

**U.S. Department of Energy**



**VISUAL INFORMATION SERVICES A-76 STUDY  
PERFORMANCE WORK STATEMENT**

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**Prepared for  
The United States Department of Energy  
1000 Independence Avenue, SW  
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**TABLE OF CONTENTS**

<b>1.0</b>	<b>INTRODUCTION.....</b>	<b>1</b>
1.1	Visual Information Services Overview.....	1
1.2	Public-Private Competition/A-76 Study.....	1
1.3	Organization of the Performance Work Statement.....	1
<b>2.0</b>	<b>SCOPE OF WORK.....</b>	<b>2</b>
2.1	General Requirements.....	2
2.2	Workload Requirements.....	2
2.3	Information Management Requirements.....	3
2.4	Reporting Requirements.....	3
<b>3.0</b>	<b>PERFORMANCE REQUIREMENTS.....</b>	<b>3</b>
3.1	Consultation Services.....	3
3.2	Acquisition Services.....	5
3.3	Records Maintenance.....	6
3.4	Visual Information Services.....	6
<b>4.0</b>	<b>PERSONNEL REQUIREMENTS.....</b>	<b>7</b>
4.1	Key Personnel.....	7
4.2	Qualified Personnel.....	8
<b>5.0</b>	<b>GENERAL REQUIREMENTS.....</b>	<b>9</b>
5.1	Conflict of Interest.....	9
5.2	Operating Plan.....	9
5.3	Quality Control.....	9
5.4	Personnel Security.....	10
5.5	Information Security.....	10
5.6	Meetings.....	10
<b>6.0</b>	<b>GOVERNMENT FURNISHED PROPERTY AND SERVICES.....</b>	<b>11</b>
6.1	General.....	11
6.2	Facilities and Office Equipment.....	11
6.3	Materials and Supplies.....	12
6.4	Copier Services.....	12
6.5	Utilities.....	12
6.6	Communications.....	12
6.7	Computer Network Services.....	12
6.8	Custodial Services.....	12
<b>7.0</b>	<b>SERVICE PROVIDER-FURNISHED PROPERTY AND SERVICES.....</b>	<b>13</b>
<b>8.0</b>	<b>TRANSITION.....</b>	<b>13</b>
8.1	Phase-in Performance.....	13
8.2	Full Performance.....	14
8.3	Phase-Out.....	14

**LIST OF APPENDICES**

APPENDIX A: DOE HEADQUARTERS PROGRAM OFFICES ..... A-1  
APPENDIX B: ESTIMATED ANNUAL WORKLOAD REQUIREMENTS..... B-1  
APPENDIX C: WORKLOAD DEFINITIONS ..... C-1  
APPENDIX D: REQUIRED REPORTS..... D-1  
APPENDIX E: GOVERNMENT PROVIDED DATABASES..... E-1  
APPENDIX F: PERFORMANCE REQUIREMENTS SUMMARY ..... F-1  
APPENDIX G: HISTORICAL WORKLOAD..... G-1  
APPENDIX H: DEFINITIONS AND ACRONYMS..... H-1  
APPENDIX I: CUSTOMER SATISFACTION SURVEY ..... I-1  
APPENDIX J: DOE/C-WEB USERS MANUALS..... J-1

## 1.0 INTRODUCTION

### 1.1 Visual Information Services Overview

Department of Energy (DOE) Headquarters currently serves a wide range of scientific, technical, administrative, and public information programs. The primary objective of Visual Information (VI) Services is to communicate information for these programs by graphic design or other visual means. This includes the design of such visual information as printed materials, exhibits, and visual aids for oral presentations. Printed materials include books, pamphlets, newsletters, posters, and other similar material that is reproduced by one of the printing processes (duplicating, copying, or offset). Exhibits may be either two- or three-dimensional and, in addition to printed material, make use of models, audiovisual presentations, and electronic devices that permit viewers to access desired information or activate a display. Presentations may require the use of visual materials presented to the audience in the form of photographic slides, viewgraphs, overhead transparencies, flip charts and posters.

### 1.2 Public-Private Competition/A-76 Study

This Performance Work Statement (PWS) is part of a public-private competition, commonly referred to as an A-76 Study, to determine whether accomplishing the specified work under contract or by government performance is more economical. If government performance is determined to be more economical, this solicitation will be canceled and no contract will be awarded. This PWS supports the public-private competition/cost comparison process described in OMB Circular No. A-76 Performance of Commercial Activities, August 4, 1983 (Revised 1999), and Circular No. A-76, Revised Supplemental Handbook, Performance of Commercial Activities, March 1996 (updated through transmittal memorandum June 20, 1999). The circular and supplemental handbook are available at <http://www.whitehouse.gov/omb/circulars/index.html>.

### 1.3 Organization of the Performance Work Statement

This PWS is organized in sections that define both the work to be performed and the relationship between DOE and the Service Provider. The overall scope of work to be performed is described in Section 2.0, Scope of Work, and detailed performance requirements and objectives for this work are specified in Section 3.0, Performance Requirements. Section 4.0, Key Personnel, describes the qualifications, training, and other requirements necessary to enable Service Provider personnel to perform the work described in this PWS. Section 5.0, General Requirements, addresses reporting, quality control, safety, and other issues which are pertinent to service provider performance. Sections 6.0 and 7.0 describe what facilities, equipment, and services will be provided by government and the service provider respectively. Section 8.0, Transition Plan, describes requirements for phase-in and phase-out periods.

Additional information referenced in this document is provided in the Appendices:

- Appendix A: DOE Headquarters Program Offices
- Appendix B: Estimated Workload Requirements
- Appendix C: Workload Definitions
- Appendix D: Required reports
- Appendix E: Government Provided Databases
- Appendix F: Performance Requirements Summary
- Appendix G: Historical Workload
- Appendix H: Definitions and Acronyms
- Appendix I: Customer Satisfaction Survey
- Appendix J: DOE/C-Web Users Manual

## 2.0 SCOPE OF WORK

### 2.1 General Requirements

The Service Provider shall:

- 2.1.1 Serve as a technical liaison for Visual Information Services with the Headquarters Program Offices. A list of Headquarters Program Offices is provided in Appendix A: DOE Headquarters Program Offices.
- 2.1.2 Provide procurement services to assist DOE Headquarters Program Offices in purchasing visual information (VI) services. This work includes consultation services, acquisition services, and records maintenance.
- 2.1.3 Provide basic VI/graphic design services for DOE Headquarters Program Offices requiring jobs with short turnaround times.
- 2.1.4 Provide on-site consultation services at the DOE Headquarters Forrestal and Germantown locations.
- 2.1.5 Provide all personnel, facilities, materials, supplies, equipment, and services required for the performance of the work in this PWS, which are not provided by the government. Government-furnished property and services are addressed in Section 6.0.

### 2.2 Workload Requirements

- 2.2.1 The Service Provider shall provide procurement and basic VI/graphic design services to meet the estimated annual demand for Visual Information Services as shown in Table C-1. This information represents the government's best estimate of future workload, using data available at the time this PWS was developed. The Service Provider is advised that the estimated numbers of jobs by location and type are not guarantees of future workload.

**Table C-1**

**ESTIMATED ANNUAL VISUAL INFORMATION JOBS SUMMARY  
Base Year and Option Years**

Type of Service	Forrestal Job Count	Germantown Job Count	Jobs with 2 Day or Less Turnaround Time	Total Job Count
<b>Procured Jobs</b>	1,098	425	123	<b>1,523</b>
<b>Basic VI/Graphics Design Jobs</b>	166	75	241	<b>241</b>
<b>Total Jobs</b>	<b>1,264</b>	<b>500</b>	<b>364</b>	<b>1,764</b>

- 2.2.2 In Appendix B, this summary workload is further divided into Product Categories and Complexity Levels. The workload has been divided into Job Categories (i.e., poster, banner, book, etc.) that are defined in Appendix C: Workload Definitions. Each Job Category is then divided into Complexity Levels 1 through 4. Each complexity level has general characteristics that apply to all of the Job Categories and are defined in Appendix C: Workload Definitions.
- 2.2.3 Historical workload is presented in Appendix G: Historical Workload.
- 2.2.4 Information in this PWS regarding estimated or historical workload is intended to aid the Service Provider in understanding the requirements and in submitting an appropriate proposal.

### **2.3 Information Management Requirements**

The Service Provider shall meet the information management and information transfer requirements in this PWS. Information management requirements can be found throughout this PWS. Required reports and Service Provider maintained databases are listed in Appendix D: Required Reports and Appendix E: Government Provided, Service Provider Maintained Databases.

### **2.4 Reporting Requirements**

The Service Provider shall provide recurring reports to the Contracting Officer's Representative (COR). Detailed instructions on required report format, content, distribution, and due dates will be provided upon award, and may change with a minimum 30 day notice to the Service Provider. A list of all required reports is included as Appendix D: Required Reports.

## **3.0 PERFORMANCE REQUIREMENTS**

This is a performance-based contract subject to the objectives, measures, and expectations contained in this PWS. The Service Provider agrees that unacceptable work as designated by the COR must be corrected by the Service Provider at no additional cost to the government. The Service Provider will be evaluated once per year. Ratings will be provided to the contractor for comment. Poor performance or receiving an unsatisfactory rating will result in the government not exercising the next option period.

This section of the PWS provides specific performance-oriented requirements that the Service Provider is required to meet in providing VI services. The requirements identified as most critical to contract performance are set forth in Appendix F: Performance Requirements Summary (PRS). The PRS contains the government's intended quality assurance standards (objectives), procedures for monitoring compliance with the standards (measures), and defines satisfactory performance ratings (expectations) for these critical requirements.

### **3.1 Consultation Services**

The Service Provider shall:

- 3.1.1 Provide on-site consultation services at the DOE Headquarters Forrestal location during the hours of 8:00 AM to 6:00 PM on weekdays and at the DOE Headquarters Germantown location during

the hours of 8:00 AM to 12:00 PM on weekdays. Coverage at the Forrestal and Germantown location should be constant during these hours. The Service Provider shall provide a minimum of two personnel to ensure that coverage at Forrestal is constant including the employee's lunch break; a 15-minute employee break is not considered a break in coverage. The Service Provider will not be required to provide consultation services on the recognized federal holidays, which are: New Year's Day, Dr. Martin Luther King, Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

- 3.1.2 Provide on-call consultation services as needed during the hours of 6:00 PM to 12:00 AM on weekdays, including Friday evening. Any after-hours service will be coordinated through the COR. Management estimates that this after-hours service will be required not more than once per month on average.
- 3.1.3 Maintain the capability to accept requests for all VI products/services listed in this PWS via facsimile, and electronic mail (e-mail) 24 hours a day. The Service Provider shall provide an acknowledgement of receipt of the request to the customer; this acknowledgement should include the date and time of acceptance of the job and should be filed in the Job Folder (see 3.3.2).
- 3.1.4 Provide all levels of graphic design and production consultation to advise customers, document job specifications, aid the customer in defining and quantifying his or her expectations of satisfactory quality, and coordinating any rework necessary to yield a final product or service that provides high customer satisfaction according to the job and workload descriptions provided in Appendix B: Estimated Workload Requirements and Appendix C: Workload Definitions.
- 3.1.5 Develop specifications for complex graphics jobs requiring the use of multiple colors, photographs, and other complexities.
- 3.1.6 Develop and implement logical solutions to visual media design and layout problems and recommend concepts for effectively communicating project themes or messages.
- 3.1.7 Conduct planning sessions with customers, program officials, writers, editors and subject matter experts to clarify the information objectives and coordinate the development of a visual treatment that will appropriately advance those objectives to the audience for which the information is intended.
- 3.1.8 Provide technical advice and assistance to Headquarters Program Offices to ensure that appropriate economical and functional standards are adhered to with relation to VI services. This support and advice should be available within one hour of request during on-site operation hours.
- 3.1.9 Communicate with clients to determine what types of products are required to satisfy the particular mission, doing a thorough review of options based on need, development and production time available, budget availability, and integration of product in the prevailing operational and political climate.
- 3.1.10 Gather information, identify problems, analyze issues, and develop recommendations to resolve substantive problems of effectiveness and efficiency in the providing VI Services. This includes, but is not limited to, issues of cost effective procurements, environmentally sound Departmental VI services practices, customer satisfaction surveys, outreach programs, and inter-governmental task force participation.

- 3.1.11 Administer the Customer Satisfaction Survey. (See sample provided in Appendix I.) The Service Provider shall work with the government to develop and administer a Customer Satisfaction Survey to all DOE Customers. This survey shall be administered once for each job request received.
- 3.1.12 Maintain the proper balance of program related assignments, along with ongoing or ad hoc project or analytical assignments, and must be able to effectively take required remedial actions when necessary, and must be able to communicate progress reports to management.
- 3.1.13 Conduct analysis of complex VI services related issues affecting the Department.

## **3.2 Acquisition Services**

The Service Provider shall:

- 3.2.1 Provide Acquisition Services for all VI services in accordance with the Title 44, U.S. Code, Government Printing and Binding Regulations (GPO), Joint Committee on Printing (JCP), and instructions contained in this PWS. To ensure VI products are obtained at the lowest cost to the government, the Service Provider shall employ a competitive bid process involving at least three vendors for all services/products costing \$200 or more. For those VI services under \$200, the Service Provider does not have to use a competitive bid process to procure the VI services. An estimate of this workload by product category and complexity level is contained in Appendix B: Estimated Workload Requirements and Appendix C: Workload Definitions. The government estimates that 75% of these jobs cost \$200 or more and thus will require a competitive bid process.
- 3.2.2 Have no authority to obligate government funds. The government will designate a Contracting Officer Representative (COR) who must approve all purchases.
- 3.2.3 Conduct all acquisitions using DOE/C-Web. DOE/C-Web is a DOE internal commerce site used to obtain bids on various jobs throughout the department. Information about DOE/C-Web is available at <http://ecweb.doe.gov>, and in Appendix J: DOE/C-Web Users Manuals. The Service Provider shall post the job on DOE/C-Web and receive at least three quotes before the job can be awarded. The Service Provider then identifies the lowest cost vendor for the job and forwards the job to the COR for funding approval. The COR then forwards the approved job back to the Service Provider who notifies the appropriate vendor about the acceptance of his bid. The Service Provider shall not obligate government funds at any time.
- 3.2.4 Ensure a selection of highly-qualified, small business vendors providing VI services via DOE/C-web. The Service Provider shall issue solicitations to groups of competing vendors on a rotating basis. The Service Providers shall refer qualified vendors to DOE/C-Web and assist firms in registration when necessary.
- 3.2.5 Serve as a liaison between the DOE customer and the VI services vendor, to include, but not limited to verifying compliance to customer specifications and coordination of any rework or corrections.
- 3.2.6 Process any paperwork and provide all other coordination with the VI service vendors to ensure a quality VI product.

- 3.2.7 Prepare procurement documents, determine source of production and/or procurement, perform client liaison and follow-up, prepare related correspondence, develop cost estimates, and assist the COR in the obligation of Department funds.
- 3.2.8 Develop and/or coordinate development of comprehensive schedules with careful attention to schedule integration to ensure that items which are interrelated are properly addressed. Ensure that critical benchmark events are planned for and executed in compliance with established program schedules.
- 3.2.9 Keep abreast of the latest developments in the graphics field and make technical recommendations to management on obtaining cost effective, high-quality services.

### **3.3 Records Maintenance**

The Service Provider shall:

- 3.3.1 Maintain records in accordance with DOE Directive, DOE G 1324.5B.
- 3.3.2 Create a Job Folder for each VI services job. The Service Provider, working with the government, shall assign each job a unique Job Order Tracking Number. This number will be used to track the Job Folders. The government will provide a pre-printed Job Folder for this purpose.
- 3.3.3 Maintain a tracking database with records of each VI job. Information entered in the tracking database for each job (if applicable) shall include, but is not limited to the following: Job order tracking number, job type, job level, description of job, quantity of output, DOE customer, vendor performing the job, dates of performance, date of database entry, and cost of the job. DOE will provide the Job Estimate Tracking System (JETS), which is currently used to perform this function. The Service Provider may continue to use JETS or implement a new database that satisfies the requirements under this contract. JETS is a Lotus Approach-based relational database.
- 3.3.4 Maintain in the Job Folder records of all price quotations and cost information that is obtained for each job order that the Service Provider places with a VI services vendor.
- 3.3.5 Maintain records and logs of work, including time spent, materials used, etc., and prepare pertinent reports as required for management's use.
- 3.3.6 Establish and maintain an accurate and complete inventory of equipment, materials, and supplies.
- 3.3.7 Formulate and present oral and written reports, prepare formal correspondence, and prepare decision papers that are supported by program data.

### **3.4 Visual Information Services**

The Service Provider shall:

- 3.4.1 Provide a basic VI services capability on-site to ensure that VI services are being provided in the most cost effective manner and that the full range of customer requirements can be met. The government expects that all VI work/jobs/services will be procured, except for those few

instances where the customer's requirements and timeframe can be met most cost effectively by performing the work on-site, in-house, using a computer and a standard printer. The Service Provider would be expected to provide basic VI services that could be completed in the same or less labor time than it would take to provide acquisition services for the same work, or when customers need something basic immediately or within a few hours. For those basic VI services performed on-site, the government will furnish equipment and materials. Jobs will only be accepted for on-site design that requires only a computer and a standard size color printer or less. Hardware and software necessary to complete this task will be provided. Provided hardware includes: Macintosh, PC, HP 8500, and HP 8550 computers. Provided software for Macintosh and PC computers includes: Quark Express, Photoshop, Illustrator, PageMaker, Microsoft Office Suite, and Lotus SmartSuite. The Service Provider will have access to printing and duplicating machines in the Staffed Copy Center, which currently include Xerox Docucolor 60 and Docutech 135 machines. All required materials and supplies will be provided by the government.

- 3.4.2 Obtain approval from the COR to perform VI services on-site, in-house based on meeting the customer requirements, timeframe, and cost effectiveness.

## 4.0 PERSONNEL REQUIREMENTS

### 4.1 Key Personnel

- 4.1.1 Key personnel are management and technical personnel that are critical to, and essential for, the Service Provider's successful performance under this contract. They shall be identified in the proposal and their resumes shall be submitted with the proposal. The Service Provider agrees that such personnel shall not be removed, diverted, or replaced from work awarded as a result of this contract without the prior written approval of the CO. Any personnel the Service Provider offers as substitutes must have abilities and qualifications equal to or better than the key personnel replaced. Requests to substitute key personnel must be submitted in writing to the CO a minimum of 30 calendar days in advance of the substitute and must be approved by the CO before the substitution. The request shall include a detailed explanation of the circumstances necessitating the proposed substitution, a complete resume for the substitute, any changes to the rate specified in the order (as applicable), and other information requested by the CO.
- 4.1.2 **Program Manager.** A Program Manager shall be designated by the Service Provider to manage the performance of all work awarded under this contract and shall be available by telephone during normal business hours. The Program Manager shall provide effective liaison between all Service Provider employees and CO or CORs to ensure that performance is in compliance with contract requirements.
- 4.1.3 **Forrestal Operations Supervisor/Lead.** A Forrestal Operations Lead shall be designated by the Service Provider as the primary employee essential to perform work at the Forrestal Headquarters Office. The Program Manager and the Forrestal Operations Lead do not have to be different individuals. The Forrestal Operations Lead and the Germantown Operations Lead must be different individuals.
- 4.1.4 **Germantown Operations Supervisor/Lead.** A Germantown Operations Lead shall be designated by the Service Provider as the primary employee essential to perform work at the Germantown Headquarters Office. The Program Manager and the Germantown Operations Lead

do not have to be different individuals. The Forrestal Operations Lead and the Germantown Operations Lead must be different individuals.

## 4.2 Qualified Personnel

The Service Provider shall:

- 4.2.1 Provide personnel who are U.S. Citizens with the ability to read, write, speak, and understand English fluently.
- 4.2.2 Provide qualified personnel who are capable of meeting the performance requirements specified in this PWS. The Service Provider shall recruit, hire, and train a sufficient workforce to handle the duties and requirements associated with this contract. All Service Provider workforce members assigned to duties and requirements associated with this contract shall be trained in, and knowledgeable about VI and the requirements of this contract. In addition to knowledge of VI, workforce members shall have a background and training in their specific Service Provider duties and requirements. See Appendix H: Definitions and Acronyms, for definition of “workforce.”
- 4.2.3 Provide staffing to ensure continuity of operations and development of Service-Provider-Customer relationships.
- 4.2.4 Ensure that all Service Provider representatives entering DOE-facilities to perform services required under this contract shall carry proper identification or documentation of the purpose of their visit.
- 4.2.5 Verify that individuals and companies seeking employment, subcontracting opportunities or affiliation to perform under this contract are not excluded, suspended, or otherwise barred from participation in government programs. The Service Provider shall verify such by checking the Debarment and Suspension List at <http://epls.arnet.gov> and any other national, state, or local list available in the real estate industry or as specified by the CO.
- 4.2.6 Service Provider personnel must possess a thorough understanding of graphics and visual information media; an understanding of JCP and GPO directives governing printing policies; and understanding of the DOE Headquarters organization.
- 4.2.7 Specifically, Service Provider personnel must possess:
  - 4.2.7.1 A thorough working knowledge of the concept of graphics, visual media, and desktop publishing; its impact, benefits, and limitations.
  - 4.2.7.2 Effective communication skills to function as a technical liaison to customers from the Program Offices and to DOE management.
  - 4.2.7.3 Skill in exhibiting creativity in providing solutions to obtain objectives in a most cost effective manner.
  - 4.2.7.4 Skill in making oral and written reports and presentations and preparing related data and charts clearly and concisely.
  - 4.2.7.5 Skill in dealing in a lead/coordinating capacity.
  - 4.2.7.6 Resourcefulness in research techniques with the ability to locate and utilize numerous sources of information.

- 4.2.7.7 A thorough knowledge of management analysis techniques, process, and methodologies.
- 4.2.7.8 Skill in adapting or modifying procedures to meet the needs of the organization.

## **5.0 GENERAL REQUIREMENTS**

This section identifies general requirements, including conflict of interest considerations, the operating plans the Service Provider shall have in place and the quality control and security requirements the Service Provider shall meet.

### **5.1 Conflict of Interest**

- 5.1.1 The Service Provider and all those having an identity of interest with the Service Provider are prohibited from providing VI services under the performance of this contract unless specified in this PWS. Any individual or entity that directly or indirectly (1) controls the Service Provider; (2) is controlled by the Service Provider; or (3) controls a third party jointly with the Service Provider; is deemed to have an identity of interest with the Service Provider. This includes but is not limited to any subcontractor, affiliate, or exclusive arrangement of the Service Provider, or any individual or entity in which the owner, manager, or staff have any familial relationship with any owner, manager, or staff of the Service Provider.

### **5.2 Operating Plan**

- 5.2.1 The Service Provider shall develop and maintain a Quality Control (QC) Plan. This document must be updated as needed or as directed by the COR. Each document, and revisions thereto, shall be provided to the COR for review and approval.
- 5.2.2 **Quality Control Plan.** The QC Plan must identify the procedures the Service Provider shall use to ensure performance is at least as good as the standards identified in Appendix F: Performance Requirement Summary, and the requirements in paragraph 5.2, Quality Control. All employees shall be trained in relevant parts of the QC Plan.

### **5.3 Quality Control**

- 5.3.1 The Service Provider shall be responsible for the quality of all work under this contract.

- 5.3.2 The Service Provider's quality control program shall ensure that all aspects of this contract are performed completely and appropriately, and shall contain a plan for corrective action when deficiencies or insufficient performance are identified. When defective performance is noted through Quality Assurance activities, the COR will request that the Service Provider correct the defective performance, or provide a plan for corrective action. The Service Provider shall respond to this request in writing within two business days of receipt.
- 5.3.3 Critical aspects of the Service Provider's quality control include management of workforce members, subcontractors, and all other affiliates. Quality control also includes ensuring compliance with contract requirements, meeting the above listed quality elements, and limiting VI Services' risks.

## 5.4 Personnel Security

- 5.4.1 Upon request, the Service Provider shall submit to the government the name and addresses of each employee hired for work on this contract, and the name and address of any subcontractors and provide completed questionnaires and other forms when required for security purposes.

## 5.5 Information Security

- 5.5.1 The Service Provider shall comply with the following on disclosure of information:
- 5.5.1.1 Neither the Service Provider nor any of its employees or affiliates shall disclose or cause to be disseminated any information concerning the operations of the activity which could result in or increase the likelihood of the possibility of a breach of the activity's security or interrupt the continuity of its operations. This includes dissemination of information that might result in a negative impact to the government's reputation.
  - 5.5.1.2 Disclosure of information relating to the services hereunder to any person not entitled to receive it, or failure to safeguard any sensitive information that may come to the Service Provider or any person under his/her control in connection with work under this contract, may subject the Service Provider, his/her agents or employees to criminal liability.
  - 5.5.1.3 All inquiries, comments or complaints arising from any matter observed, experienced, or learned as a result of, or in connection with the performance of this contract, the resolution of which may require the dissemination of official information, shall be directed to the government.
  - 5.5.1.4 Deviations from, or violations, of any of the provisions of this section may, in addition to all other criminal and civil remedies provided by law, subject the Service Provider to possible termination for default, and/or subject the individuals involved to withdrawal of the government's acceptance and approval of employment.

## 5.6 Meetings

The Service Provider's Program Manager (and other key personnel as the Service Provider designates) shall be required to attend status or performance meetings as follows:

- 5.6.1 **Kick-off Meeting.** The first meeting will be a kick-off meeting that will be held within the first

10 calendar days after award. The kick-off meeting will be held at a DOE Headquarters Office, Washington, DC.

- 5.6.2 **Progress Meetings.** Progress meetings will be held a minimum of every 30 calendar days during the phase-in period of the contract to discuss the Service Provider's progress in preparing to begin full performance under the contract. These meetings may be held at the Service Provider's office or a DOE Headquarters office. The COR will determine the frequency of progress meetings.
- 5.6.3 **Routine Operational Meetings, Conference Calls, and Discussions.** These meetings, calls, and discussions will be held as needed to answer questions and resolve issues as they arise, and to ensure continued compliance with contract requirements. The operational meetings will generally be held at the applicable DOE Headquarters Office.
- 5.6.4 **Performance Meetings.** During the first quarter of the Full Performance Base Period of the contract, meetings will be conducted as performance warrants and may occur weekly via teleconference or videoconference. The COR will determine at what point meetings will occur less frequently and when face-to-face meetings are necessary. Performance meetings will be conducted after the end of each quarter at a Headquarters DOE Office to discuss performance under the contract.
- 5.6.5 The Service Provider shall take minutes at the kick-off, progress, and performance review meetings and shall provide copies to the COR and other attendees.

## 6.0 GOVERNMENT FURNISHED PROPERTY AND SERVICES

### 6.1 General

The government will provide the facilities, utilities, equipment, and supplies described herein as government-furnished property to be placed in the Service Provider's custody. The government will also provide certain services to the Service Provider, as delineated below. The Service Provider shall not use government-furnished property or services for any purpose other than execution of work under this contract.

### 6.2 Facilities and Office Equipment

The government will furnish and maintain facilities and equipment for use by the Service Provider in the performance of the requirements of this contract. The government will furnish an amount of office space that is appropriate for the number of Service Provider employees under the contract. Along with office space for each employee, standard office equipment will be provided to include: Desk, chair, filing cabinet, computer, monitor, keyboard, mouse, and printers. Hardware and software necessary to perform this work will be provided. Provided hardware includes: Macintosh, PC, HP 8500, and HP 8550 computers. Provided software for Macintosh and PC computers includes: Quark Express, Photoshop, Illustrator, PageMaker, Microsoft Office Suite, and Lotus SmartSuite. The Service Provider will have access to printing and duplicating machines in the Staffed Copy Center, which currently include Xerox Doucolor 60 and Docutech 135 machines. Although the government will furnish and maintain equipment, the Service Provider shall keep the COR apprised of the condition of the equipment, so that the equipment can be adequately maintained.

### **6.3 Materials and Supplies**

The government will provide all necessary materials and supplies for use by the Service Provider in the performance of this contract. The Service Provider shall establish and maintain an accurate and complete inventory of materials and supplies. The Service Provider shall request needed materials and supplies from the government in sufficient time to meet the performance requirements in this contract. All government furnished materials and supplies are for use only in connection with the work under this contract, and may not be removed from the Headquarters locations.

### **6.4 Copier Services**

The government will provide access to existing copiers in government-furnished facilities for the official use of the Service Provider. The Service Provider will have access to printing and duplicating machines in the Staffed Copy Center, which currently include Xerox Doucolor 60 and Docutech 135 machines.

### **6.5 Utilities**

The government will furnish utilities from existing outlets in government-furnished facilities for use under this contract. As a user, the Service Provider shall comply with and share in the established procedures, regulations, and goals set forth in energy conservation and utilization standards.

### **6.6 Communications**

6.6.1 The government will provide telephones and telephone service in government-furnished facilities for performance of work under this contract. The cost of unofficial telephone service (e.g., telephone service not integral to performance of the contract) shall be reimbursed to the government upon demand. The Service Provider shall maintain records of unofficial telephone usage and submit to the COR telephone reports monthly for reconciliation by the government. The Service Provider shall be responsible for other telecommunication equipment not furnished by the government such as pagers and mobile phones.

6.6.2 The government will provide use of DOE inter-office mail for performance of work under this contract.

### **6.7 Computer Network Services**

The government will provide the Service Provider with computer accounts, to include e-mail and Internet access, while the Service Provider is occupying government-furnished facilities. The Service Provider shall ensure that all account usage complies with the government's usage restrictions and that accounts are used solely for the work specified under this contract.

### **6.8 Custodial Services**

The government will provide custodial services in government-furnished facilities to the same extent routinely provided to current occupants, to include emptying wastebaskets and vacuuming carpets. The

government provision of custodial services does not relieve the Service Provider of responsibility for maintaining a neat and orderly workspace in government-furnished facilities.

## **7.0 SERVICE PROVIDER-FURNISHED PROPERTY AND SERVICES**

The Service Provider shall furnish all property and services not specifically identified as government-furnished in Section 6.0 of this PWS necessary to perform the work requirements described herein.

### **7.1 Transportation**

The Service Provider shall provide all transportation services necessary for staff to perform the services required in this contract. The DOE Shuttle Service between DOE Headquarters Forrestal and Germantown locations is for official business only and should not be considered for routine transportation. In instances for official business only, the COR can authorize the Service Provider to use the DOE Shuttle Service.

## **8.0 TRANSITION**

Within 60 calendar days of the contract award, the Service Provider shall begin full performance of all requirements under this PWS.

### **8.1 Phase-in Performance**

8.1.1 Phase I – Start up. The following shall apply during this phase:

8.1.1.1 This phase includes all of the preparation activities, including but not limited to establishing the infrastructure to perform under this contract, ensuring a qualified workforce is in place, providing appropriate training for that workforce, and implementing the information technology and information technology support necessary to fully perform the requirements contained in this PWS.

8.1.1.2 The kickoff meeting and initial progress meeting will be held.

8.1.1.3 Service Provider site visits to DOE Headquarters offices as requested by Service Provider.

8.1.1.4 The Service Provider shall have up to 30 calendar days to complete Phase I.

8.1.2 Phase II – Testing and Reviews. The following shall apply during this phase:

8.1.2.1 This phase includes joint systems testing with DOE personnel using dummy records, review of Service Provider QC plan.

8.1.2.2 It is expected that both system and procedural issues will be identified during the kickoff meeting, and that problems will be fully resolved during the initial 30-day phase-in period.

- 8.1.2.3 Progress meetings will be held a minimum of every 15 calendar days during the phase-in period.
- 8.1.2.4 The Service Provider shall have up to 30 calendar days to complete Phase II requirements.

## **8.2 Full Performance**

- 8.2.1 The Service Provider is expected to be at full performance at the end of the 60-day phase-in period.

## **8.3 Phase-Out**

- 8.3.1 Phase-out performance consists of all the preparation and activities necessary to ensure that all the VI services continue to receive the high level of attention, maintenance, and performance through the life of this contract. The phase-out performance period begins at the completion of the last exercised option of the contract or at the end of any extensions and shall last for up to 90 calendar days as described below:
  - 8.3.1.1 The Service Provider shall continue to provide full service support for all VI services unless explicitly stated otherwise in this paragraph.
  - 8.3.1.2 The Service Provider shall transfer the Job Folders, tracking database, and all files associated with the Visual Information operation that are not proprietary within 15 calendar days of the date the government notified the Service Provider that it is not exercising the last option or at the end of any extensions of the contract.
  - 8.3.1.3 Within 30 calendar days after the end of the Phase-out Period, the Service Provider shall provide a final invoice and a final copy of all recurring reports, along with a narrative report on the success and difficulties. The Service Provider shall ensure that the final invoice and reports, and all records submitted during the Phase-out Period, are accurate and complete, and that these records provide the same high level of quality provided during the base and option periods.

**APPENDIX A: DOE HEADQUARTERS PROGRAM OFFICES**

<b>Program Offices/Customer</b>	<b>Customer Code</b>	<b>Annual Workload</b>
Office of Management, Budget, and Administration	ME	453
National Nuclear Security Administration	NA	166
Assistant Secretary for Environmental Efficiency and Renewable Energy	EE	148
Office of the Inspector General	IG	109
Office of Science	SC	108
Office of Security	SO	102
Assistant Secretary for Environmental Management	EM	80
Office of Economic Impact and Diversity	ED	73
Assistant Secretary for Fossil Energy	FE	48
Assistant Secretary for Environment, Safety, and Health	EH	47
Energy Information Administration	EI	41
Chief Information Officer	IM	39
Office of Nuclear Energy, Science, and Technology	NE	38
Assistant Secretary for Policy and International Affairs	PI	29
Office of the Secretary of Energy	S	28
Office of the General Counsel	GC	25
Office of Counter Intelligence	CN	24
Office of Civilian Radioactive Waste Management	RW	21
Office of Public Affairs	PA	19
Office of Intelligence	IN	18
Office of the Secretary of Energy Advisory Board	AB	13
Office of Energy Assurance	EA	7
Office of Hearings and Appeals	HG	5
Assistant Secretary for Congressional and Intergovernmental Affairs	CI	4
Office of Independent Oversight and Performance Assurance	OA	4
	<b>Total</b>	<b>1649</b>

**NOTE:** This annual workload distribution is based on raw historical data from the JETS Data Base for FY 2002. It is provided as additional information only. The potential Service Provider should develop a bid based on the workload contained in Appendix B: Estimated Annual Workload Requirements and should only look to Appendix A to ascertain trends in the work which may be helpful in developing their proposal.

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**APPENDIX B: ESTIMATED ANNUAL WORKLOAD REQUIREMENTS**

The estimated annual workload requirements, presented in Table B-1, represent the workload that DOE currently estimates will be required each year through the contract base year and the four option years. The potential Service Provider should develop a bid based on the workload contained in this Appendix, and should only look to Appendix G: Historical Workload to ascertain cyclical or seasonal variations, or other trends in the work.

This workload information is based on the job counts for fiscal year 2002, as taken from the Job Estimate Tracking System (JETS) database. The original JETS job counts are included as Appendix G: Historical Workload. Each VI product was sampled to determine an approximate breakdown of work into four Complexity Levels. To obtain these values, different samples were taken depending on the total Product population. For Products with 20 or fewer jobs annually each job entry was examined. One out of every two jobs was examined for products with between 21 and 100 jobs. For Products with 101 to 400 jobs, one out of every five jobs was investigated. One out of every ten jobs was investigated for VI products with more than 400 jobs annually.

The job entries were investigated to determine the appropriate Complexity Level. Definitions for each Graphic Product and Complexity Level are included as Appendix C. Each examined job was either categorized into one of four Complexity Levels, or excluded from the study, because the work did not fit into the scope of the study. Some examples of excluded jobs are proofreading, bookbinding, and mounting and framing of posters or other output. Any numerical discrepancies between the raw JETS data in Appendix J and the projected annual workload are a result of these job exclusions. Additions were made to some counts from jobs taken from the “other” category that fit into the scope of this work.

The job counts were then divided between the DOE Headquarters Forrestal and Germantown locations. This was done by finding the percentage divisions by location for each product type in the raw data and applying those same proportional divisions to this data. The number of jobs requiring a two-day or less turn around time is also included. This was also divided between locations to determine procured and on-site workload.

The last three rows in the table represent the totals for all products in three categories: Totals, Procured Totals, and Totals Performed On-Site. “Totals” contains totals for each product level summed for the entire table. “Procured Totals” contains the total jobs that will need to be procured, without the Level One and Two jobs requiring a two-day or less turnaround, which will be performed on-site. “Totals Performed On-Site” contains all of the jobs that will be performed on-site. All of the Level One and Two jobs requiring a two-day or less turnaround are being performed on-site, with the exception of Plaques. Due to the equipment necessary to create plaques, this product will always be procured. The totals reflect this caveat.

**Table B-1**  
**ESTIMATED ANNUAL VISUAL INFORMATION JOBS SUMMARY**  
**Base Year and Option Years**

<b>Visual Information Product Category</b>	<b>Complexity Level</b>	<b>Total Annual Job Count</b>	<b>Forrestal Annual Job Count</b>	<b>Germantown Annual Job Count</b>	<b>2 Day Turn-around</b>
<b>Banner</b>	Level 1	2	1	1	0
	Level 2	8	5	4	0
	Level 3	6	4	3	0
	Level 4	8	5	4	4
<b>Book</b>	Level 1	2	2	0	0
	Level 2	12	11	2	2
	Level 3	14	12	2	0
	Level 4	6	5	1	0
<b>Brochure</b>	Level 1	0	0	0	0
	Level 2	8	6	2	1
	Level 3	5	4	1	2
	Level 4	8	6	2	1
<b>Button</b>	Level 1	2	2	0	0
	Level 2	2	2	0	1
	Level 3	0	0	0	0
	Level 4	5	5	0	0
<b>Certificate</b>	Level 1	0	0	0	0
	Level 2	277	177	100	53
	Level 3	0	0	0	0
	Level 4	0	0	0	0
<b>Cover</b>	Level 1	15	14	1	5
	Level 2	25	24	1	5
	Level 3	35	33	2	15
	Level 4	60	56	4	10
<b>Door Sign</b>	Level 1	5	3	2	5

Visual Information Product Category	Complexity Level	Total Annual Job Count	Forrestal Annual Job Count	Germantown Annual Job Count	2 Day Turn-around
	Level 2	15	9	6	3
	Level 3	0	0	0	0
	Level 4	0	0	0	0
<b>Exhibit</b>	Level 1	3	2	1	0
	Level 2	8	6	2	1
	Level 3	3	2	1	0
	Level 4	2	2	0	0
<b>Flyer</b>	Level 1	0	0	0	0
	Level 2	10	8	2	4
	Level 3	4	3	1	0
	Level 4	14	11	3	2
<b>Forms</b>	Level 1	4	3	1	1
	Level 2	10	7	3	4
	Level 3	4	3	1	0
	Level 4	3	2	1	0
<b>Illustration</b>	Level 1	15	15	0	15
	Level 2	10	10	0	0
	Level 3	2	2	0	2
	Level 4	15	15	0	11
<b>Label</b>	Level 1	6	4	2	2
	Level 2	13	9	4	5
	Level 3	0	0	0	0
	Level 4	4	3	1	0
<b>Name Tag</b>	Level 1	4	3	1	3
	Level 2	10	8	2	4
	Level 3	2	2	0	0
	Level 4	2	2	0	1
<b>Name Tent</b>	Level 1	0	0	0	0
	Level 2	30	25	5	12

Visual Information Product Category	Complexity Level	Total Annual Job Count	Forrestal Annual Job Count	Germantown Annual Job Count	2 Day Turn-around
	Level 3	2	2	0	0
	Level 4	2	2	0	0
Newsletter	Level 1	0	0	0	0
	Level 2	3	3	0	1
	Level 3	11	11	0	0
	Level 4	2	2	0	0
Phone Card	Level 1	8	7	1	0
	Level 2	21	18	3	2
	Level 3	4	4	1	0
	Level 4	0	0	0	0
Plaque	Level 1	0	0	0	0
	Level 2	361	270	91	38
	Level 3	0	0	0	0
	Level 4	0	0	0	0
Poster/ Sign	Level 1	171	115	56	30
	Level 2	161	108	53	40
	Level 3	40	27	13	10
	Level 4	105	70	35	10
Stationery	Level 1	12	11	1	10
	Level 2	14	13	1	0
	Level 3	15	14	1	13
	Level 4	6	6	0	2
Tab	Level 1	0	0	0	0
	Level 2	60	11	49	18
	Level 3	5	1	4	0
	Level 4	0	0	0	0
Table Tent	Level 1	3	2	1	2
	Level 2	7	6	1	2
	Level 3	1	1	0	0

Visual Information Product Category	Complexity Level	Total Annual Job Count	Forrestal Annual Job Count	Germantown Annual Job Count	2 Day Turn-around
	Level 4	5	4	1	0
Viewgraph/ Slide	Level 1	12	7	5	6
	Level 2	24	14	10	4
	Level 3	2	1	1	2
	Level 4	4	2	2	0
Totals	Level 1	265	192	73	79
	Level 2	1091	749	342	200
	Level 3	156	125	31	44
	Level 4	252	198	54	41
Procured Totals	Level 1	186	130	56	0
	Level 2	929	645	284	38
	Level 3	156	125	31	44
	Level 4	252	198	54	41
Totals Performed On-Site	Level 1	79	62	17	79
	Level 2	162	104	58	162
	Level 3	0	0	0	0
	Level 4	0	0	0	0

## APPENDIX C: WORKLOAD DEFINITIONS

### VISUAL INFORMATION COMPLEXITY LEVELS

In an effort to provide a greater understanding of the mix of skills required to perform the work in this PWS, the workload for each VI product type has been divided into four levels of complexity. These complexity levels are standard across all products and are explained below. Although all four complexity levels will not apply to each product type, this approach will simplify the workload sufficiently for the purpose of composing a bid for this PWS.

#### **Level 1 Visual Information Job**

A job that includes: only the output of a completed visual information product from an electronic file provided by the customer.

#### **Level 2 Visual Information Job**

A job that includes: formatting existing electronic products, creating products from existing templates, making formatting changes to existing products, replacing text or graphics with other existing text and graphics, scanning existing graphics and text, and recreating products from existing products; and does not include: any original layout or design, layout and design changes, retouching of images, or recreation of any product with components that require such work.

#### **Level 3 Visual Information Job**

A job that includes: layout of existing clip art, existing electronic images, existing text, existing borders, and any existing electronic media; scanning and layout of existing pictures, existing borders, existing illustrations, and existing text; all necessary layout; and all previous product type requirements; and do not include: any original design, design changes, retouching scanned images, or recreation of any product with components that require such work.

#### **Level 4 Visual Information Job**

A job that includes: design of illustrations, images, borders, all other graphic design, and all previous product type requirements.

### VISUAL INFORMATION PRODUCT DESCRIPTIONS

**Banner.** A large sign made from a pliable material (such as cloth or vinyl) on which text and or images are displayed

**Book.** The reformatting, layout, and/or design of content or covers of a book

**Brochure.** A pamphlet, usually bi- or tri-folding, which uses text and/or graphics to convey general information, usually about an organization or department

**Button.** A pin, displaying text and/or graphics, which can be worn on clothing or displayed on other cloth surfaces

**Certificate.** Recognition or accomplishment awards which are generally presented on parchment or other official paper and are generally intended for display

**Cover.** The cover of a book, large pamphlet, or other printed material

**Door Sign.** Paper printed signs indicating the party occupying a room or office

**Exhibit.** A 3D display, generally bi- or tri- folding, intended for use as a visual aid for a presentation or other exhibition

**Flyer.** A small poster-style presentation that is intended for inexpensive production and distribution to a large audience

**Form.** A document which is used repeatedly to fill out and relay specific information

**Illustration.** Charts, graphs and other graphics that are created by hand or using computer graphics software

**Label.** Mailing or other adhesive labels

**Name Tag.** Paper tags displaying the name of the wearer

**Name Tent.** A bi-fold 3D object displaying the name of the individual at a particular desk or position

**Newsletter.** A single or multi-page periodical with text and/or graphics providing an update on the news of a particular organization or department

**Phone Card.** A laminated card containing all of the phone numbers for a particular organization for easy reference

**Plaque.** A 3D trophy or wall mounted solid display generally used for recognition of achievement or advancement

**Poster/Sign.** A large 2D display of text and/or graphics that is intended for public display

**Stationery.** Letterhead, memo pads, and other personalized paper products with text and/or graphics

**Tab.** Section designating tabs for divisions in binders or handbooks

**Table Tent.** A bi-fold 3D object displaying the name of the individual or group at a particular table

**Viewgraph/Slide.** A transparency or other projection media for use as visual aids in presentations

**APPENDIX D: REQUIRED REPORTS**

<b>PWS Reference Number</b>	<b>Name of Report</b>	<b>Frequency</b>	<b>Mandatory/ Advisory</b>	<b>Audience</b>
3.4	Visual Information Job Status Report	Quarterly	Mandatory	Office of Administration, Management, and Support

This report is currently generated by the Job Estimate Tracking System (JETS). An example of this report is shown on the next page.

### Job Status Report / General

JOB#	PLACE	DATE IN	STATUS	JOB EST.	DATE DUE	COORD.	CLIENT	ORG.	OFFICE	PROJECT	QTY	PRI.	DESCRIPTION	VENDOR	COST	WT TOTAL
30049	FTL	10/4/01	Done		10/5/01	TALB	Kielich	PA	PA20	Poster/Sign	2	SR	2 Vehicle Signs 8.5x11. Edit sign done for Scheduling. Add "Press Van for Weatherization Event"			12.5
30050	FTL	10/4/01	Done		10/15/01	TALB	Hairston	FE	FE47	Frame/Mount	1		Mount 41" x 58" map on 1/2 kraft gator and frame in gold aluminum frame. (Vended Out to Rieger Communications)	Rieger Communication	\$300.00	4
30052	FTL	10/4/01	Done		10/5/01	TALB	Saddler	EE	EE32	Name Tent	30	SR	Print DOE logo & Office of Transportation Technologies on both sides of blank name tents. Need COB 10/4 or 8:30 10/5.			12
30053	FTL	10/5/01	Done		10/15/01	BARI	Chidester	CN	CN1	Brochure	1		Prepare "October Issue" of Press Highlights Provide "PDF" file formats.	Mouse That Roars	\$900.00	8
30054	FTL	10/4/01	Done		10/12/01	TALB	Fitzgibbons	EM	EM5	Illustration	1		1. Remove the legend from the last map. 2. The title should be changed to "Environmental Management Facilities" 3. Remove all facilities dot, except those with a blue			8
30056	FTL	10/4/01	Done		10/9/01	TALB	Haspel	EE	EE1	Frame	2	R	(2) Plate 5" x 6" for poster frame job.	Award Crafters	\$33.00	6
30057	FTL	10/4/01	Done		10/9/01	TALB	Haspel	EE	EE1	Frame	6	R	Frame 6 posters with text in gold frames			4
30058	FTL	10/4/01	Done		10/4/01	RHIL	Mackereth	SO	SO40	Poster/Sign	1	SR	Produce a block chart showing specified location.			11.75
30059	FTL	10/3/01	Done		10/3/01	TALB	Fitzgibbons	EM	EM5	Other	1	SR	Per attached make edit changes to map- adding additional color dots.			10.75
30062	FTL	10/5/01	Done		10/5/01	PERR	Williams	GC	GC71	Cover	1	SR	Design binder cover for notebooks going to Capitol Hill			11.25
30064	FTL	10/5/01	Done		10/12/01	TALB	Bullock	ME	ME1.4	Frame	1		Matt & frame attached letter for presentation at OMBE Awards Ceremony.			5
30065	FTL	10/5/01	Done		10/9/01	PERR	Bullock	ME	ME1.4	Poster/Sign	7	R	Design 20" x 30" for (OMBE Quarterly Recognition Ceremony Thursday Oct. 18, 2001.			8
30066	FTL	10/5/01	Done		10/9/01	TALB	Sepheri	ME	ME8	Banner	1	SR	42 inches by 18 feet Banner. (2) color banner for Energy Awareness Month Banner	Rieger Communications	\$850.00	11
30069	FTL	10/5/01	Done		10/16/01	TALB	Leverette	ME	ME2.1	Frame	2		Frame Poster in gold frame 1. U.S. Flag with Eagle 2. U.S. Flag	Rieger Communications	\$330.00	4
30070	FTL	10/9/01	Done		10/11/01	THOM	Corley	EI	EI45	Scan/Retouch	1	R	Scan signature & put on disk			7
30076	FTL	10/9/01	Done		10/19/01	TALB	Holloway	EE	EE42	Scan/Retouch	9		Scan images and put pon tif file in color	Rieger Communications	\$275.00	4

**APPENDIX E: GOVERNMENT PROVIDED DATABASES**

<b>PWS Reference Number</b>	<b>Name of Program</b>	<b>Required/Optional</b>	<b>Maintenance Schedule</b>	<b>Required Reports Associated with this Database</b>
3.4	Job Estimate Tracking System (JETS)	Optional	Updated daily according to recording requirements in Section 3.4.3	Visual Information Job Database Report

**APPENDIX F: PERFORMANCE REQUIREMENTS SUMMARY**

PWS Performance Requirement	Standard (Objective)	Method of Surveillance (Measurement)	Frequency	Minimum Satisfactory Rating (Expectations)
3.1 Consultation Services	All job specifications are documented to customer satisfaction (Quality)	1. Review Customer Satisfaction Surveys 2. Review of Validated Customer Complaint	1. Weekly 2. As needed	Quality standard is met no less than 100% of the time
	Consultant services are provided immediately during regular business hours, and within one hour during on-call hours (Timeliness)	1. Review Customer Satisfaction Surveys 2. Review of Validated Customer Complaint	1. Weekly 2. As needed	Timeliness standard is met no less than 90% of the time
	Acknowledgement of receipt of customer request should be within 4 work hours (Timeliness)	1. Review Customer Satisfaction Surveys 2. Review of Validated Customer Complaint	1. Weekly 2. As needed	Timeliness standard is met no less than 85% of the time
3.2 Acquisition Services 3.4 Visual Information Services	All VI products, whether <b>procured</b> or <b>produced</b> by the Service Provider, meet customer specifications and quality standards (Quality)	1. Review Customer Satisfaction Surveys 2. Review of Validated Customer Complaint	1. Weekly 2. As needed	Quality standard is met no less than 100% of the time
	All VI products, whether <b>procured</b> or <b>produced</b> by the Service Provider, meet customer –vendor agreed to timelines (Timeliness)	1. 100% Review of Job Folders and EC-Web Records 2. Review Customer Satisfaction Surveys 3. Review of Validated Customer Complaint	1. Weekly 2. Weekly 3. As needed	Timeliness standard is met no less than 90% of the time

PWS Performance Requirement	Standard (Objective)	Method of Surveillance (Measurement)	Frequency	Minimum Satisfactory Rating (Expectations)
	All VI products costing more than \$200 are procured using a competitive bid process with no less than three vendors (Cost Effectiveness)	1. 100% Review of Job Folders and EC-Web Records	1. Weekly	Quality standard is met no less than 100% of the time
3.3 Records Maintenance	All VI job records are accurate and complete, including all information required in PWS Section 3.2.2 (Quality)	1. Inspection of random sample of job tracking database and job folders	1. Weekly	Quality standard is met no less than 100% of the time
	All VI job records are updated as required and complete at time of delivery of product to DOE Program Office/Customer (Timeliness)	1. Inspection of random sample of job tracking database and job folders	1. Weekly	Timeliness standard is met no less than 95% of the time

**APPENDIX G: HISTORICAL WORKLOAD**

This data is the historical workload for fiscal year 2000 through fiscal year 2002. The data is taken raw from the Job Estimate Tracking System Database. It should be used to determine any cyclical, season, or other variation or trends in the workload that may be helpful in determining staffing needs for the Service Provider. The workload contained in this Appendix is not the estimated workload for purposes of composing a bid. The Estimated Workload Requirements are contained in Appendix B: Estimated Annual Workload Requirements.

See Excel Spreadsheet located in separate file: DOE VI Services PWS Appendix G 03-25-03

## APPENDIX H: DEFINITIONS AND ACRONYMS

### DEFINITIONS

**Acquisition.** Acquiring by contract, with appropriated funds, supplies or services (including construction) by and for the use of the Federal government through purchase or lease, whether the supplies or services are already in existence or must be created, developed, demonstrated, and evaluated. Acquisition begins at the point when agency needs are established and includes the description of requirements to satisfy agency needs, solicitation and selection of sources, award of contracts, contract financing, contract performance, contract administration, and those technical and management functions directly related to the process of fulfilling agency needs by contract.

**Affiliate.** A person or business associated with the Department of Energy or the Service Provider as follows:

- Department of Energy-Affiliate: DOE employees with jurisdiction over the services under consideration, including the Office of Administration and Management. Also, such employees' spouses, parents, in-laws, children, stepchildren, brothers and sisters, and co-habitants.
- Service Provider Affiliate: All individuals, companies, or other entities with which any Service Provider owner or workforce member or subcontractor owner or workforce member has a personal or financial interest. Also, the Service Provider and its workforce members' spouses, parents, in-laws, children, stepchildren, brothers, and sisters and co-habitants.

**Basic Visual Information Services.** Visual information services which can be performed with only a computer and a color printer. Jobs in this category with a two day or less turnaround will be performed in-house by the Service Provider.

**Contract Start Date.** Date the Service Provider begins work (start of the basic contract period) in accordance with the terms of the contract.

**Contracting Officer.** The only person duly appointed with the authority to enter into and administer contracts on behalf of the government.

**Contracting Officer's Representative.** The government individual(s) designated in writing by the Contracting Officer to act as an authorized representative of the Contracting Officer to perform specific contract administrative functions within the scope and limitations as defined by the Contracting Officer. In the event of a government win, the "contracting officer's representative" will simply be a government official.

**Contractor.** The Contractor, its subsidiaries and affiliates, joint ventures involving the Contractor, or any entity which the Contractor may have merged or any individual or entity that assisted or advised the Contractor in the preparation of proposal under this solicitation.

**Customer.** Individuals and organizations, both internal and external to the Service Provider's organization, for whom services are provided as required by this PWS.

**Equipment.** An all-inclusive term that refers to non-expendable property of a movable nature.

**Facilities.** Property used for production or administration, includes real property and rights therein, buildings, structures, improvements, and plant equipment.

**Familial Relationship.** Any persons related to each other as grandparents, parents, offspring, siblings, aunts/uncles, and cousins, whether related through marriage or not; persons residing at the same address as one another.

**Fiscal Year.** The period beginning October 1 and ending September 30 of consecutive calendar years.

**Government-Furnished Property.** All equipment, goods, and land in the possession of or acquired directly by the government and subsequently delivered or otherwise made available to the contractor.

**Job Estimate Tracking System (JETS).** A Lotus Approach based database which records all required information.

**Lot.** The total number of potential service outputs in a surveillance period.

**Monthly.** Once each calendar month, normally at the same time each month. In connection with preventive maintenance, monthly refers to a 28-day cycle.

**Procurement.** The process of obtaining products or services for DOE to include consultation services, acquisition services, and records maintenance.

**Quality Assurance.** A planned and systematic pattern of all government actions necessary to provide confidence that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved. For the purposes of this PWS, quality assurance refers to actions by the government.

**Quality Assurance Evaluator.** A functionally qualified person who performs quality assurance functions for a contracted service.

**Quality Assurance Surveillance Plan.** An organized written document used for government quality assurance surveillance. This document contains specific methods to perform surveillance of the Service Provider and is for government use only.

**Quality Control.** Those actions taken by a Service Provider to control the performance of services so they meet the requirements of the PWS.

**Records.** All books, maps, photographs, machine-readable materials, or other documentary materials regardless of physical form or characteristics, made or received by an Agency of the United States government under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the government or because of the informational value of the data contained in them.

**Repair.** The application of maintenance services or other action to restore serviceability to an item, correcting specific damage, fault, malfunction, or failure in a part, subassembly, module (component or assembly), end item, or system.

**Sample.** A sample consists of one or more service outputs drawn from a lot for quality assurance surveillance.

**Service Provider.** The organization with which the government contracts to perform services. The term is used to recognize the possibility that in the A-76 Commercial Activities environment, either a contractor or government organization may be selected to perform the contracted services.

**Shall.** The word “shall” is used in connection with the contract and specifies that the provisions are binding.

**Standards.** An acknowledged level or measure of comparison to which the Service Provider is expected to perform.

**Subcontractor.** Any person, firm, or company contracted by the contractor to perform part or all portions of a contract.

**Valid Complaint.** A complaint against the Service Provider, by a customer of the service or a controlling government agency, which has been investigated and found to be correct in that the Service Provider’s service was defective.

**Visual Information.** The aspect of information technology that pertains to the acquisition, creation, storage, transmission, distribution, and disposition of still and motion imagery, with or without sound, for the purpose of conveying information.

**Workforce.** The total number of persons employed by the Service Provider who will be performing work under this contract.

## ACRONYMS

**CO-** Contracting Officer

**COR-** Contracting Officer Representative

**DC-** District of Columbia

**DOE-** Department of Energy

**JETS-** Job Estimate Tracking System

**JCP-** Joint Committee on Printing

**PPOC-** Primary Point of Contact

**PRS-** Performance Requirements Summary

**PWS-** Performance Work Statement

**QASP-** Quality Assurance Surveillance Plan

**QC-** Quality Control

**VI-** Visual Information

**APPENDIX I: CUSTOMER SATISFACTION SURVEY**

**Drop In Box Provided or Mail to:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Office of Administrative Management and Support, ME-42**

**Date of Experience (if applicable):**

\_\_\_\_\_

**Feedback provided on what Product/Service:**

\_\_\_\_\_

**Frequency use:      Once   Daily   Weekly   Monthly   Less Than Monthly**

**Please grade the following items on a scale from A to F: (Circle your choice in each category)**

**Professional, courteous service:                      A   B   C   D   F**

**Timeliness:                                                              A   B   C   D   F**

**Requests for information handled promptly:      A   B   C   D   F**

**Product quality:                                                              A   B   C   D   F**

**Comments:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Overall Level of Satisfaction:      A   B   C   D   F**

**These are general comments and do not require a follow-up response.**

**This is a complaint and I would like someone to follow-up with me.**

\_\_\_\_\_

Name

\_\_\_\_\_

Phone

**APPENDIX J: DOE/C-WEB USERS MANUALS**

See Users Manuals located in separate file(s).