# STATEMENT OF WORK (SOW)/PERFORMANCE WORK STATEMENT (PWS)

*[Activity]*

*[Title]*

*[General information will include background information, a brief description of the scope of work, personnel related matters such as safety requirements, security requirements, security requirements, security clearances, quality control requirements, …etc]*

 The Statement of Work (SOW) is a document which describes the scope of work required to complete a specific project. It is a formal document and must be agreed upon by all parties involved. In order to be effective, the SOW must contain an appropriate level of detail so all parties clearly understand what work is required, the duration of the work involved, what the deliverables are, and what is acceptable.

**Note: Some of the sample paragraphs in this SOW/PWS will not always be applicable.**

1. **GENERAL/SCOPE:** This section of the Statement of Work should provide a brief statement of what you expect to accomplish as a result of this scope of work. While specific deliverables and tasks will be presented in the Work Requirements section, this section should highlight what is and is not included in the scope of the project in broader terms.
	1. **BACKGROUND:** *[Insert history and/or background information on the services that are to be provided.]*  This section should provide a general description of the project as well as highlight the project’s background and what is to be gained by the project. As the SOW often accompanies a request for proposal (RFP), the SOW introduction and background is necessary for bidding vendors to familiarize their organizations with the project.

The purpose of this PWS is to identify the requirements needed *[state what is required to accomplish and satisfy the issue or need]*

* 1. **OBJECTIVE:** *[Insert a few bullets stating what the basic service objective is.]* **EXAMPLE:** The objective is to award a single Firm Fixed Price (FFP) contract to perform the services as described. A FFP contract with a performance based work statement is determined to be the most advantageous and appropriate for this type service.

* 1. **ESTIMATED VALUE:** *[Insert an estimated value of a anticipated contract award]*

* 1. **PERSONNEL:**

* + 1. The Contractor shall provide experienced personnel to perform the required services. Contractor personnel shall be fully trained. In the event the Government is required to provide training for Contractor personnel the Contractor shall reimburse the Government for all associated costs.
		2. **Identification of Contractor Employees:** *[Indicate if Contractor personnel will be required to obtain and wear badges in the performance of this service.]*
		3. Contractor personnel will obtain a vehicle pass for access to the military installation and Common Access Cards (CAC) for computer access, if applicable. *[If this para is applicable, CAC turn-in procedures must be incorporated into this PWS (see next para).]*
		4. **Common Access Card (CAC) Turn-In.** *[If CACs are issued to contractors.]*  **EXAMPLE:**  Upon completion of the contractor’s employment or termination of the contract itself and to prevent delay in payment to the Contractor, the vendor’s Program Manager will ensure CACs are turned in to the Trusted Agent (TA). Revoked or terminated government credentials must immediately be returned to government personnel as government property.

* + 1. **Antiterrorism (AT) Awareness Training**. *[Level 1 AT Awareness training will be incorporated into all requirements when contract performance requires access to Government Facilities. AT OPSEC Coversheet (located in Requirment Package) must be filled out for all requirements.]* All contractor employees, to include subcontractor employees, requiring access Army installations, facilities and controlled access areas shall complete AT Level I awareness training within *XX* calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee, to the COR or to the contracting officer, if a COR is not assigned, within *[insert number of calendar days]* calendar days after completion of training by all employees and subcontractor personnel. AT level I awareness training is available at the following website:

https://atlevel1.dtic.mil/at.

**1.4.5.1. AT Awareness Training for Contractor Personnel Traveling Overseas.** *(If applicable)*All US based contractor employees and associated sub-contractor employees are required to make available and to receive government provided area of responsibility (AOR) specific AT awareness training as directed by AR 525-13. Specific AOR training content is directed by the combatant commander with the unit AT Officer (ATO) being the local point of contact.

* + 1. **Access and General Protection/Security Policy and Procedures.** *[This standard language text is for contractor employees with an area of performance within an Army controlled installation, facility or area.]* Contractor and all associated sub-contractors employees shall comply with applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor workforce must comply with all personal identity verification requirements as directed by DOD, HQDA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.

* + 1. **iWATCH Training.** *[This standard language is for contractor employees with an area of performance within an Army controlled installation, facility or area.]* The contractor and all associated sub-contractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This local developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within *XX* calendar days of contract award and within *YY* calendar days of new employees commencing performance with the results reported to the COR NLT *[insert number of calendar days]* calendar days after contract award.

* 1. **SPECIAL QUALIFICATIONS/CERTIFICATIONS:** *[Insert any special certification requirements for employees if deemed appropriate i.e.," The contractor is responsible for ensuring all employees possess and maintain current certifications/licenses during the execution of this contract]*

* + 1. The Contractor shall ensure employees have all required professional certifications/licenses (current and valid) for each applicable occupation category before commencement of work.

* 1. **PERIOD OF PERFORMANCE**: This portion of the Statement of Work should define the time period over which the project will occur. The timeframe for the project can be pre-determined or based on a completion date to coincide with some external requirement (i.e. new Government regulation). It is important to define the period of performance since this is usually a variable in the project’s cost. Additionally, if there are delays in a project and it will not be completed within the defined period of performance, a contract modification may be required and the costs of the project will increase as well.]

*EXAMPLE:* The contract shall be for a period of one year (Base Year) plus two (2) option years and one six (6) month extension if exercised by the Government.

* 1. **GENERAL INFORMATION**:

* + 1. **Contract Work location**. EXAMPLE: Work performed in accordance with this SOW/PWS shall be at Fort Sam Houston, TX and at the Contractor’s off-site facilities.

* + - 1. **Identification of Privacy Act.** This contract requires the development of a system of records in accordance with the Privacy Act of 1974. [*If contractor is required to handle any personally identifiable information (PII), additional language is required.]*
			2. Neither the Contractor nor any of its contract service providers shall disclose or cause to disseminate any information concerning operations of military activities. Such action(s) could result in violation of the contract and possible legal actions.
			3. All inquiries, comments or complaints arising from any matter observed, experienced, or learned of as a result of or in connection with the performance of this contract, the resolution of which may require the dissemination of official information, shall be directed to the COR and the KO.
			4. The Contractor shall only conduct business with designated government personnel listed as a COR. Names of authorized personnel shall be provided to the Contractor by the government, in writing, and updated as necessary throughout the contract period.
			5. U.S. Government records, copies of original results and reports, verified original data, corrected data, and corrected supporting final reports are maintained by the Contractor, but remain the property of the U.S. Government. These files/results must be surrendered to the COR.
			6. **Installation Passes**. The COR will coordinate the issuance of required installation passes to Contractor personnel, if applicable. Contract personnel shall wear a badge that clearly identifies them as a contract employee. The badge will contain a personal picture, name of employee, and Contractor's name. Badges shall be worn on the outer garment in full view at all times, attached to the outer shirt or jacket pocket by a button or clip or worn around the neck secured by an appropriate identification card lanyard.
			7. The Contractor shall comply with all applicable federal, state and local laws and ensure performance is secure while protecting material, equipment, and supplies from damage and loss. Government security personnel shall have the express right to inspect for security violations at any time during the term of the contract.
			8. The Contractor shall be responsible for safeguarding all government equipment, information and property provided for Contractor use. At the close of each work period, government facilities, equipment and materials shall be secured.
			9. **Key Control**. [*If applicable.]* EXAMPLE: The Contractor shall establish and implement methods of making sure all keys/key cards issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. NOTE: All references to keys include key cards. No keys issued to the Contractor by the Government shall be duplicated. The Contractor shall develop procedures covering key control that shall be included in the Quality Control Plan. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The

Contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the KO.

* + - 1. **Lock Combination.**  [*If applicable.]* EXAMPLE: The Contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons. The Contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. These procedures shall be included in the Contractor’s Quality Control Plan.
	1. **Place of Performance**: This section of the Statement of Work should describe where the work will be performed by the vendor. In some cases the vendor may perform all or some of its work on site at the customer’s location. This is usually dependent on the type of industry or work being performed. It is important to define this in case the customer requires the vendor to work at the customer’s site and to clarify any equipment and/or work space that will be provided.

EXAMPLE: The selected vendor for the Website Redesign project will perform a majority of the work at its own facility. The vendor will be required to meet at SCG’s facility once per week (day and time TBD) for a weekly status meeting. Additionally, all project gate reviews will be held at SCG’s facility and attended by the vendor. SCG will provide and arrange for meeting spaces within its facility for all required vendor meetings. Once the project reaches the training phase, all training will be conducted at SCG’s facility.

* 1. **TRAVEL.** *[(Insert any travel requirements.) For proposal purposes a Not to Exceed amount for travel can be established or you can include in your IGCE and the workload summary a projected listing of travel locations to include frequency and number of persons required to travel so the Offerors can provide pricing.]*

* + 1. **Local Vicinity:** Travel within the local vicinity is required. Travel reimbursements for local vicinity travel are not authorized.
		2. **Distance Travel:** EXAMPLE: Costs incurred by Contractor personnel for travel, including costs of lodging, other subsistence, and incidental expenses, shall be considered to be reasonable and allowable only to the extent that they do not exceed the rates and amounts set by the Federal Travel Regulations. All travel must be preapproved by the Contracting Officer (KO) in writing. Contractor shall submit receipts to the COR for expenses being claimed within 5 business days from travel completion for verification by the COR. Receipts for expenses greater than $25.00 must be submitted.
	1. **OTHER DIRECT COSTS:** *[Insert what other direct costs requirements will be, if any. These costs must be preapproved by the KO. For example: This category includes travel (outlined in 1.8), reproduction, and shipping expenses associated with training activities and visits to Contractor facilities.]*
	2. **QUALITY CONTROL/QUALITY ASSURANCE**:
		1. **Quality Control.** EXAMPLE: 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 program is the means by which he assures himself that his work complies with the requirement of the contract. The Quality Control Plan shall be delivered to the COR for delivery to the KO within 30 days of contract award. In the event revisions are required the

Contractor shall return the revised QCP within five (5) working days of receipt of notification to revise. After acceptance of the quality control plan the Contractor shall receive the KO’s acceptance in writing of any proposed change to his QC system. The Contractor shall provide the COR a monthly report due the first business day of each month outlining records of inspections, noted discrepancies and the corrective measures taken to prevent future reoccurrences. The Contractor shall update the QCP as required and provide copies to the KO and COR.

* + 1. **Quality Assurance:**

 EXAMPLE: The government shall evaluate the Contractor’s performance under this contract in accordance with the Quality Assurance Surveillance Plan. 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. **HOURS AND DAYS OF OPERATION:** EXAMPLE:On-site services shall be performed between the hours of *[Insert appropriate hours for your organization],* Monday through Friday, excluding federal holidays *[State if the contractor is or is not required to perform services on holidays]* or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings *[may also need to consider training holidays]*. List of recognized Federal Government holidays are as follow: *[TIP: 24/7 and/or weekend/holiday support drives up costs.]*

New Years Day Dr. Martin Luther King’s Birthday

Presidents Day Memorial Day Independence Day Labor Day

Columbus Day Veteran’s Day

Thanksgiving Day Christmas Day

* 1. **CONTRACTING OFFICER’S REPRESENTATIVE (COR):** The Government will provide a

COR who 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 notify both the KO 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. **KEY PERSONNEL:** *[Insert the titles of the key personnel, i.e. Contract/Project Manager, Alternate Contract/Project Manager, etc.***:** EXAMPLE: The Contractor shall provide a Project Manager (PM) who shall be responsible for the performance of the work. The name of this person and an alternate who shall act for the Contractor when the PM is absent shall be designated in writing to the KO within 24 hours of contract award. The PM or alternate shall have full authority to act for the Contractor on all contract matters relating to daily operation of this contract. The PM or alternate shall be available between the hours of *(insert hours)* 07:30 – 16:30. The Contractor shall provide written notice to the KO prior to changing the PM or alternate PM no later than five (5) working days prior to the change.
	2. **DATA RIGHTS:** *[If applicable]* EXAMPLE: 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 KO. 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.
	3. **PHASE IN/PHASE OUT PERIOD.**To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the Contractor shall have personnel on board, during the *[insert time period, i.e. sixty (60) days, thirty (30) days, etc.]* phase in/phase out periods. During the phase in period, the Contractor shall become familiar with performance requirements in order to commence full performance of services on the contract start date. During the phase out period the Contractor shall provide training and assistance to the new Contractor.
	4. **ORGANIZATIONAL CONFLICT OF INTEREST:** *[Use this paragraph when a contractor*

*provides two types of services to the Government that have conflicting interest or appear objectionable (i.e., manufacturing parts and then participating on a source selection board comparing parts manufacturers).]*

* 1. **OTHER REQUIREMENTS**

Any special requirements, such as security requirements (personnel with security clearance and what level, badges, etc.) should be described in this section of the Sttement of Work. There should also be a description of any IT access restrictions/requirements or system downtime/maintenance if required.

***EXAMPLES: For use in contracts for Information Technology (IT) service contracts.***

* + 1. **Contractor Employees Who Require Access to Government Information Systems.** All contractor employees with access to a government information system must be registered in the Army Training Certification Tracking System (ATCTS) at commencement of services and must successfully complete the DOD Information Assurance (IA) Awareness prior to access to the information system and then annually thereafter.

* + 1. **Contracts that Require an OPSEC Standing Operating Procedure/Plan.** The contractor shall develop an OPSEC Standing Operating Procedure (SOP)/Plan within 90 calendar days of contract award, to be reviewed and approved by the responsible Government OPSEC officer, per AR 530-1, Operations Security. This SOP/Plan will include the government's critical information, why it needs to be protected, where it is located, who is responsible for it, and how to protect it. In addition, the contractor shall identify an individual who will be an OPSEC Coordinator. The contractor will ensure this individual becomes OPSEC Level II certified per AR 530-1.

* + 1. **Contracts that Require OPSEC Training.** Per AR 530-1, Operations Security, new contractor employees must complete Level I OPSEC training within 30 calendar days of their reporting for duty. All contractor employees must complete annual OPSEC awareness training.

* + 1. **Information assurance (IA)/information technology (IT) training.** All contractor employees and associated sub-contractor employees must complete the DoD IA awareness training before issuance of network access and annually thereafter. All contractor employees working IA/IT functions must comply with DoD and Army training requirements in DoDD 8570.01, DoD 8570.01-M and AR 25-2 within six months of employment.

* + 1. **Information assurance (IA)/information technology (IT) certification.** Per DoD 8570.01-M , DFARS 252.239.7001 and AR 25-2, the contractor employees supporting IA/IT functions shall be appropriately certified upon contract award. The baseline certification as stipulated in DoD 8570.01-M must be completed upon contract award.

**Part 2**

# GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

*[This section should identify those items such as property, information and/or services that will be provided for the Contractor’s use (without cost to the Contractor) to allow them to provide the required services, such as materials, facilities, training, etc.]*

1. **GOVERNMENT FURNISHED ITEMS AND SERVICES:**

**2.1. SERVICES** [*If applicable]****:*** The government will provide [*Insert the services that will be provided,*

*i.e., may include personnel to assist with production set-up].*

**2.2. FACILITIES** [*If applicable]****:*** The government will provide [*Insert what facilities will be provided,*

*i.e., the necessary workspace for the Contractor staff to provide the support outlined in the PWS to include desk space, telephones, computers, and other items necessary to maintain an office environment].*

**2.3. UTILITIES** [*If applicable]****:*** The Government will provide *[Insert what utilities will be provided,*

*i.e., all utilities in the facility will be available for the Contractor’s use in performance of tasks outlined in this PWS] If utilities are furnished, the following is required:* The Contractor shall instruct employees in utilities conservation practices. The Contractor shall be responsible for operating under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount to accomplish cleaning vehicles and equipment.

**2.4. EQUIPMENT** [*If applicable]****:*** The Government will provide *[Insert what equipment will be provided and/or what the Contractor will have access to, i.e., scanners, fax machines, printers, shipping crates, lighting and sound, etc.]*

**2.5. MATERIALS** [*If applicable]****:*** The Government will provide [*Insert what materials will be provided, i.e., Standard Operating Procedures and Policies.]*

# Part 3 CONTRACTOR FURNISHED ITEMS AND SERVICES

*[This section is used to identify the materials and equipment that the Contractor must provide. Examples provided below.]*

1. **CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES**
	1. **GENERAL** *[If applicable]***:** 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.
	2. **SECRET FACILITY CLEARANCE** *[If applicable]***:** The Contractor shall possess and maintain a SECRET facility clearance from the Defense Security Service. The Contractor’s employees, performing work in support of this contract shall have been granted a SECRET security clearance from the Defense Industrial Security Clearance Office. The DD 254 is provided as Attachment *[Insert the attachment number].*
	3. **MATERIALS** *[If applicable]***:** The Contractor shall *[Insert what materials will be provided, i.e., furnish materials, supplies, and equipment necessary to meet the requirements under this PWS)].*
	4. **EQUIPMENT** *[If applicable]***:** The Contractor shall *[Insert what equipment will be provided, i.e., furnish tractors, lighting and sound, containers, etc. to meet the requirements under this PWS].*

# Part 4 PERFORMANCE REQUIREMENTS

*[This section is the heart of the SOW/PWS. All of the services to be performed under the contract should be described in sufficient detail here. This includes all general tasks required by the Government.]*

1. **WORK REQUIREMENT**

Here the Statement of Work should include a description of the actual tasks which the project will require. This should include what tasks need to be completed in order for successful completion of this project/contract. As with all other portions of the SOW, every effort should be made to include as much detail as possible.

**4.1. DELIVERABLES**.

This section of the Statement of Work defines how the customer will accept the deliverables resulting from this SOW. The acceptance of deliverables must be clearly defined and understood by all parties. This section should include a description of how both parties will know when work is acceptable, how it will be accepted, and who is authorized to accept the work. Deliverables section clearly identifies the tangible products or outcomes that the Contractor is required to produce in order to receive payment (ie. “Outputs”).

*[list any reports or documentation that is required as a deliverable to include the frequency, number of copies, medium/format and who/where it is to be submitted. A deliverable is anything that can be physically delivered. Note: All PWS deliverables should be included in this section.]*

Deliverables are required in accordance with the following schedule. *[Examples:]*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Deliverable  | Frequency  | # of Copies  | Medium/Format  | Submit To  |
| *[Insert the* *deliverable, i.e.,* *Meeting Minutes* *(PWS 5.2)]*  | *[Insert how often it is to be provided, i.e., by the 5th of every month, within 30 days of contract award, etc.]*  | *[Insert the number of copies, i.e., 1 original hard copy and 1 electronic copy*  | *[Insert the medium/format that the deliverable is to be provided, i.e., paper (hard copy), CD in MS Word,* *Briefing Slides on CD, Excel* *Spreadsheet, etc.]*  | *[Insert where the deliverable is to be delivered, i.e.,* *Contracting* *Officer* *Representative and to each meeting attendee]*  |
| Monthly Project status Report (PWS 5.2.5.)  | The first Monday of each month  | 1 Electronic Copy  | MS Word, Excel Spreadsheet and electronic version  | Contracting Officer Representative  |

# Part 5

**5.0 SCHEDULE/MILESTONES** This part of the Statement of Work should define the schedule of deliverables and milestones for this project. Since the SOW often accompanies the RFP for the project, it is imperative that all milestones, tasks, and schedule information are as accurate as possible since vendors will need to consider these items in their proposals.

Example:

**Milestones:**

|  |  |
| --- | --- |
|  ACTION  | TIMEFRAME  |
| Acquisition Plan/SOW/SSJ | January 2, 20xx |
| Certification of Funds | February 1-28, 20xx  |
| Completion of Purchase Request |  |
| Completion of Evaluation Plan |  |
| Conduct Presolicitation Meeting |  |
| Release Solicitation (RFP/IFB) |  |
| Conduct Preproposal Conference |  |
| Receipt of Proposals |  |
| Evaluation of Proposals  |  |
| Conduct Discussions/Negotiations  |  |
| Preparation of Award Documents  |  |
| Legal Review  |  |
| Award Contract  |  |
| Conduct Post Award Conference  |  |
| Perform Debriefings  |  |
| Contract Administration Concerns/Transition  |  |

# Part 6

**APPLICABLE REGULATIONS AND MANUALS (Current Editions)**

*[In this section list any publications, manuals, and/or regulations that the Contractor must abide by.*

*Check all listed publications, manuals, and/or regulations to ensure they applicable to Contractors. Regulations listed here must be applicable to Contractor and or referenced within the specific tasks/requirements within the PWS.]*

**Army Regulations:** *Examples for an IT requirement:*

|  |
| --- |
| AR 25-1, Army Knowledge Management and Information Technology |
| AR 25-2, Army Information Assurance |
| Army CIO/G6 Networthiness Certification Guidance; enforcement mandated by CIO/G6 Policy memorandum, Army Networthiness Certification  |

**DoD Regulations:** *Examples:*

|  |
| --- |
| DoD Instruction Number 8510.01, DoD Information Assurance Certification and Accreditation Process (DIACAP),  |
| DoD Chief Information Officer memorandum Certification and Accreditation (DIACAP) Requirements for DoD-wide Managed Enterprise Services Procurements  |
| DoD Directive 8500.1e, Information Assurance (IA)  |
| DoD Directive 8500.2, Information Assurance Implementation  |

# Part 7 PERFORMANCE REQUIREMENTS SUMMARY

**7.0 INSPECTION AND ACCEPTANCE CRITERIA:**

This section of the Statement of Work defines how the customer will accept the deliverables resulting from this SOW. The acceptance of deliverables must be clearly defined and understood by all parties. This section should include a description of how both parties will know when work is acceptable, how it will be accepted, and who is authorized to accept the work.

**Select only a few meaningful measures on which to judge success.** Whether the measures are developed by the proposing contractor or established by the integrated

acquisition team, it is important to limit the measures to those that are truly important and

directly tied to program objectives. The measures must be selected with consideration of costs. The team must avoid the tendency to put inspection procedures in place that cost more than the value of the information they obtain. The objective is to ensure that the government is receiving the services required and to do so with as little government oversight as possible. Quality control is the responsibility of the contractor. Quality assurance (confirming that surveillance or quality control is being properly conducted) is the responsibility of the government. Remember that performance metrics are negotiable and wherever possible, address quality concerns by exception, not inspection.

 *[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.] Examples:*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement**   | **Criteria for Acceptance**   | **Acceptable Quality Level**   |  |  |
| Reports and Deliverables  | 100% compliance  | 100% compliance  | Random Sampling  | Past performance report  |
| Application Design & Development  | Met all external and internal suspense’s  | 100% compliance  | 100% Inspection  | Past performance report  |
| Software Development  |  • Met all external and internal requirements • 100% functionality   | 100% compliance  | Random Sampling  | Past performance report  |
| Testing & QA  | Track, address, and closeout all external and internal inquiries  | 100% compliance  | Random Sampling  | Past performance report  |

**Part 8**

# ATTACHMENT/TECHNICAL EXHIBIT LIST

*[Under this section list all attachments and technical exhibits that will be useful for the Contractor to submit an appropriate proposal.]*

8.1. *ATTACHMENT 1 / TECHNICAL EXHIBIT A –*