

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30					1. REQUISITION NUMBER	PAGE 1 OF 28
2. CONTRACT NO. NNG07DA20B	3. AWARD/EFFECTIVE DATE 5/1/07	4. ORDER NUMBER	5. SOLICITATION NUMBER	6. SOLICITATION ISSUE DATE		
7. FOR SOLICITATION INFORMATION CALL:		a. NAME Darlene E. Dorsey	b. TELEPHONE NUMBER (No collect calls) (301) 286-5063		8. OFFER DUE DATE/ LOCAL TIME	
9. ISSUED BY NASA Goddard Space Flight Center Mission Enabling Procurement Office Code 210.M 8800 Greenbelt Road Greenbelt, MD 20771		CODE 210	10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input checked="" type="checkbox"/> SET ASIDE: % FOR: <input checked="" type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> EMERGING SMALL BUSINESS NAICS: 541519 SIZE STANDARD: 1000/150 See A1.1. <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> 8(A)			
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE	12. DISCOUNT TERMS		<input checked="" type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		13b. RATING DO-C9	
15. DELIVER TO As Specified on Each Delivery Order		CODE	18. ADMINISTERED BY NASA/GSFC		CODE 210.4	
17a. CONTRACTOR/OFFEROR Immix Technology Attn: James Flint 8444 Westpark Drive McLean, VA 22102 TELEPHONE NO.		CODE	18a. PAYMENT WILL BE MADE BY As Specified on Each Delivery Order		CODE 155	
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER		18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM				
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES		21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	See Addendum A.1.1.					
<i>(Use Reverse and/or Attach Additional Sheets as Necessary)</i>						
25. ACCOUNTING AND APPROPRIATION DATA Information Specified on Each Delivery Order				26. TOTAL AWARD AMOUNT (For Govt. Use Only) NTE \$5.6B		
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED				<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED		
<input checked="" type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA <input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED				<input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED		
<input checked="" type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 3 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED			<input type="checkbox"/> 29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR 			31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) 			
30b. NAME AND TITLE OF SIGNER (Type or print) ART RICHER PRESIDENT		30c. DATE SIGNED 4/27/07	31b. NAME OF CONTRACTING OFFICER (Type or print) Darlene Dorsey		31c. DATE SIGNED 5/1/07	

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ATTACHMENT A TECHNICAL SPECIFICATIONS

LIST OF ABBREVIATIONS

AC	Alternating Current
ANSI	American National Standards Institute
ASN	Abstract Syntax Notation
ATM	Asynchronous Transfer Mode
CAD	Computer Aided Design (sometimes seen as CAD/CAM)
COTS	Commercial Off-the-Shelf
CPU	Central Processing Unit
CRT	Cathode Ray Tube
DAT	Digital Audio Tape
DBMS	DataBase Management System (rdbms for Relational)
DPI	Dots per Inch
DS3	Digital Signal (level) 3
EIA	Electronic Industries Association
FIPS	Federal Information Processing Standards
GByte	Gigabyte
GIS	Geographic Information System
GUI	Graphical User Interface
HPGL	Hewlett Packard Graphics Language
Hz	Hertz (cycles per second)
ICMP	Internet Control Message Protocol
IEEE	Institute of Electrical and Electronics Engineers
IETF	Internet Engineering Task Force
I/O	Input/ Output
IP	Internet Protocol
ISO	International Standards Organization
LAN	Local Area Network
MAC	Medium Access Control

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MByte Megabyte

Mbps Megabits per Second

MFLOPS Millions of Floating Point Operations Per Second

MIB Management Information Base

MFP Multi-functional printer

MIPS Million Instructions Per Second

msec Milliseconds

NASA National Aeronautics and Space Administration

NFS Network File System

NI Network Interface

NTP Network Time Protocol

NTSC National Television Standards Committee

OEM Original Equipment Manufacturer

OODBMS Object-Oriented Database Management System

OC3 Optical Carrier 3 (155 Mbps SONET rate)

OSI Open System Interconnect

Pbyte Petabyte

PC Personal Computer

PHY Physical Layer Protocol

PMD Physical Media Device

RAM Random Access Memory

RDBMS Relational Data Base Management System

RFC Request For Comments

RFP Request For Proposal

RMON Remote Monitor/Monitoring

ROM Read-Only Memory

SAC Single Attached Concentrator

SAS Single Attached Station

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SMP Symmetric MultiProcessing
SONET Synchronous Optical NETwork
SPEC Standard Performance Evaluation Corporation
SQL Structured Query Language
TBD To Be Designed/Determined
TByte Terabyte
TCP Transmission Control Protocol
UDP User Datagram Protocol
VC Virtual Circuit
VHS Video Home System (VCR)
VP View Processor
WAIS Wide Area Information Server
WAN Wide Area Network
WORM Write Once, Read Many time

NOTE: THIS CONTRACT IS FOR CATEGORY B, CLASS 6. ONLY THOSE REQUIREMENTS PERTAINING TO THIS CATEGORY AND CLASS APPLY.

INTRODUCTION/BACKGROUND

The computer facilities at NASA are being systematically enhanced by incorporating the latest in state-of-the-art computer system technologies. These improvements will enable NASA to remain at the leading edge in scientific and engineering processing performance and capabilities and to provide the user community of researchers and engineers with the most advanced and powerful computer tools available. In support of this activity NASA is establishing Indefinite Delivery/Indefinite Quantity contracts of scientific and engineering computer systems and supporting equipment. The computer systems will provide computational and graphics capability to the scientific engineering and other technical disciplines supporting NASA's core missions. The specifications presented in this document represent a comprehensive set of requirements intended to provide a complete environment for computational analysis by NASA engineers and scientists.

REQUIREMENTS STRUCTURE

The very broad range of NASA's functions in space, earth science, aeronautics, manned flight, mission operations and other activities, results in an equally broad range of computational requirements and consequently a requirement for a broad range of computer systems and support equipment. The requirements are structured in a way that clarifies NASA's needs and categorizes the requirements on the basis of application functions. This structure is defined through two categories: Category A consists of a set of functional computer system classes; Category B consists of complementary products and services that enhance and support the computer system functions.

This procurement is for 11 competition areas consisting of 5 Category A computer system classes, and 6 Category B supporting equipment classes. Each of the classes has specific requirements and functional tasks that must be met by the offerings in that class. However, the potential usage of any class is broad and may be

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based on a variety of applications beyond the specific class definition. These class groupings are to ensure that the Government has a sufficient set of the best available tools for given tasks. The class groupings do not imply either exclusive product offerings by the contractor nor do they restrict the Government from making best value judgments as to which class to use to meet their specific requirements.

CATEGORY B STRUCTURE

The Category B classes consist of a set of capabilities that span across all computer system classes. This requirement creates six additional competition areas in this contract: 6) Server Support Devices, 7) High-End Network Devices, 8) Computer Security Systems and Tools, 9) Mass Storage Devices, 10) Advanced Video and Conference Tools, 11) Multi-Functional Printers. Each class has a set of mandatory specifications. In addition, each class includes an available components list consisting of desirable items and other software and hardware that provide depth and breadth to the contract.

CATEGORY B CLASSES

Server Support Devices requirements are described in Section 3.

PERFORMANCE MEASUREMENT

Performance benchmarks are used to evaluate the appropriateness of the proposed equipment. These performance requirements represent a minimum sizing of the requirement for a class and are based on the estimated performance levels required by applications in the class, and in part based on our best estimate of general technology levels that are expected to be available in the time frame of this solicitation.

A minimum performance is specified in terms of a variety of benchmarks which may include: NASA specific benchmarks, a CPU performance benchmark (SPEC Benchmark Suite) and others as determined. In summary, the benchmarks are designed/selected to focus on the particular strengths required of individual classes rather than being applied in blanket form across all classes.

For most subclasses a SPECmark and SPECrate value is given. In those cases, the SPECmark value refers to uniprocessor systems and the SPECrate value to multi-processor systems.

TERMINOLOGY

Key terms are described in this section and more general definitions are provided in Section 1.6.

PROVIDE / SUPPORT

Two key terms in the technical specifications are: provide and support. Use of the term "provide" indicates a product, service, or capability that is either a mandatory or, if modified by the term "desirable", a desirable deliverable item. All mandatory deliverable products, services and capabilities are identified in the Delivery Lists in Attachment B. A mandatory deliverable is either part of the base system, a separate add-on line item, or a separate upgrade line item. If an item is identified in the technical section as needing to be provided and is not listed in Attachment B as a separate add-on or upgrade line item, it is included as part of the Base system.

Note that the term "provide" implies an item is either a part of every delivered base system or is a separately orderable line item. This distinction is made in the Delivery Lists in Attachment B. For example, a C++ compiler must be provided (as indicated in Section 3.3.2.5.a.). But the Delivery Lists indicate that the C++ compiler is a separately orderable line item and it is estimated that only a certain percentage of the base systems will be purchased with a C++ compiler over the life of the contract.

Use of the term "support" indicates a product, service, or capability that the systems must be capable of fully utilizing, but which are not part of either the mandatory or desirable deliverable list. When support is used in reference to a software product, a version of the product that can execute on the system must be available in the commercial and/or public domain arena. Supported products, services, or capabilities can be part of the available components list.

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DELIVERABLES

The delivery lists use abbreviated terminology for clarity in enumerating delivery items. The complete specifications for these delivery items are fully described in Attachment A. Deliverables are divided into mandatory and non-mandatory categories:

MANDATORY DELIVERABLES

Each of the separate class specifications produces a separate set of mandatory deliverables for each class. These delivery requirements are specified in Attachment B of this contract. The deliverables are divided into a Base Deliverable, and Add-on / Upgrade Deliverables. The Base Deliverables represent the minimum system configuration to be delivered for each equipment category. Add-on deliverables are mandatory line items that may be added to the Base deliverable at the discretion of the end-user. Upgrade deliverables are mandatory line items that upgrade; the Base deliverables at the discretion of the end-user, e.g. additional disk and/or memory.

NON-MANDATORY DELIVERABLES

Non-mandatory deliverables are items that go beyond the mandatory deliverables. Non-mandatory deliverables are identified through the available components list and include desirable features, additional technology and other software and hardware that provide depth and breadth to the offering.

MINIMUMS / DESIRABLES / ADVANCED TECHNOLOGY / ADDITIONAL TECHNOLOGY

All technical specifications fit into one of four categories: minimum mandatory; desirable feature; advanced technology, or additional technology.

If a technical specification is not explicitly identified as advanced technology, additional technology or a desirable feature, it identifies a minimum mandatory that must be met. Alternatively, if a technical specification is identified as advanced technology, additional technology or a desirable feature, it is not a minimum mandatory but a technology, item or feature that the Government deems to have value if available.

If a technical section contains the term "desirable", then the section identifies a feature that the Government desires but which the vendor is not required to provide or support.

If a technical section contains the term "advanced technology", then the section identifies advanced capabilities that provide the Government with significant added benefit. These are typically features that are either at the cutting edge of technology or for which standards (industry or de-facto) are still forming.

A technical requirements section may contain the term "additional technology". This designation identifies a basic capability that is intended to provide the Government with added value if the additional technology is provided in the Available Components list. Typically, "additional technology" indicates broad grouping of technology that, if included in the Contractor's offerings, will provide the opportunity for one-stop solution shopping. For example, network technology is an additional technology in the Mass Storage Devices class as network products are an integral feature of many mass storage systems.

ASSISTIVE TECHNOLOGY

All computer systems available and procured through this Contract must be technically capable of supporting commercially available and appropriate technology to ensure that Federal employees with disabilities will have access to and use of that technology unless a department or agency exception to this requirement exists.

SECTION 508 INFORMATION

All IT equipment available through this contract that fit the criteria as electronic and information technology (EIT) as defined in Section 508 of the Rehabilitation Act of 1973 as amended by the Workforce Investment Act of 1999, shall have information available to the Federal Government regarding how that technology meets the applicable Section 508 standards. This will preferably be provided through the applicable Voluntary Product Accessibility Templates (VPATs) as described on the Section 508 website (www.section508.gov and related sites). The VPATs or similar information may either be provided on the contractor's website, on demand based on request for quotes and/or through link on the SEWP Website. Section C.1.8. outlines the compliance and information requirements associated with the Section 508 standards.

ENVIRONMENTALLY PREFERABLE PURCHASING PROGRAM

All federal procurement officials are required by Executive Order 13101 and Federal Acquisition Regulation (FAR) to assess and give preference to those products and services that are environmentally preferable. Therefore all institutional purchasers who evaluate and select computer desktops, laptops, and monitors available and procured through this Contract should to the greatest extent possible meet the evolving standards associated with the Environmentally Preferable Purchasing Program (EPP) and the IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products as described on the website (<http://www.epeat.net>). The Contractor shall have the ability to respond to specific requests and requirements centered on the EPP such as requests based on the Electronic Product Environment Assessment Tool (EPEAT) and identifying EPEAT registered products on their contract.

DEFINITIONS

To clarify meaning of some terms used in this specification, some definitions are given here.

Add-ons:	Add-ons are mandatory line items which may be added to the Base deliverables at the discretion of the end-user.
Additional Technology	A basic capability that is intended to provide the Government with added value. The additional technology is provided in the Available Components list.
Advanced Technology	Advanced capabilities that provide the Government with significant added value.
Available Bus Slots:	The number of unused bus slots available for expansion after satisfying the requirements of the minimum mandatory deliverables and the maximum disk storage requirements for the base computer system.
Available Components	Non-mandatory deliverables including desirable features, additional technology, other software and hardware that provide depth and breadth to the offering.
Binary Compatibility:	Within a class (and across subclasses in the class), source code, object code, libraries, and linked or loaded executables, which are not device dependent, can be freely transported from any computer system in the class to any other system in the class and execute successfully without modification.
Base Systems	The systems which must meet the minimum mandatory specifications and be provided for on the Contract
Category:	A grouping of classes based on similar objectives and/or overall structure
Class:	A grouping of technological requirements based on common functionality
Class Specific Specifications	Set of technical specifications that are specific to the given class
Computer Room Environment:	Facilities in which special environmental factors are maintained, such as controlled temperature and humidity, where noise is not limited by office requirements, which reliable power systems are available and/or are at levels other than the standard 110 volt, 60 Hz.
Computer System:	A computer workstation or server
Core Specifications	Set of technical specifications that are included in all requirements within the specified category, class, or group
Desirable Feature	A feature that the Government desires but which the vendor is not required to provide or support

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Mandatory Deliverables	Products that must be included in the Contract in order to meet the mandatory requirements of the class
Mandatory Specifications	Set of technical specifications that must be met by the mandatory offerings
Non-Mandatory Deliverables	Products that go beyond the mandatory deliverables, are identified through the available components list and include desirable features, additional technology, other software and hardware that provide depth and breadth to the offering.
Non-Mandatory Desirable Feature:	A capability that is desired by the Government but not required.
Office Environment:	A human work area providing moderate environmental conditioning but with capacity to support or provide unusual power or temperature/humidity requirements and one that may be easily upset by equipment emitting excessive heat and/or noise.
Open Bus Architecture:	A bus with multivendor support. This means that there is an industry published specification to enable third party connectivity.
Open Systems Environment:	The comprehensive set of interfaces, services, and supporting formats, plus user aspects, for interoperability or for portability of applications, data, or people, specified by information technology standards and profiles. Source: IEEE P1588 POSIX Committee.
Provide:	Indicates a product, service, or capability that is either a mandatory or, if modified by the term "desired", a desirable deliverable item.
SPECmark:	The SPEC benchmark suite measures overall system CPU performance.
such as:	The term "such as" is used to list example products that are known to meet the capability, and for which products that also meet the stated capability may be substituted.
Support	Indicates a product, service, or capability that the systems must be capable of utilizing, but which are not part of either the mandatory or desirable deliverables.
Upgrades:	Upgrades are mandatory line items that upgrade the Base deliverables at the discretion of the end-user; e.g. additional disk and/or memory.
Virtual File System	A virtual file system is an abstraction of a physical file system implementation that provides a consistent interface to multiple file systems, both local and remote. A consistent interface allows the user to view the directory tree on the running system as a single entity even when the tree is made up of a number of diverse file system types. The interface also allows the logical file system code in the kernel to operate without regard to the type of file system being accessed.

CLASS 6: SERVER SUPPORT DEVICES

This class consists of Input and Output peripherals and other equipment that support and complement the full implementation of computer systems throughout NASA. These items may be purchased by the Government separately from the computer systems but rely on standards and standard interfaces to ensure interoperability with the computer systems. Included in this class are: printers, multifunction machines and plotters for

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outputting textual and graphical files; display terminals and systems and other low-end client systems to allow user connectivity to a full range of computer systems; scanners to allow inputting of information from hard-copy forms; and PDAs (Personal Digital Assistants) to allow mobile access to individual's computing needs.

CATEGORY B: COMPUTER SYSTEM SUPPORT DEVICES

This section specifies equipment needed to support a full implementation of computer systems in the NASA network environment. These items may be purchased by the Government separately from the computer systems but rely on standards and standard interfaces to ensure interoperability with the computer systems.

DISPLAY DEVICES

Computer display devices are computer peripheral devices capable of showing still or moving images generated by a computer. These devices include but are not limited to desktop CRT and LCD monitors, wall-mounted plasma displays, and projector systems onto passive screens and interactive whiteboards.

CRT DISPLAY MONITOR

A desktop 19 inch CRT monitor shall be provided and must include the following minimum capabilities:

- a. Color device supporting 16 million colors
- b. 18 inch viewable screen
- c. Flat-screen monitor
- d. Anti-glare and anti-static screen treatment
- e. Multiple resolutions and refresh rates including at least:
 1. 1024X768@100Hz
 2. 1280X1024@80Hz
 3. 1600X1200@75Hz
- f. .23mm horizontal dot pitch
- g. .27mm diagonal dot pitch
- h. RGB Analog video input signal
- i. Intel PC and Apple Macintosh compatibility
- j. Energy Star compliant

LCD DISPLAY MONITOR

A desktop 17 inch LCD monitor shall be provided and must include the following minimum capabilities:

- a. Color device supporting 16 million colors
- b. 17 inch viewable screen
- c. Flat-panel display
- d. Anti-glare panel
- e. Native resolution at least 1280X1024
- f. Typical brightness of 250 cd/m²
- g. Image contrast ratio of 450:1
- h. RGB video input signal
- i. Intel PC and Apple Macintosh compatibility
- j. Energy Star compliant

PORTABLE LCD PROJECTOR

A portable LCD projector shall be provided and must include the following minimum capabilities:

- a. 800X600 native resolution
- b. 1280X1024 maximum resolution
- c. Brightness of 2000 lumens (ANSI)
- d. Speakers (mono)
- e. PC and Macintosh compatible
- f. Maximum throw distance of 29 feet
- g. Aspect Ratio of 4:3 (SVGA)

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MANUAL SCREEN

A manual wall screen shall be provided with the following specifications:

- a. 50inches X 50inches screen size
- b. Matte white fabric
- c. Wall and ceiling mountable

INTERACTIVE WHITEBOARD

An Interactive Whiteboard (a dry-erase whiteboard writing surface which can capture writing electronically and allows interaction with a projected computer image) shall be provided with the following minimum requirements:

The touch-sensitive display connects to your computer and digital projector to show your computer image. You can then control computer applications directly from the display, write notes in digital ink and save your work to share later.

- a. 48 inch diagonal active screen area
- b. Touch resolution of 4000X4000
- c. 4 color (black, blue, red and green) pens
 1. automatic detection of pen in use
- d. eraser
- e. Software to support:
 1. computer display
 2. note taking
 3. capture and save of all notes / images
- f. MS Windows and Macintosh compatible
- g. Mobile floor stand

PRINTERS

Three printers shall be offered. Capabilities shall be as specified in the following sections. Each printer shall meet the Core Printer Specification and the unique requirements in the printer specific section.

CORE PRINTER REQUIREMENT

Each of the 3 printers shall provide the following capabilities:

- a. Adobe Postscript Level 3.0 formatted print files.
- b. Metric A4-size paper with a usable image area of at least 200mm x 271mm and a usable image area of at least 8" x 10" for American Letter-size (8.5" x 11").
- c. two interfaces: USB 2.0, and 10/100Base-TX Ethernet
 1. simultaneous availability of the two interfaces; e.g. automatic port sensing/switching
- d. Simple Network Management Protocol (SNMP) agent [RFC 1157; RFC 1213] for remote monitoring.
- e. Energy Star compliance.
- f. PCL5 and PCL6 support

MONOCHROME LASER PRINTER

In addition to the Core Printer Specification, the Monochrome Laser Printer shall also provide:

- a. print speed shall be at least 35 pages per minute.
- b. resolution of at least 1200x1200 dpi.
- c. minimum memory of 32 MBytes,
 1. memory shall be expandable to at least 288 MBytes.
- d. a duty cycle of at least 75,000 pages per month.
 1. duty cycle of at least 100,000 pages per month (desirable)
- e. at least 136 Postscript fonts and 45 scalable PCL fonts.
- f. support paper sizes from 3"x5" to 8.5"x14" (legal)
- g. support media weight of 16 to 53 lb. card stock from a standard tray.
- h. Standard input capacity of 850 sheets
- i. Standard output capacity of 250 sheets
- j. Image processing of 400Mhz

HIGH SPEED MONOCHROME MULTI-FUNCTIONAL LASER PRINTER

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In addition to the Core Printer Specification, the High Speed Monochrome Laser Printer shall also provide:

- a. print speed shall be at least 45 pages per minute.
- b. resolution of at least 1200x1200 dpi.
- c. minimum memory of 256 MBytes,
 1. memory shall be expandable to at least 512 MBytes.
- d. a duty cycle of at least 200,000 pages per month.
- e. at least 136 Postscript fonts and 45 scalable PCL fonts.
- f. support paper sizes from 3"x5" to 8.5"x14" (legal)
- g. support media weight of 16 to 53 lb. card stock from a standard tray.
- h. Standard input capacity of 1000 sheets
- i. Standard output capacity of 500 sheets
- j. Image processing of 500Mhz
- k. optional "B" size (11" x 17") paper (desirable)
- l. UNIX and LINUX OS support (desirable)

The High Speed Monochrome Laser Printer must also provide multifunctional capability:

- m. Digital devices that allow work group environments to utilize a single device to copy, print, fax, and scan.

MULTIFUNCTIONAL COLOR PRINTER

In addition to the Core Printer Specification, the Color Printer shall also provide:

- a. print speed shall be at least 30 pages per minute (color)
- b. color resolution of at least 600x600 dpi.
- c. minimum memory of 256 MBytes,
 1. memory shall be expandable to at least 512 MBytes.
- d. a duty cycle of at least 200,000 pages per month.
- e. at least 158 Postscript fonts and 84 scalable PCL fonts.
- f. support paper sizes from 3"x5" to 8.5"x14" (legal)
- g. support media weight of 16 to 53 lb. card stock from a standard tray.
- h. Standard input capacity of 1000 sheets
- i. Standard output capacity of 500 sheets
- j. optional "B" size (11" x 17") paper (desirable)
- k. UNIX and LINUX OS support (desirable)

The Multifunctional Color Device must also provide multifunctional capability:

- l. Digital devices that allow work group environments to utilize a single device to copy, print, fax, and scan.

PLOTTERS

One large-format color plotter shall be offered.

COLOR LARGE-FORMAT PLOTTER

The Color Large-Format Plotter shall provide:

- a. 42 inch wide paper
 1. Media rolls up to 300 ft.
 2. manual sheet feed supporting sizes starting from B/A3-size
 3. standard bin holding at least up to 50 E/A0-size prints.
- b. HP-GL/2, HP-RTL and Adobe Postscript Level 3 language support
- c. Fast Ethernet (10/100Mbps) and FireWire (IEEE-1394a) connectivity
- d. Energy Star compliance
- e. 2400x1200 optimized dpi color
 1. 1200x1200 dpi color on glossy media
- f. minimum memory of 256MB (main) and 96MB(imaging)
 1. main memory expandable to 512 MBytes.
- g. Maximum print length of at least 295 ft.

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- h. Hard disk drive of at least 40 GB
- i. in fast quality mode, the printer should have the ability to run at least 100 D/A1-size prints per hour
- j. Automatic cutter
- k. Handle the following media types: plain, inkjet, heavyweight coated, super heavyweight coated, semi-gloss, glossy, translucent bond and photo
- l. operation in a Windows or Macintosh environment

SCANNERS

Two scanners shall be offered. Capabilities shall be as specified in the following sections.

HIGH SPEED/HIGH PERFORMANCE SCANNER

The High Speed/High Performance Scanner shall provide:

- a. Ultra-SCSI and USB 2.0 connectivity
- b. scanner speed of 57 pages per minute simplex at 200 dpi resolution for 8.5x11 inch monochrome document in portrait mode
- c. at least 600 dpi resolution (color and monochrome)
- d. Automatic document feeder
 - 1. 200 page capacity
- e. duplex (two sided) scanning
- f. monochrome and color mode
 - 1. 24 bit color
 - 2. 256 level grey scale
- g. Energy Star compliance
- h. document size up to at least 12X18 inches
- i. OCR software driver

LARGE FORMAT SCANNER

The Large Format Scanner shall provide:

- a. handle up to 50" wide originals
- b. up to 800 dpi resolution
 - 1. variable resolution starting at 50 dpi
- c. ability to scan up to 12mm thick originals
 - 1. 15mm thick originals (desirable)
- d. 24 bit color scan mode
 - 1. 36 bit color scan mode (desirable)
- e. Color scan speed at 400 dpi of 3 inches per sec
- f. Automated color calibration
- g. FireWire (IEEE-1394a) connectivity
- h. OCR software driver

PERSONAL DIGITAL ASSISTANTS (PDA)

Personal Digital Assistant (PDA) must provide the following:

- a. pen based user interface.
 - 1. optional PC keyboard
- b. at least 64MB storage capacity
 - 1. 55MB user accessible
- c. under 8 oz
- d. built-in camera
 - 1. 640X480 resolution
 - 2. 8-bit color
- e. wireless connectivity
 - 1. Bluetooth
 - 2. WLAN 802.11b

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- f. Wireless phone capability
- g. High speed wireless access to Internet and e-mail
- h. 3.5 in. multi-color display
 - 1. 64K colors
- i. ability to develop and install custom NASA programs / applications developed for the provided PDA.
- j. hand writing recognition.
- k. Industry standard expansion slot
 - 1. Audio
 - 1. Integrated microphone, receiver, speaker
 - 2. stereo headphone jack
- m. the following additional functionality:
 - 1. scheduling / calendar / clock
 - 2. task list
 - 3. address book
 - 4. general note taking
 - 5. calculator
 - 6. Synchronization with desktop computers

COMPUTER PERIPHERALS

Peripheral computer component providers are expected to provide fully "Plug & Play solutions". All hardware, connector cables, power cords, software, and enablement cards to make the system fully functional are to be provided.

ERGONOMIC TRACKBALL

Three button, ergonomic trackball device will include:

- a. Elevated hand support for maximum stress reduction
- b. Detachable wrist rest
- c. Programmable feature for left or right hand users
- d. Windows and Macintosh versions
- e. Optical tracking
- f. USB and PS/2 compatible

ERGONOMIC MOUSE

Ergonomic mouse device will include:

- a. Elevated hand support for maximum stress reduction
- b. Detachable wrist rest
- c. Programmable feature for left or right hand users
- d. Windows and Macintosh versions
- e. Up to 1100 dpi cursor control
- f. USB and PS/2 compatible
- g. cordless

ERGONOMIC KEYBOARDS

Fully functional keyboard with focus to align the wrist of the user in a comfortable position. Split keyboards, and standard configurations applicable.

- a. Contoured split key design
- b. Cordless
 - 1. FCC Class B and CE approved
- c. Integrated trackball and mouse buttons
- d. Built-in wrist support
- e. Dual ALT, SHIFT and CONTROL keys
- f. PC and MAC version
- g. Wireless infrared (desirable) "or bluetooth"

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OFFICE VIDEO CONFERENCING

Office video conferencing to include:

- a. Inclusive video conferencing system
- b. 17 inch LCD Monitor
- c. Camera
 1. 60 degree field of view
 2. 100 degree total field of view
- d. Microphone
- e. All necessary cabling
- f. Speakers
- g. IP connection with calls up to 2 Mbps
 1. Option for ISDN connection (desirable)
- h. CD quality sound
- i. Embedded encryption using Advanced Encryption Standard software
- j. SNMP support

SPEAKERS

High quality multi-media stereo speakers to include:

- a. Speaker controls to include volume and sound quality
- b. Minimum of 5W
- c. Headphone output option

UNINTERRUPTIBLE POWER SUPPLY

Two Uninterruptible Power Supply (UPS) units must be provided for small office environment and small computer server room server environments

SMALL OFFICE ENVIRONMENT

The Small Office Environment Uninterruptible Power Supply (UPS) units must provide:

- a. Output power capacity of up to 1000 VA and 600 Watts
- b. Nominal output voltage of 110/120 VAC and 220/230/240 VAC (user selectable)
- c. On line voltage range of +20% for nominal voltage at full load
- d. Frequency of 50/60 Hz auto-sensing
- e. Runtime at 600 W of 5 minutes
- f. Recharge time of 3 hours (to 90% after full discharge)
- g. Startup with UPS batteries
- h. Replaceable battery (desireable)

SMALL SERVER ROOM ENVIRONMENT

The Small Server Room Environment Uninterruptible Power Supply (UPS) units must provide:

- a. Output power capacity of up to 4500 VA and 3500 Watts
- b. Nominal output voltage of 120 VAC and 208-240VAC
- c. Frequency of 50/60 Hz auto-sensing
- d. Runtime at 1400 W of 30 minutes
- e. Recharge time of 3 hours (to 90% after full discharge)
- f. Startup with UPS batteries
- g. Hot-swappable batteries

DOCUMENTATION

The contractor shall provide in the Available Components list complete sets of operator, programmer, software system, utility, installation, user manuals and other necessary documentation for all hardware and software delivered under this contract in accordance with the contractor's product line documentation standards. If the contractor's software and/or hardware documentation is written other than described below, an alternative set of

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manuals shall be provided. The manuals shall include, but not be limited to, the documentation described in the following paragraphs.

HARDWARE DOCUMENTATION

Hardware documentation shall include:

- a. System hardware manuals describing system architecture, CPU, memory, and peripheral devices.
- b. Interface manuals detailing all electrical and mechanical aspects of system and network interface devices.

SOFTWARE DOCUMENTATION

Software documentation shall include:

- a. Reference manuals detailing all elements and operations of all delivered software, system generation, system architecture, system tools and utilities, and configuration management.
- b. Reference manuals detailing error handling, and diagnostic software, problem determination and debugging guides.
- c. Documentation of known problems and/or suspected system errors.

OTHER MANUALS

The contractor may include any other manuals and program descriptions that would be considered helpful to the Government. A list shall be provided in the proposal.

ADDITIONAL SUPPORT DEVICES TECHNOLOGY

Basic network equipment in support of supporting systems technology (additional technology)

Basic storage equipment in support of supporting systems technology (additional technology)

Devices running client-oriented OS's such as Windows, Macintosh, etc. to allow direct monitoring of supporting technology (additional technology)

Systems security technology (additional technology)

Image and display tools in support of supporting technology considerations and configurations (additional technology)

SUPPORT DEVICES SPECIALISTS

To assist in product recommendations, installation, and support of computer systems products the following specialists shall be provided:

- a. Information Assurance Specialist
 1. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Supports the integration of information assurance solutions and technologies into supporting IT equipment with particular attention to protocols, interfaces, and system design. Analyzes and defines security requirements for supporting IT systems. Designs, develops, engineers, and implements solutions that meet systems security requirements. Responsible for integration and implementation of the security solution. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Configures test beds and conducts testing, records and analyzes results, and provides recommendations for improvements for the products/systems under test. Analyzes and defines security requirement for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Responsible for integration and implementation of the computer system security solution. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security. Performs risk analyses of computer systems and applications during all phases of the system development life cycle. Applies principles, methods, and knowledge of security to specific areas task order requirements. Test developed systems at each point of entry for ease of unregulated

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entry; systems resources denial; system information corruption; unlawful use of system resources; vulnerability to electronic disruption.

2. Educational Requirements: Bachelor's degree from an accredited college or university in electrical, electronic or computer engineering, computer science, or a related field.
 3. Experience Requirements: This position requires a minimum of seven years of substantial experience in system security analysis and implementation; design assurance or testing for information assurance products and systems; integration or testing for information assurance products and systems. Experience in heterogeneous computer networking technology and work in protocol and/or interface standards specification is recommended.
- b. Network/Hardware Support Technician
1. Monitors and responds to complex hardware, software and network problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with vendor support service groups or provides internal analysis and support to ensure appropriate notification during outages or period of degraded system performance. Provides LAN server support. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment, and network management software. May function as task lead providing guidance and training for less experienced technicians.
 2. Educational Requirements: High school graduate or equivalent.
 3. Experience Requirements: Five years of increasingly complex and progressive experience in computer system/network engineering. Includes two years of specialized experience related to the task.
- c. Hardware Engineer
1. Provides functional and empirical analysis related to the design, development, and implementation of hardware for products including, but not limited to, the circuit design of components, development of structure specifications of a personal computer, and the design of a computer display unit. Participates in the development of test strategies, devices, and systems. Possesses and applies a comprehensive knowledge of a particular field of specialization to the completion of significant assignments. Plans and conducts assignments, generally involving the larger and more important projects or more than one project. Evaluates progress and results and recommends major changes in procedures. May lead or direct projects.
 2. Educational Requirements: Bachelor's degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable training certificate from an accredited institution.
 3. Experience Requirements: Ten years of intensive and progressive experience in a computer related field including development and design of complex hardware and communications systems.

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REFERENCES

- ANSI INCITS 362-2002 SCSI Parallel Interface-4 (SPI-4)
ANSI X3.64-1979/R1990 Keyboard encoding standard
ANSI T1.606 Frame Relay Protocols with LMI Extensions
ANSI T1.601-1992 ISDN U Interface
ANSI T1.605.1992 ISDN ST Interface
ANSI X3.253:1998 SCSI-3 Parallel Interface (SPI)
- EIA RS-232-C Interface between Data Terminal Equipment and Data Communication Equipment
- IEEE 754 Floating Point Format (32 and 64 bit)
IEEE 754-1985(R1990) IEEE Standard for Binary Floating-Point Arithmetic
IEEE 802.11 Wireless LAN Medium Access Control (MAC) and Physical Layer (PHY)
IEEE 802.11b Higher speed Physical Layer (PHY) extension in the 2.4 GHz band
IEEE 802.1c LAN/MAN Management (15802-2-1995)
IEEE 802.11p Wireless Access for the Vehicular Environment (WAVE)
IEEE 802.1x Port Based Network Access Control
IEEE 802.3 Ethernet Specification
IEEE 1394 and IEEE 1394a Firewire interface
IEEE 1284 Standard Signaling Method for Bi-directional Parallel Peripheral Interface for Personal Computers
IEEE 1003.1-1990 Portable Operating System Interface Exchange (POSIX) Full Use Interface Definition
- ISO/IEC 14882:1998 C++ compiler
ISO/IEC 1539-1:1997 Fortran 95 compiler
ISO 7816 Contact smart card
ISO 8802/1 LAN/MAN Management
ISO 8802/2 Logical Link Control Type 1 (LLC1)
ISO 8802/3 Ethernet Specification
ISO 15408 Common Criteria for IT Security Evaluation
- RFC 768 User Datagram Protocol (UDP)
RFC 791 Internet Protocol (IP)
RFC 792 Internet Control Message Protocol
RFC 793 Transmission Control Protocol (TCP)
RFC 821 Simple Mail Transport Protocol (SMTP)
RFC 826 Address Resolution Protocol (ARP)
RFC 854 TELNET Virtual Terminal Protocol
RFC 904 Exterior Gateway Protocol (EGP) (Historic)
RFC 950 Internet Control Message Protocol (ICMP)
RFC 959 File Transfer Protocol (FTP) (Updated by RFC2228, RFC2640)
RFC 1058 Routing Information Protocol (RIP)
RFC 1075 Distance Vector Multicast Routing Protocol
RFC 1112 IP multicasting (Updated by RFC2236)
RFC 1155 Structure and identification of Management Information for TCP/IP-based internets (MIB)
RFC 1157 Simple Network Management Protocol (SNMP)
RFC 1195 Integrated IS-IS: Use of OSI IS-IS for routing in TCP/IP and dual environments
RFC 1213 Management Information Base for network management of TCP-IP-based Internets: MIB II
RFC 1238 Connectionless Network Protocol MIB
RFC 1239 Reassignment of experimental MIB's to standard MIB's
RFC 1271 Remote Network Monitoring Management Information Base
RFC 1305 Network Time Protocol (Version 3) Specification, Implementation
RFC 1323 TCP extensions for high performance
RFC 1332 Point-to-Point Protocol (PPP) Initial Configuration Options
RFC 1406 Definitions of Managed Objects for the DS1 and E1 Interface Types
RFC 1584 Multicast Extensions to OSPF

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RFC 1661/1662 PPP
RFC 1663 PPP Reliable Transmission
RFC 1723 RIP Version 2 - Carrying Additional Information
RFC 1742 AppleTalk Management Information Base II
RFC 1771-1774 Border Gateway Protocol (BGP)
RFC 1813 Network File System (NFS) Version 3
RFC 1850 OSPF Version 2 Management Information Base
RFC 2022 Support for Multicast over UNI 3.0/3.1 based ATM Networks
RFC 2046 Multipurpose Internet Mail Extensions (MIME) Part Two: Media Types
RFC 2328 OSPF version 2
RFC 2362 Protocol Independent Multicast-Sparse Mode (PIM-SM): Protocol Specification
RFC 2496 Definitions of Managed Object for the DS3/E3 Interface Type
RFC 2702 Requirements for Traffic Engineering Over MPLS
RFC 2865 Remote Authentication Dial In User Service (RADIUS)
RFC 3164 The BSD Syslog Protocol
RFC 3031 Multiprotocol Label Switching Architecture
RFC 3036 LDP Specification
RFC 3569 Source-Specific Multicast (SSM)
RFC 3530 Network File System (NFS) version 4 Protocol

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ATTACHMENT B MANDATORY DELIVERABLES

The following list of deliverables provides a description of each Mandatory Deliverable line item as identified in Attachment A: Technical Specifications for Category B, Class 6 (Server Support Devices). Items which are listed under Mandatory Add-ons are mandatory deliverable items which the technical specifications indicate must be provided on the contract, but which may be separately orderable from the required base systems.

Products

BASE SYSTEM

- 19 inch CRT Monitor
- 17 inch LCD Monitor
- Portable LCD Projector
- Manual Screen
- Interactive Whiteboard
- Monochrome Laser Printer
- High Speed Monochrome Multifunctional Printer
- Multifunctional Color Printer
- Color Large-Format Plotter
- High Speed/High Performance Scanner
- Large Format Scanner
- PDA
- Ergonomic Trackball
- Ergonomic Mouse
- Ergonomic Keyboard
- All-inclusive Office Video Conferencing
- Speakers
- Small Office Environment Uninterruptible Power Supply
- Small Server Room Environment Uninterruptible Power Supply
- Information Assurance Specialist (hourly rate)
- Network/Hardware Support Technician (hourly rate)
- Hardware Engineer (hourly rate)

UPGRADES

- Memory upgrades to 288 MB – Monochrome Laser Printer
- Memory upgrades to 512 MB – High Speed Monochrome Multifunctional Printer
- Memory upgrades to 512 MB - Multifunctional Color Printer
- Memory upgrades to 512 MB - Color Large-Format Plotter

C.1. STATEMENT OF WORK

C.1.1. OBJECTIVES

C.1.1.1. BACKGROUND

This procurement is open to all of NASA including its Contractors as authorized by their Contracting Officer. This includes the NASA centers: NASA Headquarters, Ames Research Center, Dryden Flight Research Center, Goddard Space Flight Center, Johnson Space Center, Kennedy Space Center, Langley Research Center, Glenn Research Center, Marshall Space Flight Center, Stennis Space Center. These contracts will also be available for use by other Federal Agencies and their Contractors as authorized by their Contracting Officer.

Information processing resources management permeates almost every element of NASA. Data rates from scientific and engineering missions are increasing rapidly along with the complexity of information extraction. User friendliness, presentation quality and data formatting are increasingly important in a world of more and more intensive computation and sophisticated graphics. The need for efficient and powerful software and hardware geared towards the various information processing tasks extends from the end user's desktop workstation to high end compute servers. The productivity of NASA is continually increasing through the efficient use of computers and sophisticated applications such as artificial intelligence and expert systems. One of NASA's goals is to optimize the productivity of the individual through the utilization of consistently more powerful computers utilizing the latest in supporting peripherals combined with higher level and more user friendly software on standardized but customizable systems.

Computer facilities throughout NASA are being continuously enhanced by incorporating evolving improvements in state-of-the-art computer system technologies to maintain NASA at the forefront of scientific and engineering processing performance and capabilities and to provide the user community of researchers and engineers with the most sophisticated and powerful computer tools available. The original SEWP contracts helped establish UNIX as the unifying computer system within NASA's scientific and engineering environment. In continuing support of the activities that utilize these computer systems NASA is implementing Indefinite Delivery/Indefinite Quantity (IDIQ) contracts of the latest UNIX computer system technologies. These UNIX computer systems will continue to enhance and unify computational and graphics capabilities to the scientific and engineering community supporting NASA missions.

At the same time UNIX has been standardized for much of the high-end computing needs of NASA, other technologies are integrated into the NASA IT environment. Chief among these is the Windows operating system. Another key technology is the ubiquity of the World Wide Web for information sharing and interface to applications which has made not only computing power, but also networking and security, of major importance in NASA's IT usage. Linux is providing an important research and development tool, which is also being utilized throughout the NASA community, from the desktop to high end compute servers.

C.1.1.2. APPLICATION AND COMPUTATIONAL ENVIRONMENT

In the accomplishment of its mission, NASA utilizes a wide diversity of general and special purpose digital computers ranging from High Speed Vector Processors and Scalable Parallel Processors to desktop workstations. These systems, while diverse in capability, are functionally interoperable through their support of IP networking and interoperability standards. These systems provide source code and application interoperability and portability through their support of the UNIX specifications and/or, where appropriate, with other IT standards and alternate Operating Systems, such as Windows and Linux. They allow users to move between machines in a heterogeneous networked environment while maintaining an interoperable user environment.

NASA's mission, for example, in the Geodynamics, Geophysics, Earth Resources, and Hydrological Sciences areas of investigation, is based on programs of basic and applied research as well as data analysis and interpretation and is conducted to span virtually the entire breadth of terrestrial utilization of space acquired data. These include investigative studies of the Earth's gravitational and magnetic fields, crustal differentiation, surveying and mapping of crustal magnetic anomalies, computing general ocean circulation and major currents, determination of tectonic plate motion, and monitoring and predicting atmospheric circulation. In the resource observation areas, specific topics being investigated include mapping of geobotanical anomalies; crop, forest,

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and rangeland mensuration and classification; and determination of soil moisture - vegetation relationships. Snow pack properties and surface imperviousness - water runoff relationships are also studied. These investigations include the study of future systems involving advanced multi-element sensors.

NASA's requirements for computing resources will continue to increase dramatically for all types of machines (vector processors, interactive processors, graphics, and desktop workstations), and for a wide range of power and capacity. A family of UNIX based scientific and engineering computer systems along with alternate, standard operating systems and supporting equipment and software will provide a wide diversity of interoperable functions within NASA and ensure the availability of the best tools for all of the core competencies at NASA.

C.1.1.3. COMPUTER SYSTEMS IN THE NASA NETWORK ENVIRONMENT

Computer networking is a key element of the computer system environment. NASA maintains an extensive network environment with tens of thousands of active network nodes in dozens of domains. The NASA environment is primarily Ethernet and ATM based, and NASA is continually researching emerging technologies to supplement the existing infrastructures where needed. Computer systems will need to support the current highest performance network technologies. NASA aggressively deploys network technology that capitalizes on its huge existing investment while promising long-range viability. This includes Ethernet and Optical as well as integration of advanced state-of-the-art networking technologies.

NASA's existing, installed base of networking equipment is massive and diverse. In order to reduce operational and logistical costs, and in order to enhance availability of the NASA networks, the existing base of equipment is a major consideration for this procurement activity. In the NASA Wide Area Networks (WAN), Cisco, Juniper, Force10, and Foundry routers are prevalent. In the Local Area Networks (LAN), there are Cisco and Extreme routers. Packet switches have been installed from Alantec and Cisco. NASA ATM investigations are dominated by FORE systems switches. In NASA 10Mbps through 10Gbps equipment is installed as well as CWDM (Coarse Wavelength Division Multiplexing); with some ATM and Sonnet. Some smaller network domains have Netgear and SMC equipment installed. Besides the computer system manufacturer-supplied network interface cards (NICs), there have been thousands of NICs installed from Intel, Network Peripherals, and Interphase.

C.1.1.4. ACQUISITION OBJECTIVES

This acquisition's first objective is to have hardware and software available to address an increasingly difficult, complex, and changing set of NASA-specific scientific and engineering problems. For example, problems such as the design and development of complex instrumentation, correlative data analysis between multiple data sources and high-resolution display and animation of complex three-dimensional objects stress the resources of today's most powerful scientific and engineering computer systems and high-speed networks. Yet each of these problems requires computational platforms that are highly extensible in different key areas of computer system technology. In addition increased requirements for distributed computing and sharing of resources and data have created a data and network-intensive computational environment. Ideally this first objective would be met with hardware and software that provide flexibility, functionality, high-speed connectivity and a performance growth path that can address our class specific and interoperability requirements as our science and engineering requirements continue to expand.

This acquisition's second objective is to continue to minimize system incompatibilities across all computer classes and maximize portability and interoperability with both existing and future systems through established government and industry standards that form the basis of an "open systems" environment. This goal will also ensure the most cost effective growth path for our users, and provide for full and open competition in this and future acquisitions. UNIX has been established throughout NASA as a key element in providing the required engineering and scientific functionality within an "open systems" environment. At the same time, Windows and Linux have become prevalent in the scientific and engineering environment. Therefore, this second objective is met most often with operating systems which are based on the UNIX specification or which provide appropriate interoperability with the UNIX specification across all classes of computer systems and through adherence to other relevant government and industry standards, thereby maximizing interoperability and portability of applications and users and preserving the Government's investment.

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A third objective is to provide NASA with a wide range of hardware and software tools to support, interconnect, and enhance NASA's scientific and engineering computer systems. To support the variety of systems and computing related needs and continue to promote and stimulate vendor competitiveness, the contractors associated with this third objective must include access and/or support to the widest possible variety of appropriate vendors. This includes the ability through the technology refreshment process to add new vendors and technology to make enhanced new technical capabilities available. In addition, these systems must include enhancements that provide leading edge technology to the computer system classes. This objective is met through six classes providing: network equipment, security systems, advanced video and conference tools, mass storage devices, computer system support devices and multi-functional printers.

Finally, it is imperative that SEWP embraces innovative procurement transactions and processes. This objective is to facilitate processes that will place a minimal administrative burden on the customer, contractor, and the Government. The Government believes that this can only be accomplished through electronic and automated means. Hence every effort will be made to utilize automated processes for order processing, tracking, delivery, invoicing, and payment. The Government envisions a virtual system in which the customer is empowered to choose what goods and services they need to accomplish their mission, order them directly (if within their authority) receive them directly, and authorize payment.

This empowerment of the customer necessitates the continued enhancement and automation of today's conventional procurement processes. At a minimum this will require standardized electronic communication processes for order processing, pricing exhibits, and management reporting. Further, this system will continue to evolve as standards mature and enabling technologies become available. It is expected that the Government and industry will partner together in this effort.

While each SEWP contract will include appropriate peripherals and class-specific software, a post-award objective is to award set-aside contracts to provide IT-related services: assistive technology products and services; third party maintenance, support, and integration; third party software; advanced supporting equipment; and other appropriate services not covered in the competed contracts.

Overall, this consolidated effort will provide the Government with hardware and software that represents the best overall value to the Government in fulfilling its mission. Further, this effort will minimize the Government's administrative costs, and provide the ability to fulfill our users' needs in a timely manner.

Because the scientific and engineering requirements are standards and interoperability based, combined with the broad base of commonality among requirements, functions, and available COTS solutions, it is assumed that overlap will exist between contracts and across classes. Additionally, any overlap will ensure that end-users will have access to appropriate and complete solutions to meet their varied requirements. Therefore, no single contract will have exclusive rights to provide any given technology nor will end-users be confined in their choice of contracts they utilize. The end-user's decisions will be based on a Best Value and Fair Opportunity determination as required in FAR 16.505(b).

Scope

NASA implements many different missions and projects to meet a wide range of requirements. In addition, other Government agencies will utilize any resultant contract if they determine the available hardware and/or software available meets their technical requirements and represent a Best Value to that organization. As such it is intended that deliverables under this contract may be utilized by: Government civil servants, Government on-site (or near-site) contractors, Government off-site contractors, Principal investigators, or Universities through grants or cooperative agreements and Government-Owner Contractor-Operated (GOCO) organizations. Therefore, deliverables under the contract are not limited to NASA-specific requirements, although any such deliverable will be available for NASA's usage. While SEWP Contractors are required to provide CONUS delivery, Federal Agencies with OCONUS locations may utilize the SEWP contracts based on mutually agreed upon delivery arrangements.

Regardless of the mandatory items defined, proposed and provided by each class, the scope of all contracts is the same -- Information Technology products including hardware, software, maintenance, warranty, product training and firm fixed price services in support of installing and implementing the products.

ATTACHMENT C STATEMENT OF WORK

C.1.2. GOVERNMENT'S OPERATING PLAN

There will be a SEWP Program Office staffed by Government, and NASA support service contract personnel. The SEWP Program Office will be located at GSFC and will serve four main functions: contract management, technical oversight, administrative support, and customer support. The full NASA SEWP Team will consist of the SEWP Executive Committee, SEWP Contracting Officer(s), the SEWP Contracting Officer's Technical Representative (COTR), SEWP Technical Specialists, and the SEWP Business Operations and Workstation Laboratory (BOWL), including the NASA SEWP Program Manager.

C.1.2.1. EXECUTIVE COMMITTEE, CO(S), COTR, TECHNICAL SPECIALISTS

The SEWP Executive Committee will oversee and direct the management of the SEWP contracts. The SEWP Contracting Officer(s) will perform functions normally associated with such position(s). The SEWP COTR will conduct post award implementation and administration. Technical Specialists may be appointed by the Executive Committee to assist the COTR in reviewing and approving all Technology Refreshment proposals from the Contractor. The COTR will maintain a close working relationship with the Contractor regarding current and future technology and the technical breadth and depth of the contract. The Executive Committee, Contracting Officer(s) and COTR will be located at NASA GSFC. The Technical Specialists may be located at various NASA Centers and other agencies.

C.1.2.2. SEWP BOWL

There will be a SEWP contract support group staffed by the Government and a NASA support service contractor, hereafter referred to as the SEWP BOWL (Business Operations and Workstation Laboratory). The SEWP BOWL will be located at NASA GSFC and provide management services, automation services and technical services in support of the SEWP contracts. The SEWP BOWL will be the focal point for SEWP Contractors and customers by serving as a clearinghouse of information and services relevant to the SEWP contracts. The SEWP BOWL is not responsible for promoting the Contractor's products or for conducting market research for the Contractor's products.

C.1.2.2.1. Management Services

The SEWP BOWL will maintain a database containing all information relevant to order and contract monitoring. The SEWP database will be the official repository for pricing exhibits, electronic reports, summaries of purchase orders, and other contract related information. The SEWP BOWL will validate orders to ensure orders are from a federal agency or authorized federal contractor and that the orders include a valid contract number, a signature and date, a total dollar amount and, where applicable, an Administrative Handling Fee amount. As detailed in Attachment D, all orders, except for direct credit card orders under \$100,000, will be routed through the SEWP BOWL office prior to issuance to the Contractor to ensure that appropriate scope, pricing, authorization limits, and other contract and program requirements are monitored at all times. Pricing information will be remotely accessible by Contractors and customers in order to facilitate the generation of contractually correct orders. The database will be populated via electronic processes as defined in Attachment D.

Contractor information systems for order processing and quote generation must be populated with pricing data synchronized with the SEWP database. This will ensure consistency between the Contractor information systems and the SEWP database of record. The data relevant to each Contractor's SEWP contract will be available for access and downloadable by the Contractor on a 24 hours a day, 7 days a week basis. Each time a change is made in the SEWP database relative to a Contractor's offerings, the new data must be updated in the Contractor's order processing and quote generation systems by the Contractor.

The SEWP BOWL will be responsible for supporting Points of Contacts (POCs) and customers at NASA field centers and other federal agencies.

The SEWP BOWL will monitor and facilitate the processing of SEWP orders. These services include problem determination, escalation and resolution, and other front line support services for SEWP customers, Contractors and POCs.

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C.1.2.2.2. Automation Services

The SEWP BOWL will maintain an Internet WWW home page containing pricing, order status, promotional and technical support information and other information deemed relevant to the support of the SEWP contracts. The SEWP WWW home page will be accessible to all SEWP customers, POCs and Contractors. It will include product and manufacturer search capability along with on-line Request for Quote tools that may be used by SEWP Contractors and customers to search the official SEWP Contract Line Item and Price database and request information from the Contractor.

The SEWP BOWL will implement electronic services to facilitate the paperless processing of SEWP orders, reports, pricing exhibits and other relevant business documents. The implementation will be Internet-based in accordance with NASA's emerging architecture, as described in Attachment D.

C.1.2.2.3. Technical Services

The SEWP COTR and/or the Technical Specialists, assisted by the SEWP BOWL, will research emerging technologies and assess their applicability to the SEWP contracts regarding price, performance, interoperability, standards, and comprehensive functional capabilities. The SEWP BOWL will refer customers requesting requirements analysis information and services to assist in determining the optimal use of products offered on the SEWP contracts to the Contractors most appropriate for resolving the customer's needs.

The SEWP BOWL's WWW home page will maintain links, documents and software relevant to the technical support needs of SEWP customers. A link to the Contractors SEWP Web site will be provided through the SEWP BOWL's WWW home page.

The SEWP BOWL will maintain a laboratory primarily for use by the SEWP Security Center. Products will be available for on-site and remote use primarily to provide the Government with examples, demonstrations and testing of security related COT's products.

C.1.2.3. SEWP POCS

SEWP Point of Contact (POC) serves two main functions within their respective agencies:

1. Contact person within their agency to answer questions and provide guidance to Government and Contractor employees interested in using SEWP;
2. Person to serve as a liaison between the NASA SEWP Office and their agency, providing feedback and receiving updates to/from the NASA SEWP office on current issues and future goals of SEWP

Agencies may have multiple POCs. A POC can be identified as a Contracting POC, a Technical POC, or both. Agencies are not required to identify an POC in order to utilize the SEWP contracts.

C.1.3. CONTRACTOR RESPONSIBILITIES

C.1.3.1. TECHNICAL SERVICES

C.1.3.1.1. World Wide Web Services

The Contractor shall maintain an Internet World Wide Web (WWW) server for publishing a full complement of contract related resources to the SEWP BOWL, SEWP POCs, and SEWP customers. These resources shall include but not be limited to:

- 1) A soft copy ordering guide (see section C.1.3.3 for ordering guide specifications) suitable for downloading and printing by SEWP customers.
- 2) Online technical specifications and literature for all the Contractor's SEWP offerings for which commercial technical specifications and literature are available. This requirement is mandatory for Category A contracts and desirable for non-Category A contracts.

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- 3) Identification of the Contract as part of a multi-award Government-Wide Acquisition Contract (GWAC) with accurate and clearly stated posting of the Fair Opportunity Clause found within the body of the Contract
- 4) On line program support information including:
 - a) How to obtain a quote for hardware, software, or services, including names, telephone numbers and email addresses of appropriate sales representatives.
 - b) Policy and procedural information regarding installation, basic warranty, extended warranty, technical support, software support, and other post delivery issues. This will include the names, telephone numbers and email addresses of appropriate support staff.
 - c) How to trouble shoot a problematic order including names, telephone numbers and email addresses of appropriate support staff.
- 5) Links to related WWW resources such as corporate home pages and the SEWP BOWL home page, patch databases, technical specifications and security databases.

The Contractor shall provide these SEWP-specific WWW capabilities within three days of contract award.

The Contractor's SEWP related Web pages shall comply with all applicable Government Access Standards for Electronic and Information Technology including such standards based on Section 508 of the Rehabilitation Act Amendments.

C.1.3.1.2. Systems for Operational Capability Demonstration

If the Government determines a need to verify the technical capabilities or otherwise demonstrate required functionality of base systems and base products, the contractor shall deliver those products prior to placement of the first delivery order after contract award to undergo operational capability demonstration (OCD). If the contractor submits a technology refreshment proposal for a base system or base product, the Contractor shall, upon Government request, deliver the proposed base system or product to the SEWP BOWL where it may, at the discretion of the COTR and/or Technical Specialist, undergo an OCD to verify the proposed system/product meets the required specifications. Title to the equipment and responsibility for the timely maintenance and security of the equipment shall remain with the Contractor during the OCD. Dysfunctional equipment or equipment that fails to pass OCD or does not provide adequate system security as defined by current NASA policy, shall be removed from the SEWP BOWL by the Contractor at the discretion of the SEWP BOWL and replaced with corrected equipment. If the equipment fails due to Government negligence, then the Government will be responsible for repair charges.

C.1.3.1.3. SEWP BOWL Technical Support

The contractor shall provide to the SEWP BOWL, at no additional expense, a full complement of technical support services including:

- 1) Timely nondisclosure briefings on emerging technologies relevant to SEWP.
- 2) Commercially available technical specifications, either on-line or in hard-copy form, for all base system components, with such documents for all products available on the Contractor's SEWP contract available by request.
- 3) Continuous adherence to any relevant Government, NASA, and Goddard security requirements.

C.1.3.2. PROGRAM OFFICE SUPPORT

The Contractor shall staff a SEWP program office that will facilitate communications, electronic reports, order processing and trouble shooting, customer support services, contract modifications, process improvements, technical support services, and any other services deemed necessary to the success of the Contractor's SEWP contract.

C.1.3.2.1. Communication Services

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The Contractor shall have the ability to communicate with the SEWP BOWL, SEWP POCs, and SEWP customers via telephone, facsimile, and electronic mail. Communication will include technical, administrative, contract management, and customer support issues.

The Contractor shall have an Internet electronic mail address. The Contractor shall also have the ability to browse Internet WWW pages, especially SEWP and NASA specific home pages from the program office.

C.1.3.2.2. Customer Support Services

The Contractor shall provide, free of charge to SEWP customers, the following customer support services:

- 1) Timely and accurate sales quotes based on current SEWP offerings and prices.
- 2) Timely dispatch of up-to-date hard and soft copy ordering guides.
- 3) Commercially available technical specifications, either on-line or in hard-copy form, for any product available on the Contractor's SEWP contract, per a customer's request.
- 4) Configuration analysis to determine the suitability, correctness and availability of a Contractor's offerings to the customer's requirements.

C.1.3.2.3. Program Manager Meetings

The Contractor shall meet regularly with the SEWP BOWL and SEWP POCs to review the state of the Contractor's SEWP contract, to discuss improvements to technical and administrative processes, and to incorporate customer feedback into the SEWP processes. There will be 2 to 4 Program mandatory Program Manager Meetings annually inclusive of the SEWP Annual Retreat. Except for the Annual Retreat, the meetings will be held at or near GSFC.

C.1.3.2.4. Sales and Program Training

The SEWP BOWL shall provide, free of charge to the contractor, the following training services:

- 1) Within 6 months of contract award, the contractor will arrange for at least 1 SEWP Contract and Program training session. The training will be provided either at the contractor's facility or a mutually agreed upon site. The training will be free of charge and presented by the NASA SEWP Program Office and is a 2-hour session. Through this initial required session and any necessary follow-ons, it is expected that all sales agents and other contractor staff associated with this contract will attend at least one such session.
- 2) Periodically, throughout the contract period of performance, courses for new employees and/or refresher courses for current employees will be arranged with the NASA SEWP Program Office. If major changes or issues arise either directly with the contractor or with the SEWP Program as a whole, follow-up training sessions may be made mandatory at NASA SEWP Program Manager's discretion.

C.1.3.3. ORDERING GUIDES

The Contractor shall make accessible to SEWP customers electronic ordering guides detailing the Contractor's SEWP offerings. A downloadable and/or printable version of the ordering guides must also be provided.

C.1.3.3.1. Ordering Guides

The Contractor shall utilize the WWW to publish an electronic ordering guide suitable for downloading and printing by SEWP customers. The electronic ordering guide shall be available via the WWW prior to placement of the first delivery order after contract award. Updated versions shall be available no later than 10 business days following each contract modification. The ordering guides should contain the following components:

- 1) Program support information including:
 - a) How to obtain a quote for hardware, software, or services, including names, telephone numbers and email addresses of appropriate sales representatives.
 - b) Policy and procedural information regarding installation, basic warranty, extended warranty, technical support, software support, and other post delivery issues. This will include the names, telephone numbers and email addresses of appropriate support staff.

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- c) How to troubleshoot a problematic order including names, telephone numbers and email addresses of appropriate support staff.
- 2) Overview information about the Contractor and the SEWP contracts.

C.1.3.4. ELECTRONIC PROCESSES

The Contractor must be able to automatically transmit, receive and process information to and from the SEWP BOWL via electronic means as identified in Attachment D. General policies and procedures shall be established and published (Attachment D) by the SEWP BOWL to be followed by the Contractor when using electronic methods for transmitting, receiving, and processing business documents. The Contractor must comply with these policies and procedures.

It is the goal of this procurement to utilize the Internet for the exchange of all relevant business documents. It is also desirable to accommodate a broad and diverse customer base. Where a customer is not yet able to transmit electronic documents, it may be necessary for the Contractor to process traditional paper documents. It is not the policy of this procurement to encourage paper orders, merely to accommodate them where electronic ordering is not yet possible.

For order processing, at a minimum, the Contractor shall be able to process the following electronic documents:

- 1) Delivery Order
- 2) Order Status Reports
- 3) Post Order Reports
- 4) Administrative Handling Fee Reports

For technology refreshment and contract modifications, at a minimum, the Contractor shall be able to process the following electronic documents:

- 1) Technology Refreshment Requests

C.1.3.5. TECHNOLOGY REFRESHMENT PROPOSALS

The SEWP Technology Refreshment (TR) process is the method by which contractors shall update offerings on their SEWP contracts. TRs shall be initiated by the Contractors, evaluated by a SEWP Technical Specialist or COTR to ensure price and scope compliance, if approved added to the SEWP database of record, and then forwarded to the SEWP Contracting Officer for contract modification.

Approved TRs shall be reviewed by the SEWP Technical Specialist or COTR on a timely basis. TRs including only price decreases and/or administrative changes will be automatically approved and may be submitted as often as necessary. While there is no limit to TR submittals per contractor, contractors are expected to keep their TR submittals at a reasonable level.

All pricing exhibits and pricing information relevant to the TR will be submitted to the SEWP BOWL as described in Attachment D.

C.1.3.6. CATEGORY B: MANUFACTURER / RESELLER REQUIREMENTS

The Category B Contracts require the establishment of Manufacturer / Reseller relationships with as large and as inclusive as possible a set of major class-related manufacturers. This is to provide adequate coverage of the breadth of the requirements for NASA, and fosters a competitive environment for the various types of equipment.

Due to the large dependency on manufacturers for providing the required products in these categories, the contractor must continuously demonstrate the ability to negotiate with the wide range of contractors to obtain the appropriate support, materials, and pricing structure.

C.1.4. GENERAL CONTRACT REQUIREMENTS

C.1.4.1. SOFTWARE

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For convenience the term "contractor" in this section refers to either the prime contractor or the appropriate sub-contractor.

C.1.4.1.1. SOFTWARE FURNISHED

The contractor shall furnish the applications and/or operating system software listed in Attachment A, Technical Specifications, as well as all supporting evaluated optional features set forth in Attachment A, Technical Specifications, that are proposed by the contractor and accepted by the Government.

C.1.4.1.2. SOFTWARE SUPPORT

Software support service shall only be applicable to software purchased under this contract. Software support shall consist of correction revisions through software patches, software upgrades, and technical support for problem resolution.

The contractor shall furnish full documentation of all changes and/or modifications to the applications and/or operating system software.

a) Basic Software Warranty

The purchase of software includes a basic software warranty, which provides, at a minimum, a 90-day warranty that the software delivery medium is free of defects. Other software warranty functions that are in accordance with the Contractor's standard commercial practices shall also be provided.

b) Extended Software Warranty

The purchase of Extended Software Warranty provides, for a one or multiple year period from date of purchase at no additional charge, the end user with all new versions, upgrades, modifications and patches to the associated software. The contractor shall deliver software upgrades covered by the Extended Software Warranty directly to end users entitled to receive them. Other software warranty functions which are in accordance with the Contractor's standard commercial warranty/maintenance practices shall be included as part of the Extended Software Warranty.

c) Software Patches

Software patches are modifications to the software that provide fixes to address security issues and known problems. Software patches shall be provided to all end users through on-line access. Software patches are provided to all end users at no additional cost beyond the initial cost of the software.

d) Technical Support

End users may obtain direct technical support from either the contractor or the appropriate software vendors throughout the selected warranty period. The contractor shall provide a toll-free voice telephone hotline. The voice hotline will, at a minimum, be manned 9 a.m. to 8 p.m. (Eastern Standard Time), Monday through Friday (excluding Government holidays).

C.1.4.1.3. SOFTWARE PERFORMANCE

Furnished software shall conform to and perform in accordance with contractor's functional descriptions and data requirements as set forth in Attachment A, Technical Specifications, of this contract and shall meet all the other requirements stated in this contract.

C.1.4.1.4. OPERATING SYSTEM SOFTWARE

The contractor shall provide and support the operating system software required to make use of the equipment acquired under this contract. Operating System software refers to those routines that interface directly with hardware peripheral devices, the computer operations, and applications and utility programs.

C.1.4.1.5. SOFTWARE LICENSING

The contractor shall, wherever possible, provide software licensing and/or maintenance arrangements with either site-wide, contract-wide, bulk purchase discounts or credits, or other structures to provide competitive software pricing and availability.

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C.1.4.2. MANUALS AND PUBLICATIONS

The contractor shall furnish the most current version of ordered documentation to the end user.

C.1.4.3. COMPLIANCE WITH FIP STANDARDS

All equipment and software acquired under this acquisition must conform to specified applicable Federal Information Processing Standards Publications (FIPS PUBS). For this contract the applicable FIPS PUBS are identified in the Technical Specification.

C.1.4.4. CABLING

The contractor shall provide all cables, cable connectors and termination needed for installation and operation of the equipment, as a stand alone system.

C.1.5. WARRANTY

At anytime during the standard commercial warranty period, the Government shall have the option of purchasing extended warranty. The Government shall additionally have the option to purchase mission critical warranty uplift to provide greater coverage than provided by the extended warranty where such mission critical warranty is commercially available. This section describes the terms for coverage under basic warranty, extended warranty and, where noted, the enhanced coverage for mission critical warranty uplift.

C.1.5.1. RESPONSIBILITIES OF THE GOVERNMENT

Government personnel will not perform maintenance or attempt repairs to equipment while such equipment is under warranty unless agreed to by the parties via modification to a Delivery Order.

Subject to security regulations, the Government will permit access to the equipment that is to be under warranty.

The Government will provide time for contractor-sponsored modifications within a reasonable time after being notified by the contractor that the modification is ready to be made. The modification will be made outside the normal principal period of service unless another mutually agreeable time is decided upon.

The Government will maintain site requirements in accordance with the equipment environmental specifications furnished by the manufacturer and agreed to at time of award.

C.1.5.2. RESPONSIBILITIES OF THE CONTRACTOR

When on-site warranty service is purchased, the contractor shall provide on-site warranty service, labor and parts. Warranty service does not include electrical work external to the equipment, the furnishing of supplies, and adding or removing accessories, attachments, or other devices. It does not include repair of damage resulting from accident; transportation between Government sites; neglect; misuse; failure of electrical power, air conditioning, humidity control; or causes other than ordinary use.

While the contractor's personnel are at the Government facility, the contractor is responsible for compliance with all laws, rules and regulations governing conduct with respect to health and safety - not only as they relate (i) to its employees and agents, but (ii) also to other personnel and to property at the site regardless of ownership. While on Government premises and in possession of Government property, the contractor is responsible for such property and any damages thereto.

Should the Government make alterations or install attachments that affect the service of this system, the continuation of warranty service on the system shall be subject to mutual agreement. Should the alterations or attachments increase or decrease the service costs to the contractor, adjustment to service charges shall be made on an individual installation basis. If such alterations or attachments create a safety hazard, the contractor may discontinue warranty service on the hazardous equipment.

Contractor-sponsored alterations or attachments to the system shall be made only with the consent of the Government.

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The Contractor shall take full responsibility for providing all diagnostic software programs that are utilized during service of the applicable systems. The Contractor shall maintain the diagnostic routines so that they are compatible with the revision levels of the computer components.

C.1.5.3. COMMERCIAL WARRANTY

The Contractor shall provide the Government with warranty equivalent to their commercial warranty offerings in terms of response time, principal period of service. In lieu of a commercial warranty, at a minimum, warranty shall be offered in one year increments with the following coverage: five days a week (Monday through Friday) and for eight (8) hours a day during business hours, with a next day response time.

C.1.5.4. Preventive Maintenance

For large computer systems and other products that require periodic preventive maintenance, the contractor shall specify in writing the frequency, duration, and quality of preventive maintenance provided to purchasers of basic and extended warranty. The quality of the preventive maintenance shall be equivalent to that provided by the contractor for leased equipment. Preventive maintenance shall be performed during 8 a.m. to 5 p.m. local time, or outside that time period upon mutual agreement between the contractor and Government. The Government has the right to defer scheduled PM at its own discretion.

C.1.5.5. CATEGORY B: NETWORK CLASS BOARD SWAPPING

In addition to extended warranty, the contractors for the Network Classes shall make available a board swapping program under which the users can contact the contractor and request next-day delivery of replacement boards. If the part is in stock, the contractor shall ship via the Overnight Express company of their choice. Board swapping is covered on a unit price monthly fee basis.

C.1.5.6. QUALITY OF REPAIR SERVICE

The following sections describe the quality of repair services.

C.1.5.6.1. Level of Parts Replacement

The level of replacement of worn or defective parts shall be consistent with the original manufacturer's design of the equipment. Field maintenance technicians shall not try to repair faulty modules on-site if the equipment was designed for the replacement of modules. The Contractor has responsibility for repair or replacement of all faulty equipment of the system including cables, cabinets, power supplies, or other items necessary to return the system to operational status.

C.1.5.6.2. Quality of Parts

Only new standard parts or parts equivalent to new parts in performance shall be used in effecting repairs. Parts that have been replaced shall become the property of the Contractor.

C.1.5.6.3. Field Engineering Changes

The Contractor shall install all required field engineering changes within 30 days (based on reasonable access to the place of performance) after Original Equipment Manufacturer (OEM) availability of the change. Concurrence of the Government shall be required prior to the installation of the field engineering changes and they shall be installed at no additional cost to the Government during the basic or extended warranty period.

C.1.5.6.4. Spare Parts Inventories

The Government does not require that the contractor keep spare parts needed to complete repairs in the local area. If the contractor chooses to keep spare parts locally in order to expedite repairs then title to such spare parts, unless installed in Government owned equipment, shall remain with the Contractor.

C.1.5.6.5. Pre-maintenance Inspection

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If extended warranty is purchased for equipment for which basic warranty has previously expired, the Contractor is entitled to perform, at no charge to the Government, within 15 days from the receipt of the Delivery Order requesting extended warranty, a pre-maintenance inspection in order to certify that at the time the contractor commences extended warranty coverage the equipment meets current OEM specifications. If any equipment is not up to current OEM Revision levels by OEM standards, the Contractor shall submit an estimate, within the 15 day period. The estimate shall detail the price of labor and parts to be performed to bring that equipment up to the OEM maintenance level. The Government may choose to accept the Contractor's estimate or to have the OEM, a third party, or previous contractor, perform the upgrade. If the Government chooses not to have the piece of equipment or a system brought up to OEM maintenance level, the Contractor is not obligated to maintain that piece of equipment or that system.

C.1.5.7. TEMPORARY OFF-SITE REMOVAL OF EQUIPMENT FOR SERVICING

Prior to the removal of any equipment the Contractor shall comply with all local Government property management policies.

C.1.6. USED EQUIPMENT AND MATERIALS

Equipment and materials must be identified as used and/or reconditioned/refurbished and must be warranted with the same terms as new materials and with the warranty length as per current commercial practice of the contractor.

C.1.7. INSTALLATION

The Government may order computer systems, software, components and other equipment with no installation. However, the contractor shall offer installation of all system hardware, system software, and cabling. This does not need to include attachment to a network or configuration of network parameters.

C.1.7.1. SITE PREPARATION

Where required, the Government will provide the Contractor access to sites for the purpose of evaluating environment, power, and safety requirements prior to a scheduled installation date. The Government must authorize all new electrical and LAN installations. If power changes or alterations are required for installation, all such alterations will be performed by the Government. The Contractor should make every effort to place equipment that requires the standard 115-120V capacities for CONUS installations unless otherwise requested by the Government.

C.1.8. REHABILITATION ACT AMENDMENTS OF 1998 – SECTION 508 APPLICABILITY

All items which are identified as EIT in terms of Section 508 (Accessibility) requirements must be noted by the contractor as compliant, non-compliant, or requiring Agency Review based on how the equipment meets or does not meet the applicable standards for that technology.

EIT is information technology (IT), as defined at FAR 2.101, and any equipment or interconnected system or subsystem of equipment, which is used in the creation, conversion, or duplication of data or information. EIT includes:

- telecommunication products, such as telephones;
- information kiosks;
- transaction machines;
- World Wide Web sites;
- Software and Operating Systems
- Computers
- multimedia (including videotapes); and
- office equipment, such as copiers and fax machines.

EIT is defined by the Access Board at 36 CFR 1194.4 and in the FAR at 2.101.

C.1.8.1. APPLICABLE STANDARDS

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One or more of the following 508 standards apply to all SEWP EIT line items

- Software Applications and Operating Systems (1194.21)
- Web-based Intranet and Internet Information and Applications(1194.22)
- Telecommunications Products (1194.23)
- Video and Multimedia Products (1194.24)
- Self Contained, Closed Products (1194.25)
- Desktop and Portable Computers (1194.26)

The contractor must comply with these technical standards at 36 CFR 1194. The contractor must provide a completed Voluntary Product Assessment Template (VPAT) and/or document how each product was tested for Section 508 conformance. All Section 508 standards will be complied with in performing this contract.

C.1.8.2. MANUFACTURER'S 508 COMPLIANCE

Whenever the contractor requests a new manufacturer to be added to the available SEWP manufacturer's list per Section D.3.1. Manufacturer Request, one or more of the following must be provided concerning the applicability, compliance and available information with regards to 508 compliance:

- indicate that the manufacturer has no EIT applicable products; or
- provide a link to the manufacturer's 508 VPAT information for applicable EIT equipment; or
- provide a link to other documentation on how each product from the manufacturer was tested for 508 compliance; or
- provide the SEWP Program Office with all applicable VPAT's and/or other documentation on how each product from the manufacturer was tested for 508 compliance; or
- indicate that 508 applicable information is available on a per item basis by contacting the contractor

C.1.9. SECURITY

Due to the sensitive nature of equipment and data present at all NASA sites, Contractor personnel requiring access shall meet the NPR 1600.1, "NASA Security Program Procedural Requirements" (U.S. citizenship) to obtain badges and vehicle decals. An escort will be provided when required for access into restricted work areas.

The COTR or their designated Technical Specialist at each NASA or other Government site will work security issues with the Contractor as needed to ensure that sensitive, private and confidential as well as classified information is safeguarded.

NASA recognizes the emerging technology for fleet management for remote management of network-connected devices. Such systems must comply with NPR 2810.1 "Security of Information Technology." Each NASA Center will require certification prior to installation that all such systems meet ongoing standards for firewall, network, and access security.

C.2. STATEMENT OF WORK FOR CONTRACTOR SUPPLIED MFPS

While the SEWP contracts are primarily used as a purchase vehicle for the Federal Government, the Government may utilize the contracts as a basis for contractor-supplied products and services. This section, while specifically designed for contractor-supplied Multi-functional Printers (MFPS) obtainable through Class 11, the Government may use this section as a basis for similar SOWs in other classes.

Besides the requirements in Section C.1. Statement of Work, the Class 11 Contractor must also be able to comply with the additional requirements in this section for contractor-supplied and serviced products. Contractor-supplied products provide for the Government to submit a delivery order for MFPS to be placed at multiple sites and serviced throughout the life of the order as described below and supplemented by additional terms and conditions at the delivery order level.

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An example of this type of arrangement would be a set of multi-functional printers located at Goddard Space Flight Center which will remain the Contractor's property, but fully accessible by Goddard employees.

Note that the requirements in this section are only in effect if specifically stated at the delivery order level. Additional terms and conditions may be added by the Government on a given delivery order.

C.2.1. CENTRALIZED DATABASE AND REPORTS

A centralized web-accessible database shall be provided and maintained by the Contractor for electronic access by all of the sites. The Contractor shall enter all data regarding each product and service and associated transactions into the database in real time for standard report generation. The Contractor shall post all requests and completed delivery times to the centralized web-accessible database. The orders will include the location and serial number of the equipment for which the supplies are required.

All reports shall be site specific and default to the site making the request. These reports include: invoicing, equipment history, servicing and utilization analysis.

C.2.2. SERVICE CALLS

One local or 800 number shall be established by the Contractor to be used to request service, supplies, and training. This number shall be staffed (no answering machine) to accommodate business hours at each NASA site. The Contractor will post all calls in real time (the time the call is received) to the Contractor's web-accessible electronic database.

Service calls on networked units require the Contractor to confirm whether the problem is with the network or the unit. Confirmed network problems become the responsibility of the network provider, and will not be counted against the Contractor as downtime.

During the standard hours of operation in each time zone, the Contractor shall respond to and begin repairs within 4 hours after notification of a malfunction by the customer. Response time on a service call begins when the call (placed by phone) is received by the Contractor. Service calls are to be entered into the database in real time. Service calls received after standard hours of operation shall begin the following business day.

If the technician is unable to complete the repair within 4 hours, the electronic database shall contain the current status of the repair and an estimate of how long it will take to complete.

In those cases where repairs cannot be completed within 16 working hours, a replacement unit shall be provided by Noon the next business day. All performance metrics and specifications apply to replacement units, which must meet or exceed the specifications of the replaced equipment and be billed at the same rate. The unit will be considered down until the replacement is provided and fully operational.

If the original unit cannot be repaired, the Contractor shall provide a permanent replacement unit. The Government Point of Contact (POC) for the order shall be the final authority in determining when a unit must be replaced due to unsatisfactory performance. If three (3) service calls for the same problem are placed within two (2) consecutive months for a particular unit, the Contractor will be required to permanently replace the machine.

The service ticket shall not be closed until the POC has verified that the unit is fully operational. The Contractor shall devise a method of customer feedback for each service ticket whereby the POC can verify the unit is or is not operational before a service ticket is closed. The POC closes out the service call by signing the technician's repair sheet where required, and including the date and time the repair was completed.

C.2.3. IDENTIFICATION STICKERS

When placing equipment at a Government site, the Contractor shall affix to each unit a highly visible (minimum size of 4" x 8") identification sticker. This sticker shall include the serial number, the model number, and the service/supply phone number. The Government reserves the right to affix internal identification tags/stickers/numbers to each unit placed.

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C.2.4. SUPPLIES FOR CONTRACTOR-SUPPLIED MFPS

The Contractor shall supply the following at each site (inclusive of the MFP order) :

- Toner and all consumable supplies required for hardcopy output for copying, printing, and facsimile functions. Contractor shall work with the Government to implement a process to recycle used toner containers at no cost to the Government
- Replacement parts

The Contractor is required to deliver to each site a supply of consumables, which will handle the proposed monthly number of hardcopy output as defined on the delivery order.

The Contractor shall deliver the additional supplies within 4 hours. Requests that are received after 4:00 p.m. local time will be delivered no later than Noon the following business day.

C.2.4.1. TONER CARTRIDGE REMOVAL

The Contractor shall be responsible for the removal of all used toner and toner cartridges.

C.2.5. TRAINING

The Contractor shall provide training to users at the time of the initial installation. Additional training shall be provided on an "as-needed" basis when requested by the customer.

C.2.6. METER READINGS

The Contractor shall be responsible for taking accurate meter readings monthly at each location during the last business week of the reporting period. The Contractor shall review all meter readings for inconsistencies and ensure accuracy.

If the MFD is located in an area that cannot be accessed, a meter reading shall be relayed to the Contractor verbally by the Government

C.2.7. RELOCATION OF MFD EQUIPMENT

During the period of performance of a delivery order, unit relocations may be necessary. The Contractor shall relocate MFD at the request of the Government. There are two (2) categories of relocation support:

- Category "Urgent": the Contractor has 24 hours (1 day) from the time of notification to perform the move.
- Category "Routine": the Contractor has a maximum of 5 days from the time of notification.

Equipment shall be moved or relocated only by authorized Contractor personnel.

C.2.8. INTRODUCTION OF NEW MFD MODELS/TECHNOLOGY

At any time during the delivery order period, the Contractor may introduce new or improved models as replacements for models initially supplied. Any proposed new model offered must meet or exceed the specifications of the previous model to be replaced and must be approved by the Government before being installed.

The Contractor is responsible for providing all software and/or print driver upgrades upon their release, with no additional cost to the Government.

C.2.9. DISCONTINUANCE OF SERVICE

Service on a unit or set of units may be discontinued within no less than 5 business days unless otherwise stated upon receipt of written notice from the Government. Requests for removal will contain the following information:

- Location,
- Model number,
- Serial number, and
- Expected removal date.

The Contractor shall only bill the Government for the production up until the time of removal.

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C.2.10. PHASE-IN OF A DELIVERY ORDER

The phase-in refers to the delivery and installation of equipment. The Contractor shall provide a phase-in plan based on site surveys no later than 30 days after delivery order receipt for review and approval. The Government specifically reserves the right to amend phase-in schedules proposed by the Contractor.

The Contractor's phase-in plan shall include, but is not limited to:

- administrative matters (personnel listing including phone numbers)
- compliance with agency delivery and security requirements
- time line for planned walk-through
- concept for placement of machines
- timeline for completion with installation, training
- method of supply and/or paper delivery
- logistic (i.e. lift capabilities)
- power sources & requirement, supplies
- operational schedule for web-based electronic database
- all staffing issues for phase-in schedule and administration
- meter reading methods
- customer education of phase-in
- any other information the Contractor deems pertinent to phase-in operations

If necessary and if available, a staging area for phase-in may be designated to the Contractor by the Government.

C.2.11. PHASE-OUT OF A DELIVERY ORDER

At the end of the delivery order period, the Contractor shall provide all resources required to ensure a smooth transition for the Government.

The Contractor shall provide a detailed phase-out plan for removing all units. The phase-out plan shall be provided no later than 30 days prior to the scheduled removal of the first unit and is subject to approval and/or revision by the Government.

The Contractor's written phase-out plan shall include, but is not limited to:

- administrative matters (current personnel listing including phone numbers)
- compliance with agency delivery and security requirements
- timeline for removal of machines
- lift capabilities, supplies
- staffing for removal

The Contractor's Electronic database shall remain operational for the duration of the phase out.

The Contractor shall work with the Government to establish phase-out and removal schedules that allows for a smooth transition with the Government's planned follow-on activity.

ATTACHMENT D CONTRACTOR / GOVERNMENT COMMUNICATION REQUIREMENTS

One of the Acquisition Objectives of SEWP is to promote and utilize electronic based methods and practices. While commonly placed under the e-Commerce umbrella, SEWP recognizes the need to provide for a variety of electronic-based procedures some of which do not traditionally fall within the e-Commerce realm; e.g. Fax image files, e-mail text files, etc. There are also many legacy systems and unplanned occurrences which require a flexible system capable of handling both electronic and paper processes. Neither Industry nor Government have concurred on a single solution that is capable of covering all Industry and Government needs. It is, therefore, the Government's intention to work with Contractors and Government Agencies to accept and deliver information such as orders, status reports, contract refreshments, etc. in mutually agreed upon formats. This addenda, therefore, provides only a basic outline of the types of electronic reports, including required data, which must be accepted and/or provided by the Contractor to the SEWP BOWL. Actual implementations of the reports will be finalized and tested prior to placement of the first delivery order after the signing of the Contract. Where encryption is indicated, the Contractor and SEWP BOWL will mutually agree upon the methodology.

D.1. ON-LINE QUOTING

When a Request for Information (RFI) or Request for Quote (RFQ) is issued using the NASA SEWP on-line RFI/RFQ system, the Contractor must respond either

- by sending the following files to the SEWP BOWL:

- 1) the Contractor-generated quote in either an image file, MS Word or Excel document or a mutually agreed upon format.
- 2) a file listing the CLINs included in the quote either as a text file, MS Word or Excel document or a mutually agreed upon format.

- Or by sending a "No Bid" response to the SEWP BOWL.

The SEWP BOWL will ensure all responses are immediately forwarded to the original RFI/RFQ requestor.

D.2. ORDERING

As described below, all SEWP orders must be assigned a SEWP S4N tracking number in order to be considered a valid order. All Delivery Orders and credit card orders over \$100,000 must be sent, processed and assigned an S4N number prior to being processed by the contractor. If the SEWP COTR has authorized the contractor to accept credit card orders directly, then credit card orders under \$100,000 may be processed immediately upon receipt by the Contractor as described in Section D.2.2. Credit Card Order Processing.

D.2.1. DELIVERY ORDER PROCESSING

The following methods / paths will be available to Government entities for transferring Delivery Orders to the SEWP BOWL:

- 1) Fax
- 2) E-mail Attachment in one of the following formats
 - a) Plain text
 - b) PDF
 - c) HTML
 - d) JPEG
 - e) TIFF
 - g) Gif
 - h) Microsoft Excel
 - i) Microsoft Word
 - j) Other mutually agreed upon format
- 3) Paper copy sent via US Mail or private courier
- 4) Other Electronic format mutually agreed upon by the Government entity and the SEWP BOWL

Regardless of the method and format which the Delivery Order is sent to the SEWP BOWL, all Delivery Orders will be transferred to the contractor as an attachment to an e-mail. The attachment will be in one of the following formats:

- 1) Plain text
- 2) PDF

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- 3) HTML
- 4) JPEG
- 5) TIFF
- 6) Gif
- 7) Microsoft Excel
- 8) Microsoft Word
- 9) Other mutually agreed upon format

The SEWP contractor must demonstrate their ability to accept at least the formats listed above prior to the issuance of the first Delivery Order against their contract.

D.2.1.1. DELIVERY ORDER INFORMATION

Regardless of the path used by the Government entity to create a SEWP delivery order and the method by which the Contractor accepts the order, the following information must be present in each delivery order:

1. Date of order
2. Signature (direct, electronic, or implied through pre-approved method) of authorized Government Ordering Official;
 - a. Contracting Officer for Purchase/Delivery Order
 - b. Credit Card Holder Name for credit card orders
3. Name and phone number of authorized Government Ordering Official
4. Name of Issuing Agency
5. Name of Ordering Agency (if different from Issuing Agency)
6. Order Number
 - a. Unique order number for the Ordering Government entity - Ordering Agency determines the Order Number
7. Contractor Name and SEWP Contract Number
8. Appropriation and accounting data
9. Billing and Invoice Address
10. Shipping Address
11. SEWP CLINs (Contract Line Item Numbers) and product descriptions to be delivered
12. Administrative Handling Fee amount (SEWP-Z CLIN)
13. Total order amount
14. Additional mutually agreed upon Terms and Conditions, Statement of Work, etc.
15. Period of performance for any associated services

Additionally, after an order is processed at the SEWP BOWL, either electronically or manually, a unique tracking number, referred to as the SEWP IV Control Number (S4N), will be assigned by the SEWP BOWL.

D.2.2. CREDIT CARD ORDERS

Contractors may be authorized to directly accept credit card orders over the telephone and/or through a Website or other electronic means from a Government entity without first passing the order through the SEWP BOWL based on the following requirements:

- 1) For orders under \$100,000, the requirements are:

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- a. for orders between \$2,500 and \$100,000, within one business week of receipt of the order, the contractor must send to the SEWP BOWL either by fax or e-mail a credit card order report in a mutually agreed upon format containing at least the following information:
 - i. Date of order
 - ii. Name and phone number of card holder
 - iii. Agency name and site of contract holder
 - iv. Unique tracking number
 - v. Contractor name and SEWP contract number
 - vi. SEWP CLINs (Contract Line Item numbers) and/or manufacturer part numbers of items on the order
 - vii. CLIN Descriptions
 - viii. SEWP administrative handling fee
 - ix. Total dollar amount of order
 - b. for orders under \$2,500, within one week of receipt of the order, the contractor must send to the SEWP BOWL either by fax or e-mail a micro-purchase credit card order report in a mutually agreed upon format containing at least the following information:
 - i. Date of order
 - ii. Agency name
 - iii. Unique tracking number
 - iv. Contractor name and SEWP contract number
 - v. Total dollar amount of order
 - c. Upon receipt of a credit card order report, the SEWP BOWL will review and process the order and assign an S4N tracking number and report the information to the Contractor
- 2) For orders over \$100,000, the requirements are:
- a. for orders over \$100,000, prior to processing the order, within one business day of receipt of the order, the contractor must send to the SEWP BOWL either by fax or e-mail a credit card order form in a mutually agreed upon format containing at least the following information:
 - i. Date of order
 - ii. Name and phone number of card holder
 - iii. Agency name and site of contract holder
 - iv. Unique tracking number
 - v. Contractor name and SEWP contract number
 - vi. SEWP CLINs (Contract Line Item numbers) and/or manufacturer part numbers of items on the order
 - vii. CLIN Descriptions
 - viii. CLIN prices and quantity
 - ix. SEWP administrative handling fee
 - x. Total dollar amount of order
 - xi. Additional Terms and Conditions associated with the order
 - b. Upon receipt of a credit card order form for over \$100,000, the SEWP BOWL will review and process the order and assign an S4N tracking number and report the information to the Contractor
 - c. After the Contractor receives the assigned S4N tracking number, the Contractor may process the order
- 3) the contractor must demonstrate to the SEWP COTR the process used to ensure that all credit card orders accepted directly by the contractor will be reported to the SEWP BOWL per the above requirements

Note that Delivery Orders paid with a Government credit card are considered to be Delivery Orders and not credit card orders and, must, therefore be sent to the SEWP BOWL per Section D.1.1. Delivery Order Processing

D.3. TECHNOLOGY REFRESHMENT REQUESTS

The manufacturer request and technology refreshment (TR) reports may be utilized by the contractor to request addition of new technology and either price and/or informational changes to existing technology.

D.3.1. MANUFACTURER REQUEST

Prior to requesting the addition of a technology to a contract, the original manufacturer of that technology must first be authorized by the SEWP COTR or his/her Technical Specialist.

- 1) if the manufacturer is not on the currently approved SEWP manufacturer list, the contractor must request approval of the manufacturer using the SEWP provided Manufacturer Request tool available at the SEWP Contractor-only website. At a minimum, the manufacturer request will include:
 - a. Manufacturer name
 - b. Manufacturer description
 - c. Manufacturer business size
 - d. URL of Manufacturer's website (if it exists)
 - e. Product category(ies); e.g. Servers; Input Devices; etc.
 - f. Flag indicating if contractor is an authorized reseller. If the contractor is an authorized reseller, the following Manufacturer contact information will also need to be included:
 - i. Contact name
 - ii. Contact phone number
 - iii. Contact e-mail address
 - g. If the manufacturer has any EIT products, one or more of the following must be flagged:
 - i. indicate that the manufacturer has no EIT applicable products; or
 - ii. provide a link to the manufacturer's 508 VPAT information for applicable EIT equipment; or
 - iii. provide a link to other documentation on how each product from the manufacturer was tested for 508 compliance; or
 - iv. provide the SEWP Program Office with all applicable VPAT's and/or other documentation on how each product from the manufacturer was tested for 508 compliance; or
 - v. indicate that 508 applicable information is available on a per item basis by contacting the contractor
 - h. the following information may be included:
 - i. Trade Act Agreement flag if the manufacturer's products are not from TAA countries
 - ii. Alias for the manufacturer name
- 2) if the manufacturer is on the currently approved SEWP manufacturer list, then the contractor may provide the following information:
 - a. Flag indicating if contractor is an authorized reseller. If the contractor is an authorized reseller, the following Manufacturer contact information will also need to be included:
 - i. Contact name
 - ii. Contact phone number
 - iii. Contact e-mail address
 - b. Optionally, the following information may be included:
 - i. Trade Act Agreement flag if the manufacturer's products are not from TAA countries
 - ii. URL for 508-related information for this manufacturer's products
 - iii. Alias for the manufacturer name

Upon receipt of a manufacturer request, the SEWP COTR or his/her designated Technical Specialist will review the submitted information for accuracy and to ensure the company is the originator of technology within the contract's scope.

D.3.2. TECHNOLOGY REFRESHMENT REQUEST

In order to provide technology refreshments to the Contract, the Contractor must be able to provide a technology refreshment report. The technology refreshment report will be provided via:

- 1) an email with the technology refreshment request in textual format.. The text must follow a keyword - value format with predefined keywords. The keywords and values must be separated by an agreed upon delimiter; e.g. [
- 2) Other mutually agreed upon electronic format

At a minimum all TR requests will include the following overall information:

- 1) unique TR number
- 2) Contract number
- 3) Description of TR

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- 4) Contractor's administrator's name, phone and e-mail
- 5) Number of CLINs in the TR

At a minimum each CLIN in a TR request will include the following information:

- 1) Line Item Number
- 2) CLIN (unique for this product on this contract)
- 3) Original manufacturer's part number
- 4) Product Classification Code
- 5) Classification Description Subgroup
- 6) Base, mandatory, available flag
- 7) Product / Service / Maintenance flag
- 8) Long description of product. Multiple lines allowed
- 9) List or unit price of the product
- 10) SEWP Price for the product

Upon receipt of a valid TR, the SEWP COTR or his/her Technical Specialist will review the TR for scope and verify pricing information. At that time, either the TR may be accepted in its entirety, rejected in its entirety, or accepted with some CLINs disallowed. A detailed report indicating the outcome of each TR will be forwarded to the contractor.

D.4. POST-ORDER REPORTS

Contractors are required to supply to the SEWP BOWL a post-order report on at least a weekly basis. The report must contain at least the following information for all orders received by the contractor since the previous post order report in a format mutually agreed upon by the Contractor and the SEWP BOWL:

- a. Date of order
- b. Name of Issuing Agency
- c. Name of Ordering Agency (if different from Issuing Agency)
- d. Issuing Agency Order Number or unique credit card tracking number and/or SEWP IV Control Number (S4N)
- e. Shipping Address(es)
- f. SEWP CLINs (Contract Line Item Numbers) with unit price and quantity
- g. Administrative Handling Fee amount (SEWP-Z CLIN)
- h. Total order amount

If a contractor is unable to provide this information, all orders for that contractor will be delayed in order for the SEWP BOWL to verify and enter the information.

As noted above, if the contractor is authorized to accept credit cards, the order report must be sent within 24 hours of receipt of the order.

This post-order report may be provided either via:

- a. an email with the post-order report in textual format. The text must follow a keyword - value format with pre-defined keywords. The keywords and values must be separated by an agreed upon delimiter; e.g. [
- b. Other mutually agreed upon electronic format

D.5. ORDER STATUS REPORT

Contractors are required to supply to the SEWP BOWL an order status report within two business days of a status change to an order. Status changes include, at least, the following changes:

- a. Update to expected delivery date
- b. Ship date

The order status report must contain at least the following information in a format mutually agreed upon by the Contractor and the SEWP BOWL:

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- a. Date of order
- b. Issuing Agency Order Number or unique credit card tracking number and/or SEWP IV Control Number (S4N)
- c. Status
- d. Status date

The order status report may be provided either via:

- a. an email with the order status report in textual format. The text must follow a keyword - value format with predefined keywords. The keywords and values must be separated by an agreed upon delimiter; e.g.[]
- b. Other mutually agreed upon electronic format

D.6. ADMINISTRATIVE HANDLING FEE REPORT

Contractors are required to supply to the SEWP BOWL an Administrative Handling Fee report when submitting their Quarterly Administrative Handling Fee check. The report must be in electronic format mutually agreed upon by the Contractor and the SEWP BOWL and contain at least the following information for all orders for which a Administrative Handling Fee was paid in the associated check:

- a. Issuing Agency Order Number or unique credit card tracking number and/or SEWP IV Control Number (S4N)
- b. Total dollar amount of Agency's Invoice
- c. Administrative Handling Fee amount paid

If the Administrative Handling Fee payment for a delivery order is spread over several payments, the Administrative Handling Fee report shall either collapse the payment information into a single entry, or provide a mechanism to identify each of the payments as partial.

D.7. ORDER MODIFICATIONS

Order modification requests are handled the same as the original Delivery Order as described in Section D.2. Ordering.