**(SAMPLE LANGUAGE IN RED)**

[DISCLAIMER: The language contained herein is just a sample of what can be used. There is no requirement or expectation that your agency’s RFQ use the same language.]

# REQUEST FOR QUOTE (RFQ)

**Request for Quotations Number <TBD>**

**Issued to:**

**Contractors under the General Services Administration (GSA) Multiple Award Schedule Information Technology (MAS IT), Highly Adaptive Cybersecurity Services (HACS) Special Item Number (SIN) 54151HACS**

**The Contractor’s Basic GSA Schedule contract is applicable to the order awarded under this RFQ.**

**Conducted under Federal Acquisition Regulation (FAR) 8.4**

**Issued by:**

**<Insert Agency Information>**

**<Insert Appropriate Date of RFQ Release>**

# NOTICE TO PROSPECTIVE OFFERORS

# Agency Contact: <Insert Contract Specialist Name, Title, Email Address>

# RFQ Issue Date: <Insert RFQ Issue Date>

# Questions Due Date: <Insert Questions Due Date>

**Questions Due Date:** All questions or requests for clarification, citing the specific solicitation section, shall be emailed by <Insert Questions Due Date> to the agency contact above.

The contract specialist shall be the sole point of contact (POC) for answering questions regarding the RFQ. Answers to all written questions will be provided to all prospective contractors, giving due regard to the proper protection of proprietary information and without reference to the source of the question. In posing questions, vendors must cite the relevant section, paragraph, and page number. Statements expressing opinions, sentiments, or conjectures are not considered valid inquiries and will not receive a response. Further, vendors are reminded that hypothetical questions aimed at receiving a potential “evaluation decision” will not be addressed.

**Quote Due Date:** <Insert Time, Date> via <Insert Email Address of the Contract Specialist>

The offeror will submit a signed cover letter by an authorized company negotiator to constitute agreement with all terms and conditions of this RFQ.

**1.0 TASK ORDER INFORMATION**

 **1.1 SET ASIDE INFORMATION (If applicable)**

Pursuant to FAR 8.405-5, this acquisition is set aside for <insert who the RFQ is set aside for>.

 **1.2 NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS) CODE AND SIZE STANDARD**

The principal nature of the requirements described in this solicitation is consistent with services performed by industries in the <insert NAICS code and size standard>.

**1.3 PRODUCT SERVICE CODE (PSC)**

The services in this solicitation are best represented by PSC code:<insert PSC code and PSC code description. HACS services typically align to PSC DJ01 - IT And Telecom - Security And Compliance Support Services (Labor)>.

**1.4 TYPE OF SERVICES**

The type of services under this solicitation are: <insert commercial items>

The type of order is <insert type of contract order: Firm Fixed Price (FFP),Time and Materials (T&M), Labor Hour (LH)>.

 **1.5 EXTENT OF COMPETITION**

This solicitation is issued in accordance with <insert relevant FAR references>.

 **1.6 SECURITY CLEARANCES**

<Insert personnel security requirements here, e.g., Minimum Background Investigation (MBI) or security clearance>.

 **1.7 PERFORMANCE LOCATION(S)**

The primary work location will be <insert place of performance>. Commuting expenses will not be paid by the Government. HACS may also include performance at other designated locations. The specific place of performance for each activity will be as mutually agreeable to the Government and the contractor.

**1.8 PERIOD OF PERFORMANCE**

<Insert number of months> base period and <insert number> <choose year or month> option periods beginning the day of award. Contractors must ensure that their MAS IT covers the full amount of option periods.

 **1.9 OBSERVANCE OF FEDERAL HOLIDAYS**

The contractor shall observe Federal holidays and other days identified in this section unless otherwise indicated in individual contracts. The Government observes the following days as holidays:

1. New Year's Day (January 1)
2. Birthday of Martin Luther King, Jr. (Third Monday in January)
3. Washington's Birthday (Third Monday in February)
4. Memorial Day (Last Monday in May)
5. Juneteenth National Independence Day (June 19)
6. Independence Day (July 4)
7. Labor Day (First Monday in September)
8. Columbus Day (Second Monday in October)
9. Veterans Day (November 11)
10. Thanksgiving Day (Fourth Thursday in November)
11. Christmas Day (December 25)

In addition to the days designated as holidays, the Government may also observe the following days:

1. Any day designated by Federal Statute; Executive Order; or President’s Proclamation

Notwithstanding holidays and Government closures, the contractor shall perform in accordance with the terms established in the associated contract.

 **1.10 OVERTIME**

Overtime hours can only be approved by the Contracting Officer’s Representative (COR). Overtime will be in accordance with the underlying GSA Schedule contract.

**(SAMPLE RFQ LANGUAGE IS IN RED)**

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# 2.0 SERVICES AND PRICES/COSTS

The offeror is required to price the base and each option period. The rates must be at or below the rates listed on the contractor’s MAS IT.

The offeror shall list the anticipated hours it expects to perform within each labor category for the entire period -- <insert period> (assuming a 40-hour work week minus government holidays, any sick and leave hours anticipated for the base period <insert period> and each of the option periods<insert period>) for each Contract Line Item Number (CLIN).

The work shall be performed in accordance with all sections of this RFQ and the offeror’s contract awarded under the GSA MAS IT HACS SIN. The contractor must be listed within the following <insert the word subgroup or subgroups> under the HACS SIN: <list the relevant HACS subgroup or subgroups>. Quotes that are not associated with an active GSA MAS IT contract with the awarded HACS SIN, under the <list the relevant HACS subgroup or subgroups> <insert the word subgroup or subgroups> will not be considered. Release of this RFQ does not guarantee issuance of an award.

## 2.1 CONTRACT LINE ITEM NUMBER (CLIN) STRUCTURE

Refer to the Statement of Work (SOW) under section 3.0 for a complete description of the requirements. The Government reserves the right to make an award for any or all of the contract line items listed below.

All proposed rates must be for the Government’s site.

**BASE PERIOD** <insert period>

Indicate all applicable MAS IT labor categories, rates, and any discounts offered. When there are several levels of a given labor category in an MAS IT contract, please indicate which level you are referencing in your pricing matrix. Also, this is to be reflected in the option period(s).

|  |
| --- |
| **Base Period Contract Line Item Numbers** |
| **CLIN**  | **Labor Category** | **Estimated hours**  | **Labor Rate**  | **Total Price** |
| 0001 |  | $ | $ | $ |
| 0002 |  | $ | $ | $ |
| 0003 |  | $ | $ | $ |
| 0004 |  | $ | $ | $ |
| Base Period Subtotal |  |  | $ |
| Travel  |  |  | $ NTE |
| Base Period Total |  |  |  |

|  |
| --- |
| **Option Period 1 Contract Line Item Numbers** |
| **CLIN**  | **Labor Category** | **Estimated hours**  | **Labor Rate**  | **Total Price** |
| 1001 |  | $ | $ | $ |
| 1002 |  | $ | $ | $ |
| 1003 |  | $ | $ | $ |
| 1004 |  | $ | $ | $ |
| Option Period 1 Subtotal |  |  | $ |
| Travel  |  |  | $ NTE |
| Option Period 1 Total |  |  |  |

|  |
| --- |
| **Option Period 2 Contract Line Item Numbers** |
| **CLIN**  | **Labor Category** | **Estimated hours**  | **Labor Rate**  | **Total Price** |
| 2001 |  | $ | $ | $ |
| 2002 |  | $ | $ | $ |
| 2003 |  | $ | $ | $ |
| 2004 |  | $ | $ | $ |
| Option Period 2 Subtotal |  |  | $ |
| Travel  |  |  | $ NTE |
| Option Period 2 Total |  |  |  |

|  |
| --- |
| **Option Period 3 Contract Line Item Numbers** |
| **CLIN**  | **Labor Category** | **Estimated hours**  | **Labor Rate**  | **Total Price** |
| 3001 |  | $ | $ | $ |
| 3002 |  | $ | $ | $ |
| 3003 |  | $ | $ | $ |
| 3004 |  | $ | $ | $ |
| Option Period 3 Subtotal |  |  | $ |
| Travel  |  |  | $ NTE |
| Option Period 3 Total |  |  |  |

|  |  |
| --- | --- |
| **Total Contract Value** | **$** |

**<add/delete CLIN tables as needed>**

**(SAMPLE RFQ LANGUAGE IS IN RED)**

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#

# 3.0 STATEMENT OF WORK (SOW)

# 3.1 OVERVIEW AND BACKGROUND

Cybersecurity is the ability to protect or defend the use of cyberspace from cyber-attacks. Cybersecurity is an umbrella term that incorporates different information technology (IT) strategies that protect networks (e.g., identity management, risk management, incident management, and privacy). Information Assurance employs measures that protect and defend information and information systems by ensuring their availability, integrity, authentication, confidentiality, and non-repudiation. These measures include providing for restoration of information systems by incorporating protection, detection, and reaction capabilities. As IT has continued to evolve, so have the threats to data security, individual privacy, and the continued operation of the Federal Government’s IT assets.

<Insert agency name> <describe organization and outline specific departments or systems included for this RFQ>

# 3.2 OBJECTIVE

This RFQ seeks contractors holding the MAS IT HACS SIN. Additionally, the contractor must be cataloged in the following <insert the word subgroup or subgroups> under the HACS SIN.

* <Insert the relevant HACS subgroup or subgroups>

The contractor may utilize other SINs in order to submit a quote for a complete solution.

The contract shall be for non-personal services to provide HACS services on <insert agency name and system name>. The contractor shall provide all personnel and items necessary to perform the functional and technical support described in this SOW, except those items specified as Government furnished equipment/property. The contractor shall perform all tasks identified in this SOW.

# 3.3 SCOPE

The scope of this cybersecurity services contract for <insert agency name and system name> includes but is not limited to the following:

* <Insert scope of services required>

**3.4 REFERENCES**

The contractor shall be familiar with Federal policies, program standards and guidelines such as, but not limited to, those listed below or later versions as applicable:

|  |  |
| --- | --- |
| **FISMA** | *Federal Information System Modernization Act (2014)* |
| **FIPS 199** | *Federal Information Processing Standards Publication (FIPS) 199 - Standards for Security Categorization of Federal Information and Information Systems* |
| **FIPS 200** | *Minimum Security Requirements for Federal Information and Information Systems* |
| **NIST SP 800-30 Rev 1** | *National Institute of Standards and Technology (NIST) Guide for Conducting Risk Assessments* |
| **NIST SP 800-35** | *Guide to Information Technology Security Services* |
| **NIST SP 800-37 Rev 2** | *Risk Management Framework for Information Systems and Organizations: A System Life Cycle Approach for Security and Privacy* |
| **NIST SP 800-39** | *Managing Information Security Risk: Organization, Mission, and Information System View* |
| **NIST SP 800-44 Version 2** | *Guidelines on Securing Public Web Servers* |
| **NIST SP 800-53 Rev 4** | *Security and Privacy Controls for Federal Information Systems and Organizations* |
| **NIST SP 800-53A Rev 5** | *Assessing Security and Privacy Controls in Federal Information Systems and Organizations: Building Effective Assessment Plans* |
| **NIST SP 800-61 Rev 2** | *Computer Security Incident Handling Guide* |
| **NIST SP 800-86** | *Guide to Integrating Forensic Techniques into Incident Response* |
| **NIST SP 800-115** | *Technical Guide to Information Security Testing and Assessment* |
| **NIST SP 800-128** | *Guide for Security-Focused Configuration Management of Information Systems* |
| **NIST SP 800-137** | *Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations* |
| **NIST SP 800-153** | *Guidelines for Securing Wireless Local Area Networks (WLANs)* |
| **NIST SP-800-160 Vol 1 Rev 1** | *Systems Security Engineering: Considerations for a Multidisciplinary Approach in the Engineering of Trustworthy Secure Systems*  |
| **NIST SP 800-171** **Rev 3**  | *Protecting Controlled Unclassified Information in Nonfederal Systems and Organizations* |
| **NIST SP 800-171A Rev 3** | *Assessing Security Requirements for Controlled Unclassified Information* |
| **NIST SP 800-207** | *Zero Trust Architecture* |
| **P.L. 93-579** | *Public Law 93-579 Privacy Act, December 1974 (Privacy Act)* |
| **40 U.S.C. 11331** | *Responsibilities for Federal Information Systems Standards* |
| **OMB M-19-03** | *Office of Management and Budget (OMB) Memorandum 19-03, Strengthening the Cybersecurity of Federal Agencies by enhancing the High Value Asset Program* |
| **OMB M-21-31** | *Improving the Federal Government’s Investigative and Remediation Capabilities Related to Cybersecurity Incidents* |
| **OMB M-22-09** | *Moving the U.S. Government Towards Zero Trust Cybersecurity Principles* |
| **OMB A-130** | *OMB Circular A-130, Managing Information as a Strategic Resource, July 2016* |
| **BOD 18-02** | *Department of Homeland Security’s Binding Operational Directive 18-02, Securing High Value Assets* |
| **<Add as needed>** |  |

# 3.5 REQUIREMENTS/TASKS

[Populate this area with information: from the applicable HACS SOW Template(s); from the Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA); and from requirements developed within your own agency]

The contractor shall provide the expertise, technical knowledge, staff support and other related resources necessary to conduct the following HACS services:

* <List the HACS services, these should mirror the sections to follow in 3.5.1, 3.5.2 etc.>

# 3.5.1 <INSERT THE HACS SERVICE TASK TITLE>

<Describe the HACS service task>

# 3.5.1.1 <INSERT THE HACS SERVICE SUBTASK TITLE>

<Describe the HACS service subtask and associated deliverables>

# 3.5.2 <INSERT THE HACS SERVICE TASK TITLE>

<Describe the HACS service task>

# 3.5.2.1 <INSERT THE HACS SERVICE SUBTASK TITLE>

<Describe the HACS service subtask and associated deliverables>

**(SAMPLE RFQ LANGUAGE IS IN RED)**

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**4.0 DELIVERABLES, INSPECTION, AND ACCEPTANCE**

# 4.1 SCOPE OF INSPECTION

All deliverables will be inspected by the Contract Officer Representative (COR) for content, completeness, accuracy and conformance under this agreement and the specifics of the project.

## 4.2 BASIS OF ACCEPTANCE

The basis for acceptance shall be compliance with the requirements set forth in the SOW, the contractor's quote and other terms and conditions of the Contract. Deliverable items rejected shall be corrected in accordance with the applicable provisions.

1. Reports, documents, and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified, in writing, by the Government have been corrected.
2. If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.
3. All of the Government's comments to deliverables must either be incorporated in the succeeding version or the contractor must demonstrate, to the Government's satisfaction, why such comments should not be incorporated.
4. If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, improper format, or otherwise does not conform to the requirements stated within this contract, the document may be immediately rejected without further review and returned to the contractor for correction and re-submission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the COR.

## 4.3 DRAFT AND FINAL DELIVERABLES

All written deliverables require at least two iterations – a draft and a final. The final document must be approved and accepted by the Government prior to payment submittal. The contractor shall submit draft and final documents, using <Microsoft Office 2010/add or replace as applicable> or later, to the Government electronically. The Government requires <insert number> business days for review and submission of written comments to the contractor on draft and final documents. The contractor shall make revisions to the deliverables and incorporate the Government’s comments into draft and final deliverables before submission. Upon receipt of the Government’s comments, the contractor shall have <insert number> business days to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

Any issues that cannot be resolved by the contractor in a timely manner shall be identified and referred to the COR.

The COR is designated by the Contracting Officer (CO) to perform as the technical liaison between the contractor’s management and the CO in routine technical matters constituting general program direction within the scope of the contract. Under no circumstances is the COR authorized to effect any changes in the work required under the contract, or enter into any agreement that has the effect of changing the terms and conditions of the contract or that causes the contractor to incur any costs. In addition, the COR will not supervise, direct, or control contractor employees.

Notwithstanding this provision, to the extent the contractor accepts any direction that constitutes a change to the contract without prior written authorization of the CO; costs incurred in connection therewith are incurred at the sole risk of the contractor, and if invoiced under the contract will be disallowed. On all matters that pertain to the contract/contract terms, the contractor must communicate with the CO.

Whenever, in the opinion of the contractor, the COR requests efforts beyond the terms of the contract, the contractor shall so advise the CO. If the COR persists and there still exists a disagreement as to proper contractual coverage, the CO shall be notified immediately, preferably in writing. Proceeding with work without proper contractual coverage may result in nonpayment or necessitate submittal of a claim.

**SAMPLE LIST OF DELIVERABLES**

|  |  |  |
| --- | --- | --- |
| **DELIVERABLE** | **SOW REFERENCE** | **DELIVERY DATE** |
| Project Management Plans | Insert related SOW reference | NLT <insert number of days> business days after task assignment |
| Organizational Conflict of Interest Plan | Insert related SOW reference | NLT <insert number of days> business days after award |
| Meeting Briefings/Presentations | Insert related SOW reference | NLT <insert number of days> business days prior to scheduled meeting |
| Rules of Engagement | Insert related SOW reference | NLT <insert number of days> business days after award |
| Status Reports | Insert related SOW reference | NLT the 15th of each month |
| <Add other deliverables as applicable> | Insert related SOW reference | NLT <insert number of days> business days after task assignment |
| Final Reports | Insert related SOW reference | NLT <insert number of days> business days after task assignment |

## 4.4 NON-CONFORMING DELIVERABLES

Non-conforming products or services will be rejected. Deficiencies will be corrected by the contractor within <insert number of days> business days of the rejection notice. If the deficiencies cannot be corrected within <insert number of days> business days, the contractor shall immediately notify the COR of the reason for the delay and provide a proposed corrective action plan within <insert number of days> business days.

**(SAMPLE RFQ LANGUAGE IS IN RED)**

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# 5.0 CONTRACT ADMINISTRATION INFORMATION/DATA

## 5.1 PROCURING CONTRACTING OFFICER (CO)

The procuring CO has overall responsibility for administering the contract. The procuring CO shall perform all contract administration. The name and contact information of the CO is:

<Insert Contracting Officer’s name>

Contracting Officer

Phone: <Insert phone number>

E-mail: <Insert email address>

## 5.2 CONTRACTING OFFICER’S AUTHORITY

The CO is the only person authorized to approve changes in any of the requirements of the contract/task order.

## 5.3 CONTRACTING OFFICER’S REPRESENTATIVE (COR)

COR APPOINTMENT AND AUTHORIZATION. Should the CO appoint a COR, it shall be in writing for any contract/task order issued under this RFQ. The COR provides technical review of deliverables, invoice servicing, and facilitating payment. The name and contact information of the COR is:

<Insert COR’s name>

Contracting Officer’s Representative

Phone: <Insert phone number>

E-mail: <Insert email address>

1. The <Insert agency name> COR will receive, for the Government, all work called for by the contract/task order and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel.
2. The <Insert agency name> COR is not authorized to change any of the terms and conditions of the contract/task order. Changes in the scope of work will be made only by the CO by properly executed modifications to the contract/task order. Additional responsibilities of the <Insert agency name> COR include:
3. Monitor the contractor’s performance to ensure compliance with the technical requirements of the contract/task order.
4. Review and approval of progress reports, technical reports, etc. which require Government approval.
5. Verify and certify that the items have been inspected and meet the requirements of the contract/task order.
6. Notify the CO immediately if performance is not proceeding satisfactorily.
7. Ensure that changes in work under the contract/task order are not initiated before written authorization or a modification is issued by the CO.
8. Provide the CO a written request and justification for changes.
9. Furnish interpretations relative to the meaning of technical specifications and technical advice relative to CO approvals.
10. Inspect and accept service and deliverables, including visiting the place(s) of performance to check contractor performance, as authorized by contract/task order inspection clause on a non-interference basis. This may include, but is not limited to, evaluation of the following:
	* 1. Actual performance versus schedule and reported performance.
		2. Changes in technical performance which may affect financial status, personnel or labor difficulties, overextension of resources, etc.
		3. Verification that the number and level of the employees charged to the contract/task order are actually performing work under the contract/task order.

(i) At the completion of the contract/task order, advise the CO concerning the

 following:

1. All articles and services required to be furnished and/or performed under the contract/task order have been technically accepted.

(ii) Contractor compliance with patent rights and royalties clauses of the contract/task order.

(iii) Recommend disposition of any Government furnished property in possession of the contractor.

(iv) Verify proper consumption and use of Government furnished property by the contractor.

(v) Prepare a performance report detailing compliance with requirements, quality assurance, timely completion, and any problems associated with the contract/task order.

(3) The contractor is advised that only the CO, acting within the scope of this

 contract/task order and the CO’s authority, has the authority to make changes

 which affect contract/task order prices, quality, quantity, or delivery terms.

(4) The <insert agency name> COR will furnish technical advice to the contractor

 to provide specific details, milestones to be met within the terms of the

 contract/task order, and any other advice of a technical nature necessary to

 perform the work specified in the contract/task order. The <insert agency

 name> COR shall not issue any instructions which would constitute a

 contractual change.

## 5.4 INVOICE SUBMISSION AND CONTENT

<Adjust this section to your agency’s specific invoice procedures>

The contractor shall submit Request for Payments in accordance with the format contained in 552.212-4 CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS (OCT 2018) (DEVIATION – FEB 2007) (DEVIATION - FEB 2018), to be considered proper for payment.

The contractor may invoice on a monthly basis. The invoice shall include the period of performance covered by the invoice and the level of effort for each task performed. All hours and costs shall be reported by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information (the listing shall include separate columns and totals for the current invoice period and project to date).

1. Name and address of the Contractor
2. Invoice date and number
3. GSA MAS IT Contract Number, line item number and, if applicable, the order number
4. Description, quantity, unit of measure, unit price and extended price of the items delivered
5. Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on a Government bill of lading
6. Terms of any discount for prompt payment offered
7. Name and address of official to whom payment is to be sent
8. Name, title, and phone number of person to notify in event of defective invoice
9. Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract

 (10) Electronic funds transfer (EFT) banking information

Invoices shall be sent to the following:

<Insert address>

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# 6.0 SPECIAL CONTRACT REQUIREMENTS

# 6.1 KEY PERSONNEL

This RFQ is not for a personal services contract. Accordingly, the offeror must designate appropriate and sufficient supervisory personnel to meet task outcomes. Offeror’s supervisor will provide day-to-day supervision of all contract personnel including, but not limited to, work assignments and performance monitoring, coverage, payroll records, leave approval and monitoring, etc. At no time will contract personnel be supervised by <insert agency name>’s managers or other <insert agency name> personnel. The <insert agency name> will provide, as needed by the offeror and its employees, limited assistance in the form of technical and policy guidance through the assigned COR.

The contractor shall provide and supervise the skilled personnel required for the effective and efficient performance of this contract. <*change as needed. Example:* All proposed personnel performing risk and vulnerability testing shall hold a current, active, and favorably adjudicated U.S. Government background investigation (minimum ***Office of Personnel Management T2 (BI)***) > in which <insert agency name> can accept reciprocity. The following descriptions represent the minimum requirements for each labor category. Experience refers to actual directly-related and applicable experience.

The contractor shall identify one person as the lead and key personnel who will provide management, administrative, and technical interface between Government and contractor personnel in the day-to-day performance of the contract. An important element of this requirement is the ability for the contractor to provide expertise as needed.

|  |  |  |
| --- | --- | --- |
| **Role****<Examples – change as needed>** | **Minimum Year Experience and Certifications** | **Required Skills and Experience** |
| Program Manager | 5Certification PMI/PMP<Add additional or change preferred years of experience and certifications> | Experience with IT systems and network security. Ability to manage a team of IT consultants and communicate findings with customer. Extensive knowledge of project management tasks within the network security sector. <Add additional required skills and experience>. |
| Cybersecurity Engineer | 5(GIAC, CompTIA CASP or CISSP certification preferred)<Add additional or change preferred years of experience and certifications> | Provide subject matter expertise on architecting and deploying tools and equipment to intercept and inspect network and email traffic, as well as endpoint technology to both end user workstations and servers. Expert knowledge of security industry best practices and standards, especially as it is related to compromise assessments. Possesses working knowledge of security software such as <list specific software>. Ability to consult with customer at a high level and generate reports to track progress. <Add additional required skills and experience>. |
| Computer Forensic Analyst  | (GIAC, CompTIA CASP or CISSP certification preferred)<Add additional or change preferred years of experience and certifications> | Provide expert analysis of log data and historical forensic evidence to look for indicators of attacker activity. Capability to perform forensic imaging as well as malware and log analysis to confirm malicious activity. Knowledge of computer forensics, network security, application security and specialized IT research. <Add additional required skills and experience>. |
| <Add Key Personnel Positions> | <Add preferred years of experience and certifications> | <Add required skills and experience>. |

The CO shall, in coordination with the COR, approve individuals designated as key personnel throughout the course of the contract.

All key personnel are subject to the following:

The key personnel specified in this document are considered to be essential to work performance. At least 30 days prior to the contractor voluntarily diverting any of the specified individuals to other programs or contracts, the contractor shall notify the CO and shall submit a justification for the diversion or replacement and a request to replace the individual. The request must identify the proposed replacement and provide an explanation of how the replacement's skills, experience, and credentials meet or exceed the requirements of the contract/task order.

## 6.2 KEY PERSONNEL REPLACEMENT

If an employee of the contractor is terminated for cause or separates from the contractor voluntarily with less than <insert number> days’ notice, the contractor shall provide the maximum notice practicable under the circumstances. The contractor shall not divert, replace, or announce any such change to key personnel without the written consent of the CO. The contract will be modified to add or delete key personnel as necessary to reflect the agreement of the parties.

Requests for replacement shall include:

* Detailed resume containing a description of position duties and qualifications, information about the qualifications of the individual(s) proposed, and any additional information requested by the CO in sufficient detail to permit the CO to evaluate the impact on the work the contractor is obligated to perform hereunder.

The Government reserves the right to review the qualifications of key personnel selected to work on this contract before assignment, including the contractor's proposed key personnel and any key personnel replacements The Government also reserves the right to reject proposed key personnel whom it determines not suitable for the program. The Government also reserves this right in certain circumstances when specific key personnel are required for specific tasks.

## 6.3 KEY PERSONNEL SUBSTITUTION

Replacement of key personnel can be disruptive and interfere with the Government’s ability to accomplish the efforts in a timely manner. The potential impacts of a key personnel replacement can sideline the mission and impact the goals of the affected program office for a substantial amount of time. The contractor shall not remove or replace any personnel designated as key personnel for this contract, without the written concurrence of the CO. Prior to utilizing other than personnel specified in response to this RFQ, the contractor shall notify the appropriate CO and COR. This notification shall be no later than <insert number> calendar days in advance of any proposed substitution, and shall include justification, including resume(s) and labor category of each proposed substitution(s) in sufficient detail to permit evaluation of the impact on contractor performance (What are the circumstances surrounding the individual’s departure? Give a reason why you believe it is in the Government’s best interest to accept such a change, and how the Government can expect to maintain continuity in the efforts that are ongoing at present, considering the retraining and re-familiarization with our organization and assigned tasks that inevitably has to happen with the introduction of any new individual). The <insert agency name> CO and COR reserve the right to determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the contract/task order, the contractor may be subject to default action as prescribed by FAR 52.212-4 Alt I.

## 6.4 PERSONNEL ASSIGNMENTS

All personnel are subject to the following:

1. The contractor shall provide staff to ensure all work is performed on schedule and by following best commercial practices. The contractor may move around the personnel to different roles/responsibilities, if necessary, upon the CO and COR’s approval.
2. The list of personnel set forth may be amended from time to time during the course of the contract period of performance in order to either add or delete personnel.

## 6.5 PERSONNEL REQUIREMENTS

The contractor shall provide staff to ensure all work is performed on schedule in accordance with the deliverables list. All staff interfacing with the Government shall be fluent in the English language, verbal and written.

# 6.6 QUALIFICATIONS

The vendor will clearly indicate offered qualifications and experience for all proposed personnel (names and resumes are not required for non-key personnel). Submit experience, qualifications and availability for *all* personnel).

## REQUIRED HACS QUALIFICATIONS

1. <Insert certification requirements>
2. <Insert personnel security requirements here, e.g., Minimum Background Investigation (MBI) or security clearance>

**Optional Qualifications:**

Vendors should propose their most qualified and experienced personnel based on the best fit for the work requirements, keeping in mind that the Government believes the best fit to be personnel with the following qualifications and pertinent work experience.

1. Education: <Insert desired degree>
2. Experience: <Insert desired experience>

# 6.7 SECURITY REQUIREMENTS INFORMATION SECURITY REQUIREMENTS

All work that is associated with Government information, systems, and information security must be in compliance with the Federal Information Security Modernization Act (FISMA) of 2014 as implemented by Federal Information Processing Standards Publication 200 (FIPS 200), “Minimum Security Requirements for Federal Information and Information Systems.” This standard specifies minimum-security requirements Federal agencies must meet. The appropriate security controls and assurance requirements to be selected are described in the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 Rev 4, “Security and Privacy Controls for Federal Information Systems and Organizations” and associated documents. Specific impact levels required (per FIPS 200) for government information and information systems may vary and will be specified as requirements are identified.

**6.8 PERSONNEL ACCESS TO GOVERNMENT INFORMATION AND**

**FACILITIES**

<Complete this section based on agency requirements>

**6.9 CONTROLLED UNCLASSIFIED INFORMATION (CUI) STORAGE AND**

**DISCLOSURE**

Controlled unclassified information (CUI), data, and/or equipment will only be disclosed to authorized personnel on a need-to-know basis. The contractor shall ensure that appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, and/or equipment is properly protected. When no longer required, this information, data, and/or equipment shall be returned to the Government. The Government will determine the fate of such information, data, and/or equipment. If the Government determines that such information, data, and/or equipment is to be sanitized, it shall be accomplished in accordance with NIST SP 800-88 Rev 1, “Guidelines for Media Sanitization.”

**6.10 PROTECTION OF INFORMATION**

The contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of work under this contract. The contractor shall also protect all Government data, equipment, etc. by treating the information as sensitive. All information about the systems gathered or created under this contract should be considered as CUI. It is anticipated that this information will be gathered, created, and stored within the primary work location. If contractor personnel must remove any information from the primary work area, they shall protect it to the same extent they would their proprietary data and/or company trade secrets. The use of any information that is subject to the Privacy Act will be utilized in full accordance with all rules of conduct as applicable to Privacy Act Information.

**6.11 CONFIDENTIALITY AND NONDISCLOSURE**

The preliminary and final deliverables, all associated working papers, and any other materials generated by the contractor in the performance of the contract are the property of the U.S. Government and must be submitted to the COR at the conclusion of the contract. All documents produced for this project are the property of the U.S. Government and cannot be reproduced or retained by the contractor. All appropriate project documentation will be given to <insert agency name> during and at the end of this contract. The contractor shall not release any information without the written consent of the CO. Any request to the contractor for information relating to the resulting contract must be submitted to the CO for approval prior to release.

Personnel working on any of the described tasks, at the Government’s request, will be required to sign formal nondisclosure and/or conflict of interest (COI) agreements to guarantee the protection and integrity of Government information and documents.

**6.12 INDIVIDUAL NON-DISCLOSURE AGREEMENTS**

The contractor’s employees assigned to any contract/task order under this contract/task order shall be required to sign contract specific Nondisclosure Agreements (NDAs) and/or Individual COI forms which become part of the Organizational Conflict of Interest (OCI) Plan.

# 6.13 GENERAL COMPLIANCE REQUIREMENTS

<Insert agency name>’s information systems are the property of the Government. The contractor shall be responsible for adhering to all aspects of the Privacy Act and is prohibited from removing from the worksite any programs, documentation, or data without the knowledge and written approval of the COR.

**6.14 INFORMATION TECHNOLOGY RESOURCES**

In accordance with FAR 39.105, this section is included in the contract. This section applies to all users of sensitive data and IT resources, including awardees, contractors, subcontractors, lessors, suppliers, and manufacturers.

The following <insert agency requirements> policies must be followed. These policies can be found at <insert location>.

<List relevant agency policies>

The contractor and subcontractors must insert the substance of this section in all subcontracts.

#  6.15 ORGANIZATIONAL CONFLICT OF INTEREST (OCI)

The purpose of this clause is to protect the integrity of the procurement by ensuring that a contractor does not obtain any unfair competitive advantage over other parties by virtue of its performance under this contract and is not able to manipulate a competition for a Government contract/task order to its favor.

## 6.15.1 OCI SCOPE

The restrictions described herein apply to performance or participation by the contractor and any of its affiliates or their successors in interest (hereinafter collectively referred to as "contractor") in the activities covered by this clause as a prime contractor, subcontractor, cosponsor, participant in a joint venture, consultant, or in any similar capacity. For the purpose of this clause, affiliation occurs when a business concern is controlled by or has the power to control another or when a third party has the power to control both. Further, the contractor may be required to describe how it will comply with the following limitations.

## 6.15.2 ACCESS TO AND USE OF INFORMATION

If the contractor, in the performance of this contract, obtains access to information such as contractor plans, policies, reports, studies, financial plans, internal data protected by the Privacy Act, or proprietary data which has not been released or otherwise made available to the public, the contractor agrees that it may not (without prior written approval of the COR):

1. Use such information for any private purpose including, but not limited to, consulting services, advisory services, or responses to fair opportunity contract/task order processes unless the information has been released or otherwise made available to the public;
2. Compete for work for any federal agency based on such information for a period of one year after <insert agency name> closes out the contract or task order with the contractor;
3. Submit an unsolicited quote to any federal agency which is based on such information until one year after such information is released or otherwise made available to the public; and
4. Release such information unless such information has been previously released or otherwise made available to the public.

In addition, the contractor agrees that to the extent it receives or is given access to proprietary data, data protected by the Privacy Act, or other confidential or privileged technical, business, or financial information under this contract, it may be required to treat such information in accordance with any restrictions imposed on such information. The contractor may use technical data it first produces under this contract for its private purposes consistent with the rights in data clause included in its schedule contract, the security clauses of this contract, and any relevant clauses included in a resulting contract or task order (See FAR Part 9.5 for more information on OCI).

# 6.16 GOVERNMENT FURNISHED ITEMS

Government Furnished Space

The Government will provide on-site office facilities, to include basic office configuration, which includes: <Insert as required> for contractor personnel.

Government Furnished Equipment (GFE)

The Government will provide as necessary, <Insert as needed, or N/A>.

Homeland Security Presidential Directive 12 (HSPD-12)

The Government shall provide each contractor an identification badge. Contractor personnel shall visibly display the badge in accordance with security requirements.

# 6.17 52.204-23 Prohibition on Contracting for Hardware, Software, and Services Developed or Provided by Kaspersky Lab and Other Covered Entities

PROHIBITION ON CONTRACTING FOR HARDWARE, SOFTWARE, AND SERVICES

DEVELOPED OR PROVIDED BY KASPERSKY LAB AND OTHER COVERED ENTITIES (JUL 2018)

52.2-32

SUBPART 52.2 - TEXT OF PROVISIONS AND CLAUSES 52.206

(a) Definitions. As used in this clause—

“Covered article” means any hardware, software, or service that–

(1) Is developed or provided by a covered entity;

(2) Includes any hardware, software, or service developed or provided in whole or in part by a covered entity; or

(3) Contains components using any hardware or software developed in whole or in part by a covered entity.

“Covered entity” means–

(1) Kaspersky Lab;

(2) Any successor entity to Kaspersky Lab;

(3) Any entity that controls, is controlled by, or is under common control with Kaspersky Lab; or

(4) Any entity of which Kaspersky Lab has a majority ownership.

(b) Prohibition. Section 1634 of Division A of the National Defense Authorization Act for Fiscal Year 2018 (Pub. L.115-91) prohibits Government use of any covered article. The Contractor is prohibited from—

(1) Providing any covered article that the Government will use on or after October 1, 2018; and

(2) Using any covered article on or after October 1, 2018, in the development of data or deliverables first produced in the performance of the contract.

(c) Reporting requirement.

(1) In the event the Contractor identifies a covered article provided to the Government during contract performance, or the Contractor is notified of such by a subcontractor at any tier or any other source, the Contractor shall report, in writing, to the Contracting Officer or, in the case of the Department of Defense, to the website at <https://dibnet.dod.mil>. For indefinite delivery contracts, the Contractor shall report to the Contracting Officer for the indefinite delivery contract and the Contracting Officer(s) for any affected order or, in the case of the Department of Defense, identify both the indefinite delivery contract and any affected orders in the report provided at https://dibnet.dod.mil.

(2) The Contractor shall report the following information pursuant to paragraph (c)(1) of this clause:

(i) Within 1 business day from the date of such identification or notification: the contract number; the order number(s), if applicable; supplier name; brand; model number (Original Equipment Manufacturer (OEM) number, manufacturer part number, or wholesaler number); item description; and any readily available information about mitigation actions undertaken or recommended.

(ii) Within 10 business days of submitting the report pursuant to paragraph (c)(1) of this clause: any further available information about mitigation actions undertaken or recommended. In addition, the Contractor shall describe the efforts it undertook to prevent use or submission of a covered article, any reasons that led to the use or submission of the covered article, and any additional efforts that will be incorporated to prevent future use or submission of covered articles.

(d) Subcontracts. The Contractor shall insert the substance of this clause, including this paragraph (d), in all subcontracts, including subcontracts for the acquisition of commercial items.

[DISCLAIMER: The language contained herein is just a sample of what can be used. There is no requirement or expectation that agencies use the same language in RFQs.]

# 7.0 TERMS AND CONDITIONS

The terms and conditions of the offeror’s Federal Supply Schedule shall be applicable to this contract.

# 7.1 G-FSS-900-A CONTACT FOR CONTRACT ADMINISTRATION (JAN

# 1994)

Offerors are required to designate a person to be contacted for prompt contract administration.

NAME \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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[DISCLAIMER: The language contained herein is just a sample of what can be used. There is no requirement or expectation that agencies use the same language in RFQs.]

# 8.0 INSTRUCTIONS TO OFFERORS

# 8.1 SUBMISSION OF QUESTIONS

The <Insert agency name> CO shall be the sole POC for answering questions regarding the RFQ. Answers to all written questions will be provided to all prospective contractors, giving due regard to the proper protection of proprietary information and without reference to the source of the question.

All questions should be directed via email to: <insert email address> by <insert date and time>.

In posing questions, contractors must cite the relevant section, paragraph, and page number. Questions should be written in a way that enables clear understanding of the contractors’ issues or concerns. Statements expressing opinions, sentiments, or conjectures are not considered valid inquiries and will not receive a response. Further, contractors are reminded that the CO will not address hypothetical questions aimed at receiving a potential “evaluation decision.”

# 8.2 GENERAL INSTRUCTIONS

1. Offerors shall furnish the information required by this RFQ.
2. Offerors are expected to examine this entire RFQ document including the basic Schedule contract. Failure to do so will be at the offeror's own risk.
3. Quotations shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments).
4. Offerors who include in their quotations data they do not want disclosed to the public for any purpose or used by the Government except for evaluation purposes, shall:

Mark the title page with the following legend:

"This quotation includes data that shall not be disclosed outside the Government and shall not be duplicated, used or disclosed--in whole or in part--for any purpose other than to evaluate this proposal or quotation. If, however, a contract is awarded to this offeror as a result of--or in connection with--the submission of this data, and the Government incorporates the quotation as part of the award, the Government shall have the right to duplicate, use, or disclose the data. Also, this restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to the restriction is contained in sheets (insert numbers or other identification of sheets)"; and

Mark each sheet of data it wishes to restrict with the following legend:

"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation."

1. The Government assumes no liability for disclosure or use of unmarked data and may use or disclose the data for any purpose. Unless restricted, the information submitted in response to this request may become subject to disclosure to the public pursuant to the provisions of the Freedom of Information Act (5 USC. 551).

## 8.3 GOVERNMENT PROPERTY

Upon receipt, all quotes become Government property and shall not be returned.

## 8.4 ELECTRONIC SUBMISSION OF QUOTES

1. **The quote shall contain the name, address, email and phone number of the POC authorized to represent the contractor for this acquisition.**
2. Quotes shall be submitted in electronic format only; hard copies will not be accepted. **Use separate files for separating the technical response (Volume 1) from the pricing response (Volume 2)**. If files are compressed, the necessary decompression program must be included. Please use unique and clear document file names.
3. Quotes shall be submitted in a format readable by Microsoft (MS) Word 2007 (Technical Proposal), MS Excel 2007 (Price Proposal), or Adobe Acrobat (PDF) as applicable.
4. The typewritten or printed letters shall be no smaller than 11 point Times New Roman/Arial, 1” margins around the printed page. (The submission can contain any information that is legible for graphics, tables, text boxes, and other figures. A submission of narrative or any graphics, summary table, and/or text boxes that are not large enough to be legible will be unacceptable to the U.S. Government. For example, Times New Roman 9 should be OK.)
5. Document/attachment size restrictions for email are 5MB.
6. This RFQ does not obligate the Government to pay any costs incurred in the submission of any offer or in making necessary studies for the preparation thereof, nor does it obligate the Government to procure or contract for said services.

#  8.5 QUOTE FORMAT

The quote shall consist of the volumes and sections listed below, which will be used during the evaluation process.

The quotation must address the requirements, provisions, terms and conditions, and clauses stated in all sections of the RFQ. A quotation that restates the requirements or statements from this RFQ, or just simply states that it is compliant with the RFQ without providing a description of the approaches, techniques, or solutions, may be considered unacceptable.

The offeror shall submit the Technical and Price Quotes in separate volumes. The table that follows provides page limitations for each volume and section of the quote.

|  |  |
| --- | --- |
| **Quote Section**  | **Maximum Number of Pages** |
| Volume I – Technical  |  |
| Factor 1: Technical Approach | Maximum <insert number> pages  |
| Factor 2: Staffing and Management Approach | <insert number> pages total; no limit on the pages for resumes |
| Factor 3: Past Performance | <insert number> pages total |
|  |  |
| Volume II – Price Quote  | No page limit\* |
| Assumptions and Exceptions | No page limit |

\* Volume II has no page limit, but shall be limited to pricing related information.

The total page limit does not include the cover page, cover letter, and the table of contents.

  **8.5.1 VOLUME 1 - TECHNICAL FACTORS**

Volume 1 shall not exceed <insert number> pages in length.

## 8.5.1.1 EVALUATION FACTOR 1 - TECHNICAL APPROACH

The offeror’s quote shall include the following elements for Factor 1:

* Statement of Understanding: A brief statement that demonstrates understanding of the mission and objectives of the Government’s direction for <insert relevant cybersecurity services>.
* Plan of Action: A brief plan of action that describes the performance of all required tasks of the project. Of particular interest in this plan is the offeror’s knowledge <insert relevant cybersecurity services>: The factor should explain how the offeror intends to work with the Government to determine the effectiveness of the effort.
* Policy/Guidance Proficiency: A brief description of the offeror’s expertise in INFOSEC (DOD/Federal/GSA/NIST) policies, processes, and guidelines.

This technical summary shall not exceed <insert number> pages in length.

## 8.5.1.2 FACTOR 2: STAFFING AND MANAGEMENT APPROACH

The Management Approach, Project Staffing Plan and Table shall not exceed <insert number> pages total; there is no page limit on the resumes.

**Staffing Table and Management Approach:** To ensure that personnel are available, acceptable, and suited to the work contained in the solicitation, the offeror will provide, in whatever format the offeror deems appropriate, a proposed Staffing Table and Management Plan which addresses the requirements contained in the solicitation, and includes key personnel, relevant knowledge and experience, roles and responsibilities, and availability of personnel. The submission shall contain resumes for all individuals who will be working on this effort, and explain how the offeror’s labor categories meet each required category. (attachment B: Project Staffing Plan Template is provided as a sample staffing table only.)

**Relevant Knowledge and Experience of Key Personnel:** Personnel resumes will be evaluated based on the proposed individual’s requisite knowledge, skills, and ability to perform the requirements in the solicitation. Each resume must demonstrate the proposed individual’s knowledge, skills, and experience pertaining to the required work. Collectively, the resumes must demonstrate that the offeror has the personnel to perform the requirements in the solicitation. This evaluation factor will be considered acceptable if the above criteria is met.

## 8.5.1.3 FACTOR 3: PAST PERFORMANCE

**Similar Project Experience and References:** Provide a brief description of similar projects and the names, email addresses, and telephone numbers of three project references per the below. Contact information for one reference in each customer entity shall be submitted who can confirm the type of work performed and level of performance for each project submitted:

- Descriptions of work and dollar value of similar projects performed

- Available past performance feedback from references

- Evidence of completing projects on time and within budget

<Insert agency name> reserves the right to contact project references, or gather information from other sources (e.g., Past Performance Information Repository System (PPIRS), other contracting officers or program managers, etc.) for further information regarding the vendor’s past performance on listed projects.

# 8.5.2 VOLUME II – PRICE QUOTE

## GENERAL INSTRUCTIONS PRICING:

All pricing proposed in response to this RFQ shall be <select: T&M, LH, or FFP>, and based on the offeror’s MAS IT Pricelist in accordance with the instructions in this section. Vendors shall indicate their schedule hourly labor rates and may offer additional discounts to their Schedule hourly rates. All rates proposed shall be considered fully burdened hourly rates.

Offerors shall propose pricing within Section 2.1 of this document. All <Select: T&M, LH, or FFP> Prices shall be for the Government site. Descriptions of offered labor categories, including education and experience (or Roles and Responsibilities), shall be included in the price proposal. The price proposal should contain the name of the labor category and labor rate(s) from the offeror’s MAS IT Pricelist.

The rationale for submitting a labor category equivalent must be given, and a logical mapping of the equivalent qualifications and experience to the Government’s chosen labor categories must be presented.

The offeror is to propose the anticipated hours it expects to perform within each labor category for the entire person-year (assuming a 40-hour work week minus Government holidays, any sick and annual leave hours anticipated for the base-year and each of the option years) for each CLIN. Use your normal business practice.

The offeror shall also provide a copy of the Schedule Contract which contains the labor categories being proposed.

There is no page limit for pricing.

**DO** include information about offered labor categories, including education and experience (or Roles and Responsibilities), total hours, and hourly rates in the Pricing Volume.

**DO NOT** include technical documentation in the pricing volume. It will **NOT** be forwarded to the Technical Evaluation team.

## 8.6.3 STATEMENT REGARDING ASSUMPTIONS AND EXCEPTIONS

The offeror shall state any assumptions and exceptions to the requirements and terms and conditions contained in this RFQ. Please note that any exceptions to the Government’s requirements may adversely affect the evaluation of the offeror’s quote.

## 8.6.4 PRICE QUOTE INSTRUCTIONS

Pricing shall consist of a proposal covering all tasks, deliverables, and key and/or non-key personnel requirements.

* The offeror’s price proposal will be evaluated to ensure that it complies with all requirements provided in this RFQ. The Contracting Office Pricing Team will determine the reasonableness of the individual offered rates, consider any discounts offered from the MAS IT awarded prices, and evaluate total price. All proposed prices, for the base year and option year(s), shall be given.

The rationale for submitting a labor category equivalent must have been given, and a logical mapping of equivalent qualifications and experience to the Government’s specific requirements must have been presented.

Evaluation of the option period(s) will not obligate the Government to exercise the option period(s).

Prices that are excessively high or low may be considered unrealistic and unreasonable, and may receive no further consideration.

##

[DISCLAIMER: The language contained herein is just a sample of what can be used. There is no requirement or expectation that agencies use the same language in RFQs.]

## 9.0 EVALUATION AND BASIS FOR AWARD

<The following are sample evaluation factors – Replace with agency specific evaluation factors>

The non-price evaluation factors, when taken into consideration with the overall price quote, will be used to determine whether the quote provides the best value to the Government.

The Government reserves the right to make award based on initial quotes; therefore, offerors are encouraged to submit their best quote from both a technical and price aspect, and not assume that the Government will hold discussions.

All assumptions will be evaluated as part of the individual factor or sub-factor to which they apply. The Government reserves the right to reject any proposal that includes any assumption(s) or conditions that impact or affect satisfying the Government’s requirements.

Quotes will be evaluated using four evaluation factors:

<Sample: Change as appropriate>

Factor 1 - Technical Approach,

Factor 2 - Staffing and Management Approach,

Factor 3 - Past Performance, and

Factor 4 - Price.

Evaluation factors 1, 2, and 3 are of equal importance, and when combined are of greater importance than factor 4. The closer the quotes are judged for evaluation factors 1, 2, and 3, the more important price may become in the decision.

**<Example of Technical Evaluation and Rating>**

|  |
| --- |
| **Factor 1 - Technical Approach:**The offeror’s background, experience, and qualifications will be assessed to determine the likelihood that the offeror can successfully perform the requirements stated within this RFQ. The proposal will be evaluated on the degree to which the proposal demonstrates a sound approach, adequate qualifications, and experience with emphasis on: 1. Offeror demonstrates a clear understanding of the scope of work, as identified in the tasks outlined in section 3 to be performed, as well as the technical approach and methodology that will be utilized in accomplishing required tasks.
2. Offerors must clearly state their anticipated approach in meeting the deliverable schedule outlined in section 3.

Below are the adjectival technical evaluation ratings: **Technical Ratings**  |
| **Adjectival Rating**  | **Definitions**  |
| Outstanding  | Quotation meets requirements and indicates an exceptional approach and understanding of the requirements. Strengths far outweigh any weaknesses. Risk of unsuccessful performance is very low.  |
| Good  | Quotation meets requirements and indicates a thorough approach and understanding of the requirements. Quotation contains strengths which outweigh the weaknesses. Risk of unsuccessful performance is low.  |
| Acceptable  | Quotation meets requirements and indicates an adequate approach and understanding of the requirement. Strengths and weaknesses are offsetting or will have little or no impact on contract performance. Risk of unsuccessful performance is no worse than moderate.  |
|  |  |
| Unacceptable  | Quotation does not meet the requirements and contains one or more deficiencies. Quotation is not awardable.  |

**<Example of Staffing and Management Approach Evaluation criteria:>**

**Factor 2 - Staffing and Management Approach:**

1. To ensure that personnel are available, acceptable, and suited to the work contained in the solicitation, the offeror will provide, in whatever format the offeror deems appropriate, a proposed Staffing Table and Management Plan which addresses the requirements contained in the solicitation, and includes key personnel, relevant knowledge and experience, roles and responsibilities, and availability of personnel. The submission shall contain resumes for all individuals who will be working on this effort, and explain how the offeror’s labor categories meet each required category. (attachment B: Project Staffing Plan Template is provided as a sample staffing table only.)
2. Personnel resumes will be evaluated based on the proposed individual’s requisite knowledge, skills, and experience to perform the requirements in the solicitation. Each resume must demonstrate the proposed individual’s knowledge, skills, and experience pertaining to the required work. Collectively, the resumes must demonstrate that the offeror has the personnel to perform the requirements in the solicitation.

|  |  |
| --- | --- |
| **Adjectival Rating**  | **Definitions**  |
| Outstanding  | Quotation meets requirements and indicates an exceptional experience for the requirements. Strengths far outweigh any weaknesses. Risk of unsuccessful performance is very low.  |
| Good  | Quotation meets requirements and indicates a thorough experience for the requirements. Quotation contains strengths which outweigh the weaknesses. Risk of unsuccessful performance is low.  |
| Acceptable  | Quotation meets requirements and indicates an adequate experience for the requirements. Strengths and weaknesses are offsetting or will have little or no impact on contract performance. Risk of unsuccessful performance is no worse than moderate.  |
|  |  |
| Unacceptable  | Quotation does not meet the requirements and contains one or more deficiencies. Quotation is not awardable.  |

**<Example of Past Performance Evaluation criteria:>**

**Factor 3 - Past Performance:**

The Government will evaluate the relevant merits of the offeror’s project experience on the basis of its reputation with its current and former customers. The Government may review all or some of the following areas regarding project experience. The lack of a project experience record may result in an unknown performance risk assessment, which will neither be used to the advantage or disadvantage of the offeror’s:

(1) Timeliness;

(2) Delivery or performance;

(3) Responsiveness;

(4) Quality of purchased products or services;

(5) Cost control;

(6) Technical support; or

(7) Delivered quantities.

In evaluating project experience, the Government may consider information provided by the offeror in its submission, as well as any other information available to the Government.

|  |
| --- |
| Below are the adjectival technical evaluation ratings: **Project Experience**  |
| **Adjectival Rating**  | **Definitions**  |
| Outstanding  | Quotation meets requirements and indicates exceptional experience in the subject area. Strengths far outweigh any weaknesses. Risk of unsuccessful performance is very low. |
| Good  | Quotation meets requirements and indicates an adequate experience in the subject area. Quotation contains strengths which outweigh the weaknesses. Risk of unsuccessful performance is low.  |
| Acceptable  | Quotation meets requirements and indicates an adequate experience in the subject area. Strengths and weaknesses are offsetting or will have little or no impact on contract performance. Risk of unsuccessful performance is no worse than moderate.  |
|  |  |
| Unacceptable  | Quotation does not meet the requirements and contains one or more deficiencies. Quotation is not awardable.  |

**<Example of Price Evaluation criteria:>**

**Factor 4 – Price:**

Proposed prices will be evaluated but not scored. The price evaluation will determine whether the proposed prices are complete and reasonable in relation to the RFQ requirements, and whether proposed prices are in accordance with the offeror’s GSA schedule pricing. Option pricing will be included in the evaluation.

**10.0 LIST OF ATTACHMENTS <Insert applicable attachments, see examples below>**

Attachment A Quality Assurance Surveillance Plan (QASP)

Attachment B Project Staffing Plan Template

**(SAMPLE RFQ LANGUAGE IS IN RED)**

[DISCLAIMER: The language contained herein is just a sample of what can be used. There is no requirement or expectation that agencies use the same language in RFQs.]

**ATTACHMENT A**

**QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) SAMPLE LANGUAGE**

**Cybersecurity Support Task**

**I**. **Objective:** The purpose of this plan is to provide a quality assurance surveillance plan for use by the COR assessing the quality of both the support and deliverables being provided to the <insert agency name>. This plan provides a basis for the COR to evaluate the quality of the contractor's performance. The oversight provided for in the contract/task order and in this plan will help to ensure that service levels reach and maintain the required levels throughout the contract/task order term. Further, this plan provides the COR with a proactive way to avoid unacceptable or deficient performance, and provides verifiable input for the required performance evaluations.

**II. Work Requiring Surveillance and Method of Surveillance**

All of the deliverables listed in section 5.3 and defined for each specific project will be monitored by the COR via visual inspection. The Government shall also take the following actions to ensure quality contractor performance under the resulting contract/task order:

1. **Performance Monitoring**. The contractor is required to provide sufficient qualified personnel to perform the requirements of the contract/task order. Customer feedback will be sought. Further, the COR will review measures taken by the contractor to keep all customers informed of situations that may affect performance and schedules.

The COR will analyze the performance measure data collected by the Government for each performance period. The COR will perform the quality assurance functions to ensure the contractor is providing an acceptable level of service to the Government. The quality assurance functions will also include inspecting deliverables for both quality and timeliness.

1. **Consultation with the contractor**. The COR will meet with the contractor’s Project Manager and the contractor’s Task Leads each month to: Discuss any problems; identify circumstances beyond the control of the contractor; identify possible remedies; and note positive accomplishments. The COR will document the meeting.

**(SAMPLE RFQ LANGUAGE IS IN RED)**

[DISCLAIMER: The language contained herein is just a sample of what can be used. There is no requirement or expectation that agencies use the same language in RFQs.]

**ATTACHMENT B**

**SAMPLE PROJECT STAFFING PLAN TEMPLATE**

Year X

(One page for each base and option period, e.g., Base Period, Option Period 1, etc.)

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| --- | --- | --- | --- | --- | --- | --- |
| Name | ProposedLaborCategory | Company | Key Personnel (Yes or No) | QualificationsCertifications | Functional Role in the Effort |  TotalHours |
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