

SECTION C
DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

ENCORE STATEMENT OF WORK (SOW)

1.0 INTRODUCTION.

1.1 Organization. Defense Information Systems Agency (DISA)

1.1.1 Identification.

Defense Information Technology Contracting Organization (DITCO)
Attn: Encore Program Manager (PL823)
2300 East Drive
Scott AFB, IL 62225-5406

1.1.2 Customers. The primary customers are the Department of Defense (DoD), other agencies of the Federal Government and U.S. allies.

1.2 Acquisition Background and Objective.

1.2.1 Background.

1.2.1.1 DISA Mission. DISA is an integral component in the development of the Global Information Grid (GIG) - a network-centric environment required to achieve information superiority. The GIG is the globally-interconnected, end-to-end set of information capabilities, associated processes, and personnel to manage and provide information on demand to warfighters, policy makers and supporting personnel. It will enhance combat power through greatly increased battlespace awareness, improved ability to employ weapons beyond line-of-sight, employment of massed effects instead of massed forces and reduced decision cycles. It will also contribute to the success of non-combat military operations. Unique user data, information and user applications are not considered part of the GIG, but can also be accommodated under the contract (i.e., support for other Federal agencies and U.S. allies). The emerging revolution in DoD's business affairs requires a distributed approach to conducting day-to-day operations that the contract can provide.

1.2.1.2 DISA is helping to meet these challenges by:

- Identifying and maintaining the legacy baseline of requirements, processes, applications and automated systems
- Collecting, validating and integrating requirements
- Performing functional and technical benchmarks of legacy information systems to help functional owners select common/standard/migration applications/systems
- Managing data standardization
- Performing cross-functional analysis for data sharing through corporate/shared data structures
- Developing integration standards, processes and methodologies
- Performing cross-functional analysis for applications interfaces, interoperability and integration; developing migration/integration strategies and plans; providing functional and technical integration solutions; developing common shared infrastructure services; prototyping functional applications and required infrastructure support to validate requirements and solutions
- Managing migration and integration through the use of program metrics tools and capabilities

1.2.2 Objective. The objective of this contract is to provide global technical integrated solutions under multiple award, Indefinite-Delivery/Indefinite-Quantity (ID/IQ) task order type contracts that support the integration efforts of the Department of Defense (DoD), other Federal agencies, and U.S. allies. DISA actively facilitates the migration of information systems and common, standard data into an integrated and interoperable GIG that supports the

Department's Joint Vision 2020 (JV2020) concept. DoD is transitioning from an unintegrated collection of stove-pipe systems and architectures to an integrated and interoperable environment. Other Federal agencies, have unique legacy processes and systems in place, and require similar migration and integration activities. Many costly redundancies and duplications of functionality exist within the current legacy environment (including applications, data and other infrastructure elements) and recent DoD mobilizations have proven that they are inadequate to meet the evolving mission needs of the user. The vision of an integrated global environment that meets the JV2020 concept necessitates a distinct set of information system capabilities required in the GIG. These include:

- Seamless worldwide coverage and connectivity
- Secure and assured service tailored to the threat
- Operational flexibility to resize and reconfigure
- Same "look and feel" when training as deployed or afloat
- Real-time network control
- Interoperability with joint and combined task forces
- Access to tailored intelligence and support information systems
- Split Base/Reach Back into integrated data assets (intelligence, logistics, etc.)
- Bandwidth on demand (bandwidth where and when it's needed)
- More affordable and fewer mission support staff among deployed forces
- Information flows tailored to user needs such as collection, storage and distribution

1.3 Scope. The scope of this effort includes all IT activities within and beyond the boundaries of the DoD. Other Federal agencies, and U.S. allies may utilize this contract to satisfy their IT requirements. As a result, the contractor shall provide IT solutions for activities throughout all operating levels of all customer organizations in support of all functional requirements including Command and Control, Intelligence, and Mission support areas, and to all elements of the GIG. The contractor shall furnish all personnel, products, materials, facilities, travel, services and other items needed to satisfy the worldwide development, deployment, operation, maintenance and sustainment requirements of DISA's customers. The IT solutions shall exist within the scope of the eleven task areas of the contract.

1.4 Applicable Documents. The contractor must have a complete understanding of DoD technical architecture requirements, standards and guidelines contained in the documents listed below. Applicable technical architecture documents shall be specified in the respective task order.

1.4.1 Command, Control, Communications, Computers, Intelligence, Surveillance, and Reconnaissance (C4ISR) Architecture Framework (current version).

1.4.2 Joint Technical Architecture (JTA) (current version).

1.4.3 Defense Information Infrastructure Common Operating Environment (DII COE) (current version).

1.4.4 High-Level Architecture (HLA) (current version).

2.0 WORK REQUIREMENTS.

2.1 Technical Requirements. The IT solutions provided by the contractor shall be comprised of one or more of the following eleven task areas:

- **Task Area 1 - Enterprise IT Policy and Planning**
- **Task Area 2 - Integrated Solutions Management**
- **Task Area 3 - Performance Benchmarking**
- **Task Area 4 - Business Process Reengineering**
- **Task Area 5 - Requirements Analysis**
- **Task Area 6 - Market Research and Prototyping**
- **Task Area 7 - Information and Knowledge Engineering**
- **Task Area 8 - Custom Application Development**

- **Task Area 9 - Product Integration**
- **Task Area 10 - Test and Evaluation**
- **Task Area 11 - Licensing and Support**

The contractor's IT solutions shall be obtained on an as-needed basis (i.e., through the issuance of task orders). The contractor shall perform the required effort for these task areas, both within and outside the United States, throughout the term of this contract. An individual task order may relate to a single task area or involve functions from multiple task areas. Task orders will be issued to identify IT solutions required, provide specific technical details (including the schedule for all deliverables and the identification of any applicable Government-Furnished Property (GFP), Government-Furnished Information (GFI) and/or Government furnished workspace) and activate performance. The contractor shall provide IT solutions for the acquisition, installation, fielding, training, operation and life-cycle management of components and systems in the operational environments of Unified Commands and their subordinate components, the military services, defense agencies, Office of the Secretary of Defense (OSD), other Federal agencies, and U.S. allies. This includes the procurement of various products to include hardware, software and licenses, as applicable. A single solution may be fielded to several sites or across the enterprise. Each of these locations may require site surveys and corresponding site-specific implementation and integration. Acceptance tests and out-briefs may be required at each location, as specified in the individual task order. Fielding documentation, such as "as-built drawings" may be required, as specified in the individual task order.

2.1.1 Task Area 1 - Enterprise IT Policy and Planning. This task area addresses technical and programmatic support to assist departments and agencies with all aspects of planning, engineering, fielding and operating IT systems and resources. It provides technical support for review, analysis and coordination of processes, policy, doctrine, directives, regulations and implementation of instructions. The contractor shall perform the following:

2.1.1.1 Policy. Provide technical expertise for review, consolidation and development of domestic, international, and coalition policy in accordance with the user's requirements. Provide technical support and assistance to customer organizations, and assesses IT policies, standards, guidelines, or procedures to ensure a balance of security and operational requirements.

2.1.1.2 Planning. Provide technical expertise for review, development, and consolidation of strategic, tactical and operational plans.

2.1.1.3 Process Management. Provide technical expertise for review, re-engineering if required, and expertise of technical and business processes such as acquisition, financial reporting, engineering, solution fielding, strategic and operational planning, engineering, training, operations, and customer support. Processes shall be in accordance with the user's guidelines (i.e., DoD, Federal agency and U.S. allies).

2.1.1.4 Program and Project Management Support. Provide contract and task order management functions, including:

2.1.1.4.1 Management Planning. Prepare management plans at contract and task order initiation. These plans shall describe the technical approach, organizational resources and management controls that the contractor will employ to meet the cost, performance and schedule requirements throughout the period of performance.

2.1.1.4.2 Task Order Management. Perform the daily activities required for successful program completion. Examples of monitoring vehicles under this task area include management and status reporting, quality assurance monitoring, configuration management and security management.

2.1.1.4.3 Internal Management Controls and Regulatory Compliance. Administer productivity and management methods such as quality assurance, configuration management, work breakdown structuring, and human engineering. In addition, the contractor shall comply with Federal Information Processing Standards (FIPS) and Federal laws and regulations that affect IT systems operations. Examples are the Privacy Act of 1974, the Computer Security Act of 1987 and the Joint Financial Management Improvement Program (JFMIP).

2.1.1.4.4 Documents. Provide system-engineering support that is necessary to draft, review, revise, and deliver the Encore documents. Requirements will be identified within individual task orders.

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2.1.2 Task Area 2 - Integrated Solutions Management. The requirements of this task area include management and technical support for research, analysis recommendation, and documentation of integration issues and approaches. The issues and approaches considered under this area evolve from a variety of sources such as external audits, technical reports, Federal standards, operational policies and doctrines, technical guidelines, benchmarking and best practices. The contractor shall perform the following representative activities for services required under this task area:

2.1.2.1 Integration Management Support. Provide support to the Government's integration program. This includes conducting management reviews to identify integration issues and problems such as requirement definition, architecture and policy compliance and engineering guideline compliance.

2.1.2.2 Cross-Functional Integration Support. Identify cross-functional applications and technical issues from selected symbiotic functional areas and document the opportunities for resolving the issues. Recommend opportunities for resolving issues in requirements, data, applications and infrastructure elements. Also, plan, analyze and report programmatic impacts on the issues such as costs, return on investment, schedule dependencies and recommend functional and technical solutions.

2.1.2.3 Analysis and Review. Examine functional, management, and technical requirements and/or issues to provide effective solutions for integration efforts. These studies may include, but are not limited to, the following considerations:

- Requirements Analysis
- Compliance with Legal and Regulatory Guidance
- Interoperability
- Architectures
- Common Infrastructure Services
- Open Systems Environment
- Security
- Standards
- Data and Data Sharing
- Functional and Technical Integration
- Benchmarking/Baselining

2.1.2.4 Documentation. Develop documentation resulting from studies, analyses, assessments, system implementations and architectures, engineering designs and information brochures. Documentation may include subject matter originated by the contractor as well as Government-provided topics. Data items to be delivered will be identified in each task order.

2.1.2.5 Information Dissemination. Participate in or support information dissemination activities relating to the technical requirements and functional areas supported by the contract. Conduct activities such as professional development seminars, demonstrations, trade shows, conferences and briefings relating to enterprise-wide integration issues or programs.

2.1.3 Task Area 3 - Performance Benchmarking. This task area includes program, functional, technical and data benchmarking efforts and development of related benchmarking tools and methods for integration. The contractor shall consider current and emerging technologies, DoD, Federal and U.S. ally information infrastructures and ongoing and future IT systems support. This task area also provides for baselining of existing legacy systems, which is the first step in the selection of migration systems supporting functional activities. The contractor shall develop a baseline inventory to show the "as-is" process and underlying information systems and technology. The contractor shall perform the following activities for services required under this task area:

2.1.3.1 Program Benchmark. Examine and evaluate functional and technical programs for integration implications. Review factors such as operational scope, functional and process relationships, business practices, resource requirements, and cost impacts.

2.1.3.2 Functional Benchmark. Review and analyze defined work processes and information needs of users within and across the functional area being examined. This includes functional and cross-functional requirement definition, functional descriptions, functional architectures, and requirements validation.

2.1.3.3 Technical Benchmark. Examine current and emerging technologies for effectiveness and/or potential to support customer needs. These technologies/systems/services may include legacy, migration, GIG, DoD, Federal, U.S. ally, both domestic and international.

2.1.3.4 Data Benchmark. Review and analyze data, databases, and cross-functional data sharing relating to the effectiveness of the information support provided to functional elements of the DoD, other Federal agencies and U.S. allies.

2.1.3.5 Benchmark Tools and Methods. Develop new or modify existing tools and methods to enable a disciplined process of benchmarking. Examples include templates, checklists, models, and guidelines.

2.1.3.6 Baseline Definition. Identify the baseline of support for the functional area or activity either being supported or for which support is contemplated. These efforts include business systems analysis of functions and the inventory of support tools and their use. The contractor shall support configuration management of the GIG from the DoD perspective. Perform the initial steps of establishing or reviewing operations, processes, data and information baseline for the functional activity. Since integration is an iterative process between various elements of the organization and its processes or operations, the contractor shall conduct the recurring steps to define, evaluate, and implement the incremental improvements needed to achieve simplified and streamlined operation of the functional activity. The contractor shall also perform the following tasks:

2.1.3.6.1 Evaluate Existing Operations or Processes and Data. Document and analyze differences in the way common functional operations or processes are executed or interfaced, benchmark these processes against the best public and private sector achievements, identify existing “as-is” processes and data, document known problems in existing processes and data that must be corrected to provide a functionally adequate DoD or Federal standard. Recommend data processes, interfaces and data baselines that together meet the process and associated information needs of the functional activity.

2.1.3.6.2 Establish Operations/Process and Data Baselines. Recommend proposed operations/processes, data baselines, and interfaces based upon peacetime or normal operations and anticipated wartime, mobilization, or emergency operations.

2.1.4 Task Area 4 - Business Process Reengineering (BPR). This task area involves the use of BPR as an approach for improving organization performance and covers the range of BPR activities including services needed to implement new or revised business or functional processes arising from BPR undertakings. The contractor shall examine organization goals, objectives, structures/hierarchies, cultures, systems and roles for the purpose of executing a ground-up redesign for achieving long-term, full-scale integration required for the GIG or the enterprise level requirements and standards of other Federal agencies or U.S. allies.

2.1.5 Task Area 5 - Requirements Analysis. Design, develop, install, test and validate applications and databases to determine optimal cross-functional solutions for integration concepts and problems integral to the integration process. The contractor shall also develop schedules and implementation plans with definable deliverables, including parallel operations where required, identification of technical approaches, and a description of anticipated prototype results.

2.1.6 Task Area 6 - Market Research and Prototyping. Operate and maintain prototype applications and databases to determine optimal cross-functional solutions for integration concepts and problems integral to the integration process.

2.1.7 Task Area 7 - Information and Knowledge Engineering. This task area includes development of information flow models across functional domains; functional data models; standardization and implementation of common data elements; prototyping, development and implementation of shared databases in standard/common/migration system or systems; and development of data migration strategies to identify the plans and processes for the transition

of legacy data to shared data through the utilization of data standards. The contractor shall perform the following activities for services required under this task area:

2.1.7.1 Interim and Target Functional and Data Architecture Development. Identify and evaluate interim and target functional data architectures including:

- Applicable open systems standards (data standards) to be implemented
- Standard modeling and software engineering tools to be used in functional and data model development
- Process and simulation models within a functional area to facilitate data model development and data integration
- Logical, functional, and physical data models required for architecture development
- Data elements targeted for standardization

2.1.7.2 Data Management Strategy Development. Identify methodologies for centralized management of distributed database environments, functional processes to identify single data entry points, and opportunities for data reuse by other standard/common/migration systems and applications.

2.1.7.3 Cross-Functional Integration Strategy Development. Evaluate other functional areas and their associated standard/common/migration systems to identify opportunities for cross-functional data integration and data sharing.

2.1.7.4 Implementation Planning. Develop transition plans for the implementation of data migration strategies developed under this task area.

2.1.8 Task Area 8 - Custom Application Development. Design, develop, document, and test custom applications and their infrastructures including but not limited to the items listed below. Standard/common/migration application development will generally occur through modification of one or several legacy applications and/or will be built primarily by use of commercial off-the-shelf (COTS) or MainLine Commercial Products (MLCP) and services.

2.1.8.1 Application Development. Provide services for custom application development and enhancements and the preparation of detailed systems designs. Detailed systems design include, although are not limited to, detailed data and process models, program specifications, interface specifications/documentation, screen and report designs, prototypes, testing, program control specifications, structure charts, module definitions, compile or build units, data usage definitions, networking or teleprocessing considerations, and hardware and network architecture. The contractor shall:

- Define and use an integrated Computer Assisted Software Engineering (CASE) technology environment
- Establish detailed systems architecture
- Design database and file structures
- Finalize input and output designs
- Define special design considerations
- Define program design specifications
- Finalize test, conversion and implementation plans

2.1.8.2 Technical Support. Provide technical support in areas that supplement the design stage activities, including information and design reports on specialized software (i.e., languages, Database Management Software (DBMS), client server applications, etc.); analysis and evaluation of existing Government and COTS packages; review and evaluation of management, planning, security, audit, and other products; attendance at design sessions, and evaluation and modification of previously prepared design stage documents.

2.1.8.3 Documentation Preparation and Control. Provide services to ensure that all systems are properly documented in accordance with approved Federal and DoD standards. The contractor shall ensure that the inventory of system documentation and use is correct and up-to-date, including identification of missing, outdated or invalid documentation. Conduct and/or attend walkthroughs and meetings where contractor-developed documentation is discussed. Provide, at a minimum, responses to issues and questions, modifications to all or part of the documentation, responses to management concerns, and any additional or supporting information where required.

2.1.9 Task Area 9 - Product Integration. Integration strategies are structured processes to reduce the large number of legacy systems to a more manageable, cost-effective, standard number of standard/common/migration applications as the DoD, other Federal agencies and U.S. allies transition to their target information architecture supporting interoperability and cross-functional data sharing. Integration strategies encompass those functional and operational activities required to develop plans and methodologies for the successful migration of legacy information systems, databases and infrastructure to an integrated environment. Integration strategies attempt to examine all aspects of change to the organization resulting from functional process improvements and the selection of standard/common/migration applications. The integration strategy considers all integration management components in order to recommend a standard/common/migration system, provide cost and economic analyses supporting the migration strategy, identify and evaluate risks inherent with the proposed strategy and provide a tentative implementation plan. The contractor shall perform the following activities for services required under this task area:

2.1.9.1 Define Objectives. Define objectives and establish priorities for the migration strategy.

2.1.9.2 Interim and Target Architecture. Identify interim and target architectures, both functional and technical. Also, identify the standards for compliance to include a description of services for managing, formatting, and exchanging data.

2.1.9.3 Integration and Migration Strategy Development. Analyze current support requirements and capabilities in relation to existing functions, operations, technology and technical trends. Using the resultant information, develop strategies for the migration of support from its current base to an integrated functional and technical structure that meets guidelines. Integration strategy development encompasses considerations of:

- Number of applications/systems
- Number of installations
- Current technical architecture
- Connectivity
- Degree of integration
- Degree of compliance with existing DoD and Federal standards/guidelines
- Performance requirements
- Contract vehicles
- Functional requirements
- Current functional process improvements
- Current system development projects
- Consequences of lost functionality

2.1.10 Task Area 10 - Test and Evaluation. The contractor shall provide technical support to early operational assessments, development testing and operational test and evaluation for IT systems, including families of systems, individual mission critical systems, and business systems. Specific T&E tasks may include:

- Support to Government T&E IPTs
- General T&E planning and execution
- Analysis of test requirements
- Selection of test methods
- Identification of performance measures
- Test design
- Test execution
- Analysis of test results
- Test reporting
- IT-unique T&E support
- Identification of end-to-end performance measures
- Interoperability and interface analyses
- Laboratory testing
- Support pre-test readiness reviews

- Support post-test assessment reviews

2.1.11 Task Area 11 - Licensing and Support.

2.1.11.1 Application Installation. Provide support services for all aspects of installing approved standard/common/migration applications/systems. All services provided under this task area shall use and be integrated with approved DoD and Federal standard communications, security, data and other defined technical specifications. Applications shall be integrated with existing infrastructure or built with new infrastructure in compliance with approved DoD and Federal standards and architectures. Tasks within this area include but are not limited to planning, controlling, overseeing and conducting successful installation, developing and/or conducting initial training, conversion and acceptance testing of migration applications. The contractor shall conduct site surveys, site planning, site installation, initial system file and table builds, data acquisition/conversion and installation tests. Tasks may include support services necessary to convert from one or more legacy systems to the migration applications including steps such as parallel operations.

2.1.11.2 Application Operations Support. Provide systems operation support services to include technical and administrative support for standard/common/migration applications or systems. Activities include application/system and network administration services, maintenance of documentation related to system and network operations, routine system problem identification and correction and Local Area Network (LAN) administration. Provide applications and systems modification, testing, installation, and ongoing quality assurance activities.

2.1.11.3 Customer Support. Provide support services to operate a customer support function including a help-desk facility; dial-up access to provide information, tools, techniques and procedures to assist application users at all levels; automated support for management of the customer service function; problem reporting and resolution of customer problems; and support to new and existing customer information and support centers.

2.1.11.4 Training. Provide training services for all levels of information system managers, operators, maintainers and users to include development of alternative training scenarios, development of recommendations for appropriate training approaches to include centralized, regional, on-site, train-the-trainer, train-the-end-user; preparation of training plans; development of training curricula and materials for information systems managers and users; preparation of materials and schedules; and administration and conduct of training sessions on Government and/or contractor sites.

2.1.11.5 Application Maintenance and Sustainment Support. Provide support services for maintenance of standard/common/migration applications to include analysis of problem or change requests, preparation of resource estimates and schedules to effect necessary changes, design and code changes, conduct testing of all changes, complete and/or update of all documentation affected by the required changes; and coordination of change implementation through appropriate approvals and user notifications. Convert and test software to run on new hardware platforms. Maintain application software to run on upgraded system software or upgraded COTS/MLCP applications. Provide both forward and backward compatibility.

2.1.11.6 Configuration Control. Provide configuration control support that includes analysis, tracking and reporting. The contractor shall identify and document the characteristics of a configuration item, to control changes to a configuration item and to record and report change processing and implementation status.

2.2 Performance Requirements.

2.2.1 Specifications and Standards. IT requirements shall be satisfied with COTS open-systems based capabilities and enabling products to the maximum extent practicable.

2.2.2 Year 2000 (Y2K) Compliance (52.239-9209) (C500). All IT provided under, or in support of, this contract by the contractor and all subcontractors shall be Y2K compliant. "Y2K compliant" means, with respect to IT, that the IT accurately processes date/time data (including but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000 and leap year calculations, to the extent that other IT, used in combination with the IT being acquired properly exchanges date/time data with it. To ensure Y2K compliance, the contractor shall, at a minimum, test a representative sampling of the IT, or the same

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type of IT that will be provided under the contract. Year 2000 compliance testing will be accomplished and documented in accordance with generally accepted commercial standards/practices. If requested, the contractor shall provide the Government with a copy of such Y2K compliance test documentation at no additional cost to the Government.

2.2.3 Environmental Protection Agency (EPA) Energy Star Compliance. All personal computers, notebook computers, monitors, and printers acquired for customers through this contract by the contractor and/or any of its subcontractors shall be compliant with EPA Energy Star specifications.

2.2.4 Section 508 Compliance for IT Accessibility. Unless specifically exempted, all task orders issued under this contract shall comply with Section 508 of the Rehabilitation Act Amendments of 1998 to ensure IT accessibility to disabled persons. Only in situations where an approved exception to Section 508 is provided by the Chief Information Officer (CIO) of the requiring agency/organization will a task order be issued that exempts the contractor from complying with Section 508 requirements contained in the contract. As applicable, the following specifications are incorporated into each task order issued through the contract.

2.2.4.1 1194.21 - Software Applications and Operating Systems. See Appendix A.

2.2.4.2 1194.22 - Web Based Intranet and Internet Information and Applications. See Appendix B.

2.2.4.3 1194.23 - Telecommunications Products. See Appendix C.

2.2.4.4 1194.24 - Video and Multimedia Products. See Appendix D.

2.2.4.5 1194.25 - Self Contained, Closed Products. See Appendix E.

2.2.4.6 1194.26 - Desktop and Portable Computers. See Appendix F.

2.2.5 Personal Computer Memory Card International Standard (PC/MCIA). All personal computers and notebook computers acquired for DISA customers through this contract by the contractor and/or any of its subcontractors shall be compliant with PC/MCIA specifications.

2.2.6 DISA/NCS World Wide Web (WWW) Handbook Compliance. All deliverables to be provided for DISA customers through this contract, which are to be posted to the web, shall be compliant with the DISA/NCS WWW Handbook.

2.2.7 Scientific and Technical Information Program (STIP). In support of the STIP, the contractor shall provide a copy of any new scientific, technical, or management report or study generated in response to any task order to the Defense Technical Information Center (DTIC) library.

2.3 Deliverables.

2.3.1 Deliverable - Quarterly Progress Reports (QPR). The contractor shall submit a quarterly progress report consisting of an executive summary describing the activities and funds status of the previous quarter. The contractor shall include a detailed summary of the technical activities on all task orders grouped by customer in task order sequence, and shall include a funding status for each task order. The contractor shall also provide quarterly reports regarding task order status (work progress, cost, schedule data and achievement of Small and Small Disadvantaged Business goals) as required in the task orders. Quarterly progress reports shall be submitted within ten (10) calendar days after the end of the reporting period. One (1) copy shall be provided to the Encore mailbox at encore@scott.disa.mil. The QPR shall be delivered by e-mail in a format compatible with Microsoft Word Office 2000. The contractor shall provide the QPR at no additional cost to the Government. The QPR shall include:

2.3.1.1 Title page identifying the contract name and number and the dates of the reporting period.

2.3.1.2 Executive summary briefly highlighting significant activities and developments occurring during the reporting period.

2.3.1.3 Task order summary table displaying task order number, contract type, award date, total dollars authorized, expended dollars by year and cumulative dollars expended for both active and completed (or terminated) task orders.

2.3.1.4 Technical activity summary for each task order organized by customer. Include the period of performance, TM, contractor Point of Contact (POC), purpose, significant activities during the reporting period and deliverables during the reporting period.

2.3.1.5 Spend plan that includes:

- Previous quarter's forecast
- Actuals through the quarter
- Outstanding obligations
- Sum of actuals and outstanding obligations (i.e., maximum Government liability)
- Estimate to complete (by month, through the year). Data shall be shown by task order, by customer and by contract
- Small Business (SB), Service Disable Veteran Owned Small Business (SDVOSB), HUBZone Small Business (HUBZone), Small Disadvantaged Business (SDB), Women-Owned Small Business (WOSB) and Historically Black Colleges and Universities/Minority Institutions (HBCU/MI) Goals Report. For each SB, SDVOSB, HUBZone, SDB, WOSB and HBCU/MI team mate, identify the task order on which that company is working, task order total dollars authorized for those task orders, dollars authorized to the team mate, team mate percentage of task order grand total dollars authorized, and dollars paid to the team mate. Include a contract-level summary showing cumulative SB participation as percentage of total dollars authorized and cumulative SDB participation, as a percentage of total dollars authorized over the contract year and over the contract life.

2.3.2 Contract Data Requirements List (CDRL). CDRL items may be used to satisfy the need for contractor-developed documentation, as indicated in individual task orders.

2.4 Meetings.

2.4.1 Executive Council Meetings. The contractor shall attend, and host on a rotating basis, biannual Executive Council Meetings in which all Encore contractors, the Program Manager, the Contracting Officer, and other interested user community members can review and discuss current issues pertaining to performance under the contracts.

2.4.2 Periodic In-Progress Review (IPRs). The contractor shall conduct informal IPRs concerning task order and performance-related issues on an as-needed basis.

2.4.3 Briefings. The contractor shall prepare and present briefings to the Government on the results of efforts undertaken under this contract and individual task orders. The schedules and formats for these briefings will be specified in individual task orders or as mutually agreed to between the contractor and the TM.

3.0 SUPPORTING INFORMATION.

3.1 Place of Performance. The contractor shall be required to perform work associated with task orders throughout the United States and its territories and possessions. In addition, the contractor shall be required to perform work in any country where the customer has a presence.

3.2 Period of Performance. The period of performance for this contract is eighty-four (84) months, consisting of seven, twelve-month contract years.

3.3 Special Considerations.

3.3.1 DoD Enterprise Software Initiative (ESI). In situations where the purchase of new COTS software is needed to satisfy the requirements of a particular task order, the contractor will first be required to review and utilize available DoD ESI sources. In the event that the software required to satisfy a particular task order is not available to the contractor through a DoD ESI source, the contractor shall be authorized to obtain the software through an alternate source. The listing of COTS software available from DoD ESI sources can be viewed on the web at <http://www.don-imit.navy.mil/esj>.

3.3.2 Government-Furnished Property (GFP), Government-Furnished Information (GFI) and Government-Furnished Workspace. The Government may provide the items listed below as necessary for the contractor to fulfill the tasks described in task order statements of work.

3.3.2.1 GFP. The Government may provide hardware and/or software requiring technical analysis, evaluation, verification, or study in support of a specific task. Such GFP will be specified in individual task orders. GFP provided to the contractor in support of individual task orders shall be tracked through applicable procedures provided by the Contracting Officer in accordance with the FAR. Property shall be accounted for and marked accordingly for identification and tracking purposes with the Contract Number, Task Order Number, Serial Number and other information as required by the Contracting Officer. The Government does not intend to provide hardware/software equipment required to accomplish day-to-day work requirements in support of the overall contract-level effort. All GFP shall be returned to the Government at the completion of each task order unless otherwise specified.

3.3.2.2 GFI. The Government may provide information (e.g., technical data, applicable documents, plans, regulations, specifications, etc.) in support of a specific task. Such GFI will be specified in individual task orders.

3.3.2.3 Government-Furnished Workspace. The Government may provide workspace on an as-available basis while on trips to Government facilities or installations. Such Government Furnished workspace will be specified in individual task orders.

APPENDIX A

1194.21 - Software Applications and Operating Systems.

- a. When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.
- b. Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.
- c. A well defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.
- d. Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.
- e. When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.
- f. Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.
- g. Applications shall not override user-selected contrast and color selections and other individual display attributes.
- h. When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.
- i. Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
- j. When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.
- k. Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.
- l. When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.

APPENDIX B

1194.22 - Web-Based Intranet and Internet Information and Applications.

- a. A text equivalent for every non-text element shall be provided (e.g., via “alt,” “longdesc,” or in element content).
- b. Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.
- c. Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.
- d. Documents shall be organized so they are readable without requiring an associated style sheet.
- e. Redundant text links shall be provided for each active region of a server-side image map.
- f. Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.
- g. Row and column headers shall be identified for data tables.
- h. Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.
- i. Frames shall be titled with text that facilitates frame identification and navigation.
- j. Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.
- k. A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.
- l. When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.
- m. When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).
- n. When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.
- o. A method shall be provided that permits users to skip repetitive navigation links.
- p. When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.

Note to §1194.22:

1. The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5, 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium:

Section 1194.22 Paragraph	WCAG 1.0 Checkpoint
(a)	1.1
(b)	1.4
(c)	2.1
(d)	6.1
(e)	1.2
(f)	9.1
(g)	5.1
(h)	5.2
(i)	12.1
(j)	7.1
(k)	11.4

2. Paragraphs (l), (m), (n), (o), and (p) of this section are different from WCAG 1.0. Web pages that conform to WCAG 1.0, level A (i.e., all priority 1 checkpoints) must also meet paragraphs (l), (m), (n), (o), and (p) of this section to comply with this section. WCAG 1.0 is available at <http://www.w3.org/TR/1999/WAI-WEBCONTENT-19990505>.

APPENDIX C

1194.23 - Telecommunications Products.

- a. Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.
- b. Telecommunications products that include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.
- c. Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.
- d. Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.
- e. Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.
- f. For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.
- g. If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.
- h. Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.
- i. Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.
- j. Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies that use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.
- k. Products which have mechanically operated controls or keys, shall comply with the following:
 - (1) Controls and keys shall be tactilely discernible without activating the controls or keys.
 - (2) Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls and keys shall be 5-lbs. (22.2 N) maximum.
 - (3) If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.
 - (4) The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.

APPENDIX D

1194.24 - Video and Multimedia Products.

a. All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, wide-screen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes and displays closed captions from broadcast, cable, videotape and DVD signals.

b. Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.

c. All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.

d. All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.

e. Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.

APPENDIX E

1194.25 - Self Contained, Closed Products.

- a. Self-contained products shall be usable by people with disabilities without requiring an end-user to attach assistive technology to the product. Personal headsets for private listening are not assistive technology.
- b. When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.
- c. Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).
- d. When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.
- e. When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.
- f. When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.
- g. Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
- h. When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.
- i. Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.
- j. Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:
 - (1) The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48-inch length (see Figure 1 of this part).
 - (2) Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.
 - (3) Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.
 - (4) Operable controls shall not be more than 24 inches behind the reference plane (see Figure 2 of this part).

APPENDIX F

1194.26 - Desktop and Portable Computers.

- a. All mechanically operated controls and keys shall comply with 1194.23 (k) (1) through (4).
- b. If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).
- c. When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.
- d. Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.

(END OF SECTION C)