

PERFORMANCE WORK STATEMENT (PWS)

(TITLE OF TASK ORDER)

1.0 MISSION OBJECTIVE: *Brief background of the requirement (if applicable) and a macro-level description of the effort to be accomplished. Explain how this effort relates to the overall mission, vision and goals of the requiring organization.*

2.0 PERFORMANCE REQUIREMENTS: *Description of all task order requirements to be performed in terms of outcomes to be achieved (not in terms of "how to" accomplish). Reference the appropriate paragraph(s) in the EXPRESS BPA Statement of Work. Discuss anticipated deployment and/or OCONUS requirements.*

3.0 TRAVEL: Travel may be required in performance of this PWS. The contractor must receive approval from the COR prior to performing any travel. A trip report is required IAW CDRL _____.

4.0 SECURITY:

Pull in ALL applicable language, verbatim, from paragraphs 1-9 of the AT-OPSEC coversheet. DO NOT include language from items 10-12 (this is already in the BPA).

If classified access is NOT required for performance of the task order, insert the following:

Classified access is not required for performance of the task order.

If classified access is required for performance of the task order, a task order DD254 shall be provided, and the following shall be inserted:

The Contractor shall provide security to a level necessary to meet the requirements of the tasks requested. Contractor's work effort shall not be above the level of SECRET. Contract personnel shall retain a SECRET level clearance for the duration of the task order. *(Insert the following if applicable: The Contractor shall comply with all applicable security classification guides. The following Security Classification Guides are applicable to this effort*

5.0 GOVERNMENT FURNISHED PROPERTY: *Describe all government property (GFP, GFE, GFI) to be provided to the contractor for performance of the task order. If extensive equipment or other real property is to be provided, add the listing at Appendix B and incorporate here by reference. If it is anticipated that the effort will be performed on-site (either totally or partially), state the extent of the government facilities to be provided. Examples may include documentation; access to office space, furniture, telephone services, and normal office supplies; computers; computer network access; and peripheral equipment. NOTE: If the effort will be performed on-site but the contractor will **not** be provided computers, this must be stated in this paragraph.*

6.0 DELIVERABLES: *Utilizing the following format, identify all data/reports required to be delivered under this task order pursuant to Exhibit A of the Basic BPA. Identify the specific CDRLs and reference the applicable performance requirements from paragraph 2.0 above. CDRL A003 is required for every task order. (NOTE: A completed DD 1423 must be provided via EXPRESS-Net for each CDRL referenced).*

Data provided shall be delivered as follows:

6.1 A Contractor's Progress, Status and Management Report shall be submitted monthly IAW CDRL A003, Data Item Number DI-MGMT-80227.

7.0 ACCOUNTING FOR CONTRACTOR SUPPORT: The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this task order for the (*Insert Customer Organization*) via a secure data collection site. The contractor is required to completely fill in all required data fields using the following web address: <http://www.ecmra.mil/>, and then click on "Department of the Army CMRA" or the icon of the DoD organization that is receiving or benefitting from the contracted services.

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year, beginning with 2013. Contractors may direct questions to the help desk by clicking on "Send an email" which is located under the Help Resources ribbon on the right side of the login page of the applicable Service/Component's CMR website.

8.0 PERFORMANCE OBJECTIVES/METRICS: *The performance objectives, metrics, and incentives discussed below have been established for utilization under EXPRESS task orders and are set forth at Appendix A, Performance Requirements Summary Matrix. Utilization of different objectives/metrics will require the development of a separate task order Quality Assurance Surveillance Plan.*

8.1 This performance-based service task order incorporates the following performance objectives: (1) Delivery of high quality technical performance; (2) Adherence to TO schedule, milestone, and delivery requirements; and (3) Efficient and effective control of labor resources. It is the contractor's responsibility to employ the necessary resources to ensure accomplishment of these objectives. The Government's assessment of the contractor's performance in achieving these objectives will utilize the standards, acceptable quality levels, surveillance methods, and performance incentives described in the Performance Requirements Summary matrix set forth in Appendix A. The performance incentives will be implemented via the Government's past performance assessment conducted in accordance with Part 42 of the Federal Acquisition Regulation (FAR), as applicable, and the "Task Order Performance" criteria of the annual award term evaluation, Basic BPA provision 45.

8.2. The performance objectives, standards, and acceptable quality levels shall be applied on a TO basis with performance incentives to be implemented on an annual basis. The Government will conduct informal interim counseling sessions with the contractor's Program/TO Manager to identify any active

TO performance that is not meeting the acceptable quality levels. These sessions will be conducted at least on a quarterly basis in order to provide the contractor a fair opportunity to improve its performance level.

8.3 The Control of Labor Resources criteria will be reflected under the “Cost” category of the performance assessment. Although the criteria of Business Relations and Management of Key Personnel are not specifically included in the Performance Requirements Summary Matrix, the overall performance assessment will continue to include these criteria.

8.4. The contractor will be notified, in writing, of the Government’s determination of its performance level for each performance objective including all instances where the contractor failed to meet the acceptable quality level.

APPENDIX A

PERFORMANCE REQUIREMENTS SUMMARY MATRIX

PERFORMANCE OBJECTIVE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE	PERFORMANCE INCENTIVE
<p>High Quality Technical Performance</p>	<p>TO requirements met with little rework/re-performance required and with few minor and no significant problems encountered</p> <p><i>Performance meets all technical and functional requirements, and is highly responsive to changes in technical direction and/or the technical support environment</i></p> <p><i>Assessments, evaluations, analyses, recommendations, and related input are thorough, reliable, highly relevant to TO requirements, and consist of substantial depth and breadth of subject matter</i></p> <p><i>Deliverable reports contain all required data and meet all applicable CDRL requirements</i></p>	<p>Contractor delivery of products and/or services meets all TO requirements. Performance occurs with no required re-performance/rework at least 80% of time. Problems that are encountered are minor and resolved in a satisfactory manner.</p>	<p>Routine Inspection of Deliverable Products/Services</p>	<p>Assignment of performance rating for QUALITY criteria:</p> <p><u>EXCEPTIONAL</u> <i>Performance and deliverables meet all and exceed many TO requirements. Performance delivered with no required re-performance/rework at least 95% of time; problems that are encountered are minor and resolved in a highly effective manner.</i></p> <p><u>VERY GOOD</u> <i>Performance and deliverables meet all and exceed some TO requirements. Performance delivered with no required re-performance/rework at least 90% of time; problems that are encountered are minor and resolved in an effective manner.</i></p> <p><u>SATISFACTORY</u> <i>Performance and deliverables meet all TO requirements. Performance delivered with no re-performance/rework at least 80% of time; problems that are encountered are minor and resolved in a satisfactory manner.</i></p> <p><u>MARGINAL</u> <i>Some TO requirements not met and/or performance delivered with re-performance/rework required more than 20% of time. Problems encountered were resolved in a less than satisfactory manner.</i></p> <p><u>UNSATISFACTORY</u> <i>Many TO requirements not met. Numerous re-performances/rework required. Substantial problems were encountered and inadequate corrective actions employed.</i></p>

<p>Adherence to Schedule</p>	<p>TO milestones, periods of performance, and/or data submission dates are met or exceeded</p>	<p>Contractor meets TO delivery requirements at least 80% of the time (excluding gov't caused delays)</p>	<p>Routine Inspection of Deliverable Products/Services</p>	<p>Assignment of performance rating for SCHEDULE criteria:</p> <p><u>EXCEPTIONAL</u> TO milestones/ performance dates met or exceeded at least 100% of time (excluding government caused delays)</p> <p><u>VERY GOOD</u> TO milestones/ performance dates met or exceeded at least 90% of time (excluding government caused delays)</p> <p><u>SATISFACTORY</u> TO milestones/ performance dates met or exceeded at least 80% of time (excluding government caused delays)</p> <p><u>MARGINAL</u> TO milestones/ performance dates met less than 80% of time (excluding government caused delays)</p> <p><u>UNSATISFACTORY</u> TO schedule/performance dates met less than 70% of time</p>
<p>Control of Labor Resources</p>	<p>Contract labor mix is controlled in efficient and effective manner</p>	<p>Actual TO labor resource mix is maintained within 20% of originally awarded TO resource mix</p>	<p>Routine Inspection of TO Performance, Performance/Cost Reports, Payment Invoices</p>	<p>Assignment of performance rating for COST CONTROL criteria:</p> <p><u>EXCEPTIONAL</u> Actual TO resource mix maintained within 10% of originally awarded TO resource mix</p> <p><u>VERY GOOD</u> Actual TO resource mix maintained within 15% of originally awarded TO resource mix</p> <p><u>SATISFACTORY</u> Actual TO resource mix maintained within 20% of originally awarded TO resource mix</p> <p><u>MARGINAL</u> Actual TO resource mix maintained within 25% of originally awarded TO resource mix</p> <p><u>UNSATISFACTORY</u> Actual TO resource mix exceeds 25% of originally awarded TO resource mix</p>