099	29558.65
LLA :		
AA 1711106BSM1 251 00027 067443 2D BSM1 08811RCFS009		
Standard Number: M0008811RCFS0099		
5009	M0008811RCFS0099	83519.86
LLA :		
AA 1711106BSM1 251 00027 067443 2D BSM1 08811RCFS009		
Standard Number: M0008811RCFS0099		

MOD 01 Funding 113078.51
 Cumulative Funding 5029914.51

MOD 02 Funding 0.00
 Cumulative Funding 5029914.51

MOD 03

6000	M0008811RCFS009	(56000.00)
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LLA :
AA 1711106BSM1 251 00027 067443 2D BSM1 08811RCFS009
Standard Number: M0008811RCFS009

6001 M0008812RCFS052 56000.00
LLA :
AB 1721106BSM1 251 95490 067443 2D BSM1 08811RCFS052
Standard Number: M0008812RCFS052

MOD 03 Funding 0.00
Cumulative Funding 5029914.51

MOD 04

6000 M0008811RCFS0090004 (16000.00)
LLA :
AA 1711106BSM1 251 00027 067443 2D BSM1 08811RCFS009
Standard Number: M0008811RCFS0090004

6001 M0008812RCFS052 52000.00
LLA :
AB 1721106BSM1 251 95490 067443 2D BSM1 08811RCFS052
Standard Number: M0008812RCFS052

MOD 04 Funding 36000.00
Cumulative Funding 5065914.51

MOD 05

5001 M00088-12-RC-FS060 4290051.17
LLA :
AA 1721106BSM1 251 95490 067443 2D BSM1 08812RCFS060

6003 M00088-12-RC-FS060 100000.00
LLA :
AA 1721106BSM1 251 95490 067443 2D BSM1 08812RCFS060

6004 M00088-12-RC-FS060 30000.00
LLA :
AA 1721106BSM1 251 95490 067443 2D BSM1 08812RCFS060

MOD 05 Funding 4420051.17
Cumulative Funding 9485965.68

MOD 06 Funding 0.00
Cumulative Funding 9485965.68

MOD 07 Funding 0.00
Cumulative Funding 9485965.68

MOD 08

6003 M0008812RCFS060 (60000.00)
LLA :
AC 1721106BSM1 251 95490 067443 2D BSM1 08812RCFS060
Standard Number: M0008812RCFS060

6004 M0008812RCFS060 60000.00
LLA :
AC 1721106BSM1 251 95490 067443 2D BSM1 08812RCFS060
Standard Number: M0008812RCFS060

MOD 08 Funding 0.00
Cumulative Funding 9485965.68

MOD 09 Funding 0.00
Cumulative Funding 9485965.68

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MOD 10

6003 M0008812RCFS060 (36000.00)
LLA :
AC 1721106BSM1 251 95490 067443 2D BSM1 08812RCFS060
Standard Number: M0008812RCFS060

6004 M0008812RCFS060 36000.00
LLA :
AC 1721106BSM1 251 95490 067443 2D BSM1 08812RCFS060
Standard Number: M0008812RCFS060

MOD 10 Funding 0.00
Cumulative Funding 9485965.68

MOD 11

5002 M9549413RC01F41 4140816.10
LLA :
AE 1731106BSM1 251 67895 067443 2D M95494 49413RC01F41
Standard Number: M9549413RC01F41

5006 M9549413RC01F41 105498.45
LLA :
AD 1731106BSM1 251 67895 067443 2D M95494 49413RC01F41
Standard Number: M9549413RC01F41

6005 M9549413RC01F41 100000.00
LLA :
AD 1731106BSM1 251 67895 067443 2D M95494 49413RC01F41
Standard Number: M9549413RC01F41

6006 M9549413RC01F41 30000.00
LLA :
AD 1731106BSM1 251 67895 067443 2D M95494 49413RC01F41
Standard Number: M9549413RC01F41

MOD 11 Funding 4376314.55
Cumulative Funding 13862280.23

MOD 12

6005 M9549413RC01F41 (48000.00)
LLA :
AD 1731106BSM1 251 67895 067443 2D M95494 49413RC01F41
Standard Number: M9549413RC01F41

6006 M9549413RC01F41 48000.00
LLA :
AD 1731106BSM1 251 67895 067443 2D M95494 49413RC01F41
Standard Number: M9549413RC01F41

MOD 12 Funding 0.00
Cumulative Funding 13862280.23

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SECTION H SPECIAL CONTRACT REQUIREMENTS

H-1 KEY PERSONNEL

SUBSTITUTION OF KEY PERSONNEL

H-1.1 The Contractor hereby agrees to assign to the contract those persons whose resumes were submitted with this proposal who are necessary to fill requirements of the contract. No substitutions shall be made except in accordance with this clause.

H-1.2 The Contractor agrees that during the first one hundred and twenty (120) days of the contract performance period, no personnel substitutions shall be permitted unless such substitutions are necessitated by an individual's sudden illness, death, or termination of employment. In any of these events, the Contractor shall promptly notify the KO in writing, and provide the information required as stated below. All proposed substitutions shall be submitted in writing to the KO. This written notification shall be submitted at least fifteen (15) days, thirty (30) days if a security clearance is to be obtained, in advance of the proposed substitutions to the KO.

H-1.3 All requests for substitutions must provide a detailed explanation of the circumstances necessitating the proposed substitutions; a complete resume for the proposed substitute, and any other information requested by the COR to approve or disapprove the proposed substitution - without the KO approval, substitutions cannot be made.

All proposed substitutes must have qualifications that are equal to or higher than the qualifications of the person being replaced. The KO shall evaluate such requests and promptly notify the Contractor of his recommendation.

H-1.4 In case of unsatisfactory contractor performance, the contractor will take appropriate corrective action within ten (10) business days of formal notification to correct the problem as identified by the COR. In the event that the problem remains unresolved in excess of ten (10) working days, the KO will be notified by the COR so that appropriate action is taken, to include employee removal from current contract if warranted. The Program Manager shall ensure that all Government owned property is returned to the COR should a contractor employee be removed.

H-1.5 Key personnel are understood to be those two (2) individuals for whom resumes were submitted and evaluated as part of the technical proposal submission. Key personnel are Project Manager and Lead Systems Administrator.

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SECTION I CONTRACT CLAUSES

FAR 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days.

(End of clause)

FAR 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 60 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 60 months.

End of Clause

USMC WIDE AREA WORKFLOW IMPLEMENTATION (AUG 2006)

To implement DFARS 252.232-7003, "ELECTRONIC SUBMISSION OF PAYMENT REQUEST (March 2008)", the United States Marine Corps (USMC) utilizes Wide Area WorkFlow-Receipt and Acceptance (WAWF-RA) to electronically process vendor requests for payment. This application allows DoD vendors to submit and track Invoices and Receipt/Acceptance documents electronically.

The contractor is required to utilize this system when processing invoices and receiving reports under this contract/order, unless the provision at DFARS 252.232-7003(c) applies. **The contractor shall (i) ensure an Electronic Business Point of Contact is designated in Central Contractor Registration at <http://www.ccr.gov> and (ii) register to use WAWF-RA at the <https://wawf.eb.mil> site, within ten (10) calendar days after award of this contract or modification. Step by step procedures to register are available at the <https://wawf.eb.mil> site.**

The USMC WAWF-RA point of contact (POC) for this contract is **Ms. Anita Lowe**, and can be reached at telephone number **(703) 784-3397**; email address anita.lowe@usmc.mil

The contractor is directed to use the "2-in-1" format when processing invoices and receiving reports

When entering the invoice into WAWF-RA, the contractor shall fill in the following DoDAAC fields or DoDAAC extensions:

The Contracting Office provides the following to assist the contractor with entering data in WAWF-RA, as follows:

Contract Number	N00178-04-D-4024
Delivery Order	MUT4
Cage Code/Ext	17038

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Pay DoDAAC	HQ0338
Issue Date	Refer to Page 1, Block #31c
Issue By DoDAAC	M00264
Admin By DoDAAC	S2404A
Ship To Code/Ext	M00088
Ship From Code/Ext	(Normally leave Blank)
LPO DoDAAC	"Leave Blank"
Acceptor Email Address	michael.bieryla@usmc.mil
Inspect By DoDAAC/Ext	"Leave Blank"

In some situations the WAWF-RA system will pre-populate the "Issue By DoDAAC", "Admin By DoDAAC" and "Pay DoDAAC". Contractor shall verify those DoDAACs automatically entered by the WAWF-RA system match the above information. If these DoDAACs do not match, then the contractor shall correct the field(s) and notify the Contracting Officer of the discrepancy (ies). Step by step WAWF-RA invoicing procedures for "Combo," "2-in-1," and "Cost Voucher" are available at the USMC paperless site at <http://www.marcorsyscom.usmc.mil/sites/pa/> under "Vendor Interface" section. On the Vendor Interface page click on "WAWF-RA" header at the top of the page. Under downloads on the WAWF-RA page that appears, click the appropriate document either "Combo," "2-in-1," or "Cost Voucher" to download the instructions.

NOTE TO CONTRACTOR:

Before closing out of an invoice session in WAWF-RA, but after submitting the document or documents, the contractor will be prompted to send additional email notifications. Contractor shall click on "Send More Email Notification" on the page that appears. Add the acceptor's/receiver's email address (Note this address is their work email address not their WAWF-RA organizational email address) in the first email address block and add any other additional email addresses desired in the following blocks. This additional notification to the Government is important to ensure the acceptor/receiver is aware that the invoice documents have been submitted into the WAWF-RA system.

NOTE: The POCs identified above are for WAWF-RA issues only. Any other contracting questions/problems should be addressed to the Contracting Officer or other person identified in the contract to whom questions are to be addressed.

(End of clause)

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SECTION J LIST OF ATTACHMENTS