

**Performance Work Statement
Information Technology Support Services
National Oceanic Atmospheric Administration
National Marine Fisheries Service
Alaska Region**

I. Introduction

The National Marine Fisheries Service's (NMFS) mission is the science-based stewardship of the nation's living marine resources and their habitat. The Alaska Region is one (1) of five (5) regional offices that together support marine resource management in all Federal waters of the U.S. Exclusive Economic Zone (US EEZ: 3-200 miles offshore). The NMFS Alaska Region is a bureau of the National Oceanic and Atmospheric Administration (NOAA), which is housed in the U.S. Department of Commerce (DOC).

NMFS is a pioneer in quota-based fisheries management programs, which allocate total allowable catch to vessels, groups of cooperating vessels or catch privileges to individuals. The backbone of these management programs are sophisticated reporting and catch accounting systems that operate in near real time and support multiple fisheries occurring simultaneously. Alaska's fisheries are valued at over \$2.5 billion per year and provide over half the volume of fish landings in the United States.

Management of this valuable resource demands responsible stewardship and involves complex management by a number of agencies including NMFS, the North Pacific Fishery Management Council (NPFMC), Alaska Department of Fish and Game (ADF&G), and the International Pacific Halibut Commission (IPHC). These agencies work together to implement the fishery management programs to address habitat concerns and accomplish catch limit and catch allocation objectives.

II. Objectives:

The objective of this contract is to acquire Information Technology (IT) support services for the NMFS Alaska Regional Office. These IT support services must enable several operational objectives, including: office operations of regional staff; program-specific operations such as permitting, quota management, and fisheries monitoring; communication with stakeholders including government agencies, commercial fishing industry actors, and the general public. IT services enable these business objectives, and include desktop support, systems administration, IT security support, operations and maintenance of existing fisheries IT systems, and software development to fulfill emerging requirements.

III. Background

To fulfill its mission of science-based stewardship, NMFS and stakeholder agencies work together to implement fishery management programs to address habitat concerns and accomplish catch limit and catch allocation objectives.

Regulatory amendments to fishery management plans in the North Pacific are frequent and widely considered to be the most complex in the nation. Complex data collection

programs, database infrastructure and applications are required to support the sustainable management of Alaska fisheries and these require specialized application engineering knowledge and skills to successfully operationalize. Four major programs that are typical of the application complexity and nature of the work are: the Interagency Electronic Reporting System (IERS); the Catch Accounting System (CAS); the halibut and sablefish Individual Fishery Quota (IFQ) Program; and the ShoreZone mapping system.

NMFS Alaska Region, ADF&G, and IPHC jointly developed and maintain the IERS to collect data on commercial harvest and production of groundfish, halibut, salmon, and shellfish. Timely and accurate reporting of commercial fisheries harvest information, including bycatch of non-target species, is essential for effective in-season management of fisheries. The objective of the IERS is to create a single data collection system for commercial fisheries landings and production data in Alaska.

The goals of this consolidated data collection effort are to reduce reporting redundancy on the part of the seafood industry, to improve the timeliness of data availability to affected fisheries management staff, and to improve the quality of data submitted. The IERS supports seafood processors and other reporters with various levels of internet connectivity. IERS supports direct submission of data on the internet; email attachment of reports for intermittently connected systems such as those from Catcher/Processors, electronic capture of landing information via a flash drive and agency review; and data entry of reports.

Users of the IERS include all seafood processors in Alaska that receive groundfish from federally permitted fishermen, all processors that receive crab managed under the crab rationalization program, registered buyers for halibut and sablefish, operators of vessels that receive or catch and process groundfish (motherships and catcher/processors) and operators of tender vessels in the salmon fishery in Alaska.

The CAS creates total catch estimates for the groundfish fisheries in the Bering Sea/Aleutian Islands and Gulf of Alaska. Each year, over 600 quotas are established in CAS that matches the annual harvest specification tables for federally managed groundfish fisheries off Alaska. The output of CAS is the total amount of groundfish that is retained and the amount that is discarded at sea. In addition, the system creates estimates of the total amount of non-groundfish species, both prohibited species and non-target species that are caught in the groundfish fisheries.

CAS uses a combination of industry reports and onboard observer information to provide an estimate of total catch and bycatch. Industry reported data consists of catch and processed product amounts, and these reports are electronically recorded and submitted to NMFS via eLandings. The observer data are collected by the Alaska Fisheries Science Center (AFSC) using a stratified sampling design. Other sources of information come from the Alaska Commercial Fisheries Entry Commission (CFEC), which issues state permits and vessel licenses; and Vessel Monitoring Systems (VMS), which collect the position, time at a position, and course and speed of fishing vessels.

CAS is part of the larger NMFS database and, as such, interacts with data in the database such as permit information (e.g., federal fishing permits, federal processor permits, etc.), species, gear and areas. The primary customer of CAS is NMFS Inseason Management, and the information from the system is used to manage groundfish quotas and prohibited species catch limits. Other customers for CAS include the North Pacific Fisheries Management Council (NPFMC), groundfish stock assessment analysts, fishery participants, and non-governmental organizations. Customers access the data using standard reports, ad hoc queries, database pushes, or database links.

The IFQ Program supports both the permits and the catch management for Halibut and Sablefish. Permits are issued for harvesting and receiving/processing halibut and non-trawl sablefish. For IFQ Halibut/Sablefish Permits, owners of vessels with specific historical participation in non-trawl halibut and sablefish fisheries were issued Quota Share (QS). An IFQ permit authorizes participation in fixed-gear harvests of Pacific halibut off Alaska and most sablefish fisheries off Alaska.

The permits are not specific to vessels. Permits are issued annually, at no charge, to persons holding fishable Pacific halibut and sablefish QS; or to those who are recipients of QS/IFQ or IFQ-only transfers from QS holders. Authorized pounds for annual IFQ permits are determined by the number of QS units held, the total number of QS units in the "pool" for a species and area and the total amount of halibut or sablefish allocated for IFQ fisheries in a particular year; plus "adjustments" from prior year QS use.

The ShoreZone mapping system is a mapping and classification system that collates and interprets low-altitude aerial imagery of the coastal environment. Its objective is to produce an integrated, searchable inventory of geomorphic and biological features of the intertidal and nearshore zones which can be used as a tool for science, education, management, and environmental hazard planning.

ShoreZone is supported through partnerships between NMFS and several other government agencies and non-governmental organizations. Large portions of southeast and central Alaska have been imaged and mapped and the systems provides a catalog of geomorphic and biological resources at mapping scales of better than 1:10,000 and interactive ArcIMS web-site. The high resolution, attribute rich dataset is a useful tool for extrapolation of site data over broad spatial ranges and creating a variety of habitat models.

Alaska fisheries management systems are written primarily using the Oracle backend database with logic written in a combination of PL/SQL, Java, Java Script, and related technologies (SQL Server and MySQL are also used). Development is for frameworks that include world wide web, Adobe Flex, and BIRT Reports. A variety of project management approaches are used including Agile.

IV. Tasks

This section specifies the types of services to be provided under this contract. All services provided through this contract shall be provided in accordance with NMFS standards and integrate seamlessly with the existing fishery management systems. The services will be thoroughly integrated with each NMFS sub organization and that organization's business processes. Support will need to be flexible in order to respond rapidly to changing priorities.

Fisheries database management and software engineering:

- Work closely with fishery managers to understand, identify, and document system requirements (e.g. business rules) arising from changes to fisheries management programs resulting from regulatory amendments to fishery management plans. Provide recommendations for design or architecture of system to be developed or changed while balancing the need for modernization with the requirement for consistency and integration with legacy fishery management systems supported by NMFS. Thorough understanding of current fishery management systems is highly desired in order to discuss/engineer/assess proposed changes. Propose a range of alternative solutions as necessary.
- Develop system components that include Oracle PL/SQL database programs, Java applications, cloud-based applications, and web-based applications. Provide enhancements or bug fixes to existing applications. Assist with the generation of reports viewed internally and externally to NMFS. Perform security review and analysis of systems. Use industry best practices to ensure that developed systems are both secure and performant.
- Examples of development tasks may include: implementing enhancements to existing IERS services; optimizing the integration of data from the IERS into NMFS databases; programming in CAS to accommodate new fisheries management program rules; help with changes to IFQ or permitting systems; modifications to the NMFS GIS database; and improving system documentation, error handling and testing. An understanding of existing NMFS systems including the Java-based programs, SQL-based packages, data tables, web services, XML document handling, business rules, and system architecture is necessary. Inherent knowledge is highly desired of fisheries management and ability to translate fisheries regulations into NMFS system components.
- Work under tasks 1 will be initiated through a help desk style ticket system (i.e. JIRA). The work shall be thoroughly coordinated with stakeholders and NMFS technical leads to assess how the change will affect other systems. Use input from the JIRA ticket and NMFS technical leads and stakeholders to identify correct software changes to make; then proceed with those changes.
- Develop or modify test plans for the development effort; implement or

coordinate its execution with tester. Assist data owners with user acceptance testing; provide report on testing methodology and results for approval prior to final implementation.

- Perform final implementation (e.g. rollout to production) using established, or otherwise approved, NMFS procedures. Provide or improve system documentation, user manuals, help manuals, etc.
- Support IT-Security validation of developed and modified systems, including implementation of security-based modifications, documentation of security systems, and testing of developed and modified systems.

● **System Administration and Help Desk Support**

Provide system administration and help desk support to the Alaska Region (Juneau and Anchorage) and the Alaska Fisheries Science Center in Auke Bay Lab covering all systems. Service will be initiated with an email from the technical contact. Resources may be deployed either onsite, or remotely depending upon the nature of the support needed.

Service location for Alaska Regional Office in Juneau is 709 West 9th Street and in Anchorage is 222 West 7th Avenue. Service location for the AFSC Auke Bay Laboratories office, located at Ted Stevens Marine Research Institute, 17109 Pt. Lena Loop Road, Juneau, AK 99801.

All Tasks

General Requirements

All deliverables will be reviewed in light of documented software requirements and specific business rules derived from the overarching fishery management policies and regulations. Work and services will recognize data confidentiality standards; compliance with the Data Quality Act (Public Law 106-554); adherence to NOAA security requirements; and both NOAA Fisheries and State of Alaska data and system standards.

Training

- Inform all system users in specific areas identified through the course of development, or as new enhancements and features are added to the systems and related processes.

In general, all training for Contractor resources shall be provided by the Contractor. The only exception will be for NOAA specific training that is not available on the open market. If a Contractor needs training on NOAA specific software, the training shall be scheduled and coordinated in advance with the Contracting Officer.

Overtime

Generally, contractor employee resources will not be expected to work more than 40 hours per week. On rare occasions the government will need extra support to accomplish a time sensitive project. For those occasions, overtime shall be identified and approved in advance by the contracting officer.

Travel

This contract will use both onsite and offsite contractor resources; as both are allowed. Generally, travel for contractor resources will not be needed. However, there may be specific projects that require offsite support and the necessity of travel. For those occasions, travel shall be identified and approved in advance by the Contracting Officer's Representative.

Project Management/Planning

- Estimate effort and risks associated with modifications to NMFS systems required due to changes in the fishery management programs.
- Conduct scoping process to identify issues or problems that need to be addressed to reach NMFS objectives.
- Develop project schedule and report periodically on tasks in progress.
- Attend or lead meetings with relevant parties, take meeting minutes, distribute agenda, fully participate in meeting discussions, and provide feedback on programming issues.
- Maintain the list of issues that have been identified by developers and testers using NMFS-specified tools.

Services provided will primarily focus on software and system engineering required to enhance or add functionality to NMFS fishery management mission related applications.

The Contractor shall provide the following service and support tasks:

Task 1 – Improvement and Maintenance to Database Systems (10%) (FFP)

Design and implement changes to the NMFS Alaska Region and Alaska Fisheries Science Center, Ted Stevens Marine Research Institute (NMFS/TSMRI), database processes for implementation of program requirements resulting from regulatory, policy or procedural changes.

The objective of this task is to obtain comprehensive database support to design and successfully implement changes to the program databases that correspond to regulatory requirements. After determining the regulatory provisions to be implemented, the Contractor shall implement changes that seamlessly integrate the provision into our

current processes. It is very important to effectively coordinate changes with technical and non-technical NMFS and other stakeholders and implement these database changes with comprehensive coordination.

Contractor should expect many face to face meetings in Juneau (Alaska Region and/or TSMRI) to provide the appropriate amount of communication and coordination needed for this task. . The Contractor shall provide support for agency personnel, including fishery managers, fishery regulation specialists, application developers, and technical support experts to accomplish assigned tasks.

Deliverables

- Weekly itemized reports on programming work and testing
- Annual projected budget for T&M efforts within this contract
- Monthly activity task report (description of task work)
- Monthly activity report by hours by project (monthly hours by project/program) Monthly meetings with agency staff to discuss task resources, findings, approaches and needs
- Provide training sessions and operator's guide/instructions upon completion of task(s)

Task 2 - Applications Development Support for Operation & Maintenance of existing fisheries systems (85%) (T&M)

The NMFS Alaska Region Information Services Division (ISD) provides IT services to support the region's missions. NMFS Alaska Region requires support in providing comprehensive IT services for the region to ensure their systems are secure, reliable, robust, and maintain the highest data quality. The required services are primarily for the development and maintenance of new and existing NMFS Alaska Region systems such as the Catch Accounting System, eLandings, Catch In Areas, Shore Zone, eFish, Permits, Cost Recovery, Crab and IFQ.

ISD is staffed by a cadre of highly skilled individuals who perform applications development, systems administration, systems analysis, and project management. The regional enterprise IT system that has been developed by those individuals is a highly sophisticated and expansive collection of integrated systems whose architecture and interfaces are tightly controlled to ensure functionality.

A wide variety of expertise is necessary to develop, maintain, and upgrade those systems, which include both hardware and software, both in-house applications and Commercial Off the Shelf (COTS) products, and both internally generated and externally mandated development projects. The areas of specialty include such things as applications development in Java, PL/SQL, and Flex; systems administrations of Cloud Systems, Linux, Solaris, and Windows; and the design and testing of data systems, applications, and infrastructure.

While that variety of expertise is available within ISD, it is often beyond the Alaska Region staff to cover all the systems due to availability and workloads. To that end,

Alaska Region is seeking help with the development, maintenance, and upgrading of its varied systems.

Deliverables

- Weekly itemized reports on work
- Annual projected budget for T&M efforts within this contract
Monthly activity task report (description of task work)
- Monthly activity report by hours by project (monthly hours by project/program)
Monthly meetings with agency staff to discuss task resources, findings, approaches and needs

Task 3 – Infrastructure Support in Juneau and Anchorage (5%) (FFP)

This task provides support in Juneau and Anchorage for system administration and help desk support service functions at Alaska Region and TSMRI. This work will include tasks related to Network, Operating Systems, Web Site Development, Desktop Applications, Web Based Applications, Storage Area Networks, Information Technology Security and Service Desk support capabilities.

The Contractor shall respond to task requests coordinated from the Information Resources Office (IRO) at Alaska Region and the computer office at TSMRI. Service calls may be initiated by phone call or help desk tickets. Tickets will indicate the nature of the help desk or systems administration task. To respond to the ticket or request the Contractor shall promptly coordinate with IRO and customer to provide the service needed.

Deliverables

The following is a list of deliverables under the basic contract, including administrative deliverables, required during the period of performance of this contract:

- Monthly Progress Status Reports
- Monthly activity task report (description of task work)
- Monthly activity report by hours by project (monthly hours by project/program)
- Relevant Guides and Written Procedures (Standard Operating Procedures)

Property/Equipment/Information Workspace Provided

The Government will provide the facilities, equipment, utilities, and/or services listed below:

- Facilities: The Government will furnish the necessary workspace for the Contractor staff to provide the support outlined in this task to include desk space, telephones, computers and other items necessary to maintain an office environment.
- Equipment: The Government will furnish access to computer equipment, telephone and work space when working on-site, as required and under the latest set of security regulations. The Government will provide required software, software licenses, and replacement components for IT equipment as necessary.

- Services: The Government will provide access to systems; allowing Contractor to view, edit, and add documentation to site and projects as needed.
- Utilities: All utilities in the facility will be available for the Contractor's use in performance of duties outlined in this PWS. The Contractor shall instruct employees in utilities conservation practices. The Contractor shall be responsible for operating under conditions that preclude the waste of utilities.

V. Deliverables Schedule:

Deliverable	Associated Task(s)	Frequency/ Due Date	# of Copies	Medium/ Format	Submit To
Monthly Meetings	[Task Numbers 1-3]	No Later Than (NLT) the 15th of every month	n/a	Meeting format either in person, remotely, or hybrid	Coordinated through Technical Monitor (TM)/COR
Monthly reports	[Task Numbers 1-3]	NLT the 15th of every month	1	Via email / MS Office Format	TM/COR

VI. Labor Categories

This will be a hybrid Time-and-Materials and Firm-Fixed-Price contract. The type and complexity of work indicated below is required for this task.

Programmer Analyst 1: Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.

Programmer Analyst 3: Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections: Writes manuals for users to describe installation and operating procedures. Must have a working knowledge of relational databases and client-server concepts. A wide degree of creativity and latitude is expected. Requires proficiency in programming languages.

Programmer Analyst 4: Works with users to identify current operating procedures and clarify program objectives. Outlines steps required for program development, including

diagrams and charts. Writes program documentation and operations guidelines. Provides technical guidance to lower-level analyst/programmers. Requires comprehensive knowledge of programming techniques, networked and centralized operating systems, and the capabilities of enterprise database products and development suites. May team with external consultants in the development of unique applications that meet employer's requirements. Requires detailed and comprehensive knowledge of employer's applications and systems. A wide degree of creativity and latitude is expected. Requires proficiency in programming languages.

Programmer Analyst 5: Leads lower-level analyst/programmers and other technical staff on a large, complex internal development project or serves as lead analyst/programmer on numerous smaller projects and systems. Typically a senior internal technical consultant who directs program development in complex applications and systems where existing architectures and techniques provide little guidance. Consults with user management and technical staff as necessary to clarify program intent, identify problems, suggest changes, and determine required coding. Assigns, coordinates and reviews work of lower-level analyst/programmers in advanced techniques. Prescribes standard to simplify interpretation of programs and documentations. Supervises preparation of records and reports. Requires detailed and comprehensive knowledge of employer's applications and systems. A wide degree of creativity and latitude is expected. Requires proficiency in programming languages.

Data Technician 3: Collects, reviews, and inputs data into a computer processing system; audits output data. May be expected to code data and input data for computer processing. Identifies and resolves production related errors. Maintains and revises procedural lists, control records and coding schemes to process source data. Must be familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected.

Data Technician 5: Collects, reviews, and inputs data into a computer processing system; audits output data. May be expected to code data and input data for computer processing. Identifies and resolves production related errors. Maintains and revises procedural lists, control records and coding schemes to process source data. Must be familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected.

Project Manager 5: Responsible for all aspects of field and/or task-level project performance (i.e., technical, contractual, administrative, financial). Will work on multiple projects simultaneously. Supervises personnel involved in all aspects of project activity, organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, and maintains customer contacts to ensure conformity to all contractual obligations. Exercises independent judgment, as well as a high-level of analytical skill, in solving non-routine technical, administrative, and managerial problems.

System Administrator 3: Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required. Familiar with standard concepts, practices, and procedures within a particular field..

System Administrator 5: Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks.. A certain degree of creativity and latitude is required. Familiar with standard concepts, practices, and procedures within a particular field..

Business Subject Matter Specialist: Support the systems maintenance and development through business process review, documentation, and recommendations for modifications. Determines as-is business processes and procedures, documents gaps, and recommends alternatives.

Software Architect 5: Develops and implements high level project architectures – specifications for platform configurations, subsystem specifications, protocols, and interfaces. Supports, develops, and implements evolution of existing systems into target architectures.

VIII. Recognized Holidays:

The Contractor is not required to perform services on the following holidays:

- New Year's Day
- Labor Day
- Martin Luther King Jr.'s Birthday
- Columbus Day
- President's Day
- Veteran's Day
- Memorial Day
- Juneteenth
- Thanksgiving Day
- Independence Day
- Christmas Day

In addition to the days designated as holidays, the Government observes the following days:

- Any other day designated by Federal Statute
- Any other day designated by Executive Order
- Any other day designated by a President's Proclamation

It is understood and agreed between the Government and the Contractor that observance of such days by Government personnel shall not otherwise be a reason for an additional period of performance, or entitlement to compensation except as set forth within the contract.

IX. Hours of Operations:

The Contractor is responsible for conducting business, between the hours of 0800-1700 AKST Monday thru Friday, except Federal holidays. When providing personnel, the Contractor shall keep in mind that the stability and continuity of the workforce is essential.

XVI. Quality Assurance Surveillance Plan:

This Quality Assurance Surveillance Plan (QASP) describes how Government personnel will evaluate and assess Contractor performance. The QASP is based on the premise that the Contractor, not the Government, is responsible for managing and ensuring that quality controls meet the terms of the contract. The QASP provides a systematic method to evaluate the services the Contractor is required to furnish. This QASP has been developed to evaluate Contractor actions while implementing the Performance Work Statement (PWS). It is designed to provide an effective surveillance method of monitoring Contractor performance for each listed objective on the Performance Requirements Matrix (PRM).

Performance Requirements Matrix

Performance Objective (The Service required— usually a shall statement)	Applies to Tasks	Performance Threshold (minimum performance threshold, or maximum error rate)	Method of Surveillance	Incentive / Disincentive
Contractor shall require all employee resources to complete security documentation and training within 7 days of Contractor personnel receipt of government furnished equipment	1, 2, 3	Minimum Acceptable Time = 95%	Based on direct communication with COR	Contractor cannot invoice for employee resources until they have passed the initial screening

Contractor shall initiate coordination and resource planning within one week day of receipt of JIRA ticket assignment	1 and 2	Minimum Acceptable Time = 95%;	Based on direct observation by the COR and input/discussion with customers and stakeholders	Negative performance may be captured in the Contractor Performance Assessment Reporting System (CPARS)
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Performance Objective (The Service required— usually a shall statement)	Applies to Tasks	Performance Threshold (minimum performance threshold, or maximum error rate)	Method of Surveillance	Incentive / Disincentive
Contractor shall complete projects per project proposal using resources proposed and in accordance with proposed timeline.	1,2	Minimum Acceptable Time = 95%;	Based upon observation by COR and discussion with project leads	Negative performance may be CPARS
Contractor shall employ appropriate resources to accomplish each AKR JIRA ticket per ticket instructions in a timely manner	1, 2	Minimum Acceptable Quality = 99%; Time is normally of less importance than thorough planning to accommodate risk that the software will not operate correctly.	Based on direct observation by the TM/COR and input/discussion with customers and stakeholders	Negative performance may be CPARS
Contractor shall employ appropriate resources to accomplish each JIRA ticket per ticket instructions and coordination with NMFS technical lead in a timely manner	1,2	Minimum Acceptable Quality = 99%; Time is normally of less importance than thorough planning to accommodate risk that the software will not operate correctly.	Based on direct observation by the TM/COR and input/discussion with customers and stakeholders	Negative performance may be CPARS
Contractor shall initiate task coordination and resource planning within one week of award notice	1,2	Minimum Acceptable Time = 95%;	Based on direct observation by the COR and input/discussion with customers and stakeholders	Negative performance may be CPARS

Performance Objective (The Service required— usually a shall statement)	Applies to Tasks#	Performance Threshold (minimum performance threshold, or maximum error rate)	Method of Surveillance	Incentive / Disincentive
Contractor shall respond promptly and field resources as agreed by service order	3	Minimum Acceptable Time = 95%; Within 24 hours	Based on direct observation by the COR and input/discussion with customers and stakeholders	Negative performance may be captured in the CPARS
Contractor shall provide knowledgeable, courteous staff to successfully complete tasks	1,2,3	Minimum Acceptable Quality = 95%; within 2 days of notification	Based on direct observation by the COR and input/discussion with customers and stakeholders	Negative performance may be captured in the CPARS
The Contractor shall provide complete, accurate and on-time reports which indicate resources deployed, progress and estimated completion date	1, 2, 3	Minimum Acceptable Level = 90% , Weekly reports shall be provided on the following Monday in a Microsoft compatible electronic medium delivered via email	Based on direct observation by the TM and input/discussion with customers and stakeholders	Negative performance may be captured in the CPARS)
The Contractor's project leader shall meet monthly, in person with NMFS staff to discuss, plan and coordinate tasks	1, 2, 3	Minimum Acceptable Level = 90%; Arrange meeting time and location at NMFS Alaska Regional Office	Based on direct observation by the TM and input/discussion with customers and stakeholders	Negative performance may be captured in the CPARS

Performance Objective (The Service required—usually a shall statement)	Applies to Task #s	Performance Threshold (minimum performance threshold, or maximum error rate)	Method of Surveillance	Incentive / Disincentive
<p>The Contractor shall provide acceptable customer service including responsiveness to contract needs and problem resolution Customer Service shall be provided in collaboration, consultation, and partnership with customers and stakeholders</p> <p>The Contractor shall acknowledge customer inquiries and customers are apprised of the status of the inquiry and when to expect resolution</p>	1, 2, 3	<p>Initial inquiry by phone, email, text or face-to-face contact:</p> <ol style="list-style-type: none"> 1. Inquiry is acknowledged promptly 2. Contractor provides expected resolution time within 8 business hours. 3. Inquiry is resolved within resolution time provided by the Contractor 4. Inquiry is adequately resolved to the customer’s satisfaction 	Based on direct observation by the TM and input/discussion with customers and stakeholders	Negative performance may be captured in the CPARS
The Contractor shall maintain continuity of service and level of expertise throughout the period of performance	1, 2, 3	<p>After on-boarding, vacancies are filled in a timely manner to avoid a gap in service</p> <p>Candidates possess the skills sets necessary to perform work as described in the PWS and skill sets are equivalent to the labor category for which they are proposed.</p>	Based on direct observation by the TM and input/discussion with customers and stakeholders	Negative performance may be captured in the CPARS

I. Place of Performance:

Tasks 1 and 2 will be performed either at the NMFS, Alaska Region office at 709 West 9th Street in Juneau, AK or at a location of the Contractor’s discretion and agreed to by NMFS. Historically, Task 1 support has been completed on-site at minimum 15% per year. The NMFS Juneau office is located on the 4th floor of the Juneau Federal Building, suite 420.

Task 3 may be accomplished onsite at the NMFS, Alaska Fisheries Science Center’s Auke Bay Laboratory located at 17109 Pt. Lena Loop Road, Juneau, AK, or remotely depending upon the type of service and location. Historically, this support has been completed on-site on average 300 hours per year. Additional service locations for Task 3 include the Alaska Region’s Juneau and Anchorage office located at 709 West 9th Street, suite 420 in Juneau and in Anchorage at 222 West 7th Avenue, suite 552.

Travel:

Travel to other government facilities or other contractor facilities may be required and will be specified in the PWS. All travel requirements (including plans, agenda, itinerary, or dates) shall be pre-approved by the Government and is on a strictly reimbursable basis in accordance with FAR 52.212-4 Alt 1. Costs for travel shall be billed in accordance with the regulatory implementation of Public Law 99-234 and FAR 31.205-46 Travel Costs (subject to local policy & procedures).

Travel will be reimbursed in accordance with the applicable rates on the date of travel, cited in the most current version of the General Services Administration's (GSA) Federal Travel Regulations (FTR) rates.

In the event an exceptional circumstance arises during performance of this contract and leads to non-availability at FTR's respective Government per-diem rates, the Government may provide approval for reimbursement above FTR rates.

Training:

The contractor shall be responsible for the training of its personnel. If there are programs or software applications unique to the government's requirements for which the contractor would have no experience, the government will provide the appropriate training. The contractor shall not bill the government for training that is industry-standard type requirements.

Security Requirements:

Suitability/Risk Level - The suitability or risk level for this work has been determined to be Moderate. As such, the Contractor shall pre-screen their employees to disqualify anyone who does not meet the following criteria:

Individuals on this contract must be eligible for approval of a Common Access Card (CAC) credential and be able to comply with the security requirement set forth in CAR 1352.237-70. Each Contractor employee that is devoted to this task will be required to provide fingerprints and a background investigation. New resources to the contract shall provide needed information within 7 days of being identified.

In addition, Contractor personnel will be required to obtain a Common Access Card (CAC) and maintain a NOAA.gov email account. The security process can take from four to eight weeks to complete before a CAC can be issued.

The Contractor must meet the Department of Commerce Enterprise Cybersecurity Policy (ECP) (found at <https://connection.commerce.gov/collection/it-security-policy-and-fisma-reporting-program>). The contractor must also adhere to NOAA security policies (found at <https://www.csp.noaa.gov/policies/>).

Data Rights:

The Government has unlimited rights to all documents/material produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract shall be Government owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the Contractor without written permission from the CO. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.