

CIO-SP3 – NITAAC Statement of Work (SOW) Template

Note: Guidance is presented in italics within borders, while example content is presented in normal font. Please delete all guidance when finalizing the SOW.

Use of the template is encouraged, but not required. The template can simply be used as a reference document to ensure that the listed information is provided in your own SOW.

1. Task Order Title

Include a short title of services or a general description of items to be acquired. This title should be unique and descriptive, and should be used consistently throughout the task order process. Example: "Operations and Maintenance Support for the Web Security System (WSS)"

Along with the title, include an "as of" date and the requiring agency name. The SOW must have an "as of" date. If the SOW is revised or corrected during the pre-award phase, each revision should have a new date with changes marked by revision bars. When a SOW is revised for task order modification (after award) it must be given a new "as of" date. SOW's should be page numbered.

As of MM/DD/YYYY

Agency Name

2. Background

Justify this effort in relationship to the customers' agency mission. List other historical or parallel efforts such as other agency activities and/or industry efforts that provide additional information related to this SOW.

3. Objectives

Provide a concise overview of the customer's goals and expectations as a result of this task order. It does not need to include a description of deliverables or requirements since these will be included in the "Specific Tasks" section below.

4. Scope

*Describe the general scope of work. The SOW should be performance-based in accordance with FAR 37.6. Identify each CIO-SP3 Task Order work category required to ensure that your tasks are within contract scope (**being in scope is mandatory**). Full descriptions of the Task Areas can be found on the CIO-SP3 web page <http://nitaac.nih.gov/nitaac/contracts/cio-sp3>.*

Task Areas:

CIO-SP3 Task Area 1. IT Services for Biomedical Research, Health Sciences, and Healthcare

CIO-SP3 Task Area 2. Chief Information Officer (CIO) Support

CIO-SP3 Task Area 3. Imaging

CIO-SP3 Task Area 4. Outsourcing

CIO-SP3 Task Area 5. IT Operations and Maintenance

CIO-SP3 Task Area 6. Integration Services

CIO-SP3 Task Area 7. Critical Infrastructure Protection and Information Assurance

CIO-SP3 Task Area 8. Digital Government

CIO-SP3 Task Area 9. Enterprise Resource Planning

CIO-SP3 Task Area 10. Software Development

5. Specific Tasks

Provide a performance-based narrative of the specific tasks and/or products that make up the SOW. Number the tasks sequentially, e.g. Task 1 and narrative, Task 2 and narrative, etc. Task 1 should be for Task Order (TO) Management.

5.1 Task 1 - Task Order (TO) Management

Prepare a Task Order Management Plan describing the technical approach, organizational resources and management controls to be employed to meet the cost, performance and schedule requirements throughout task order execution.

5.1.1 Earned Value Management System

All task orders on this contract are required to meet the requiring agency's Earned Value Management System (EVMS) requirements.

Refer to the requiring agency's approved Earned Value Management Systems implementation and surveillance policy for guidance.

5.1.2 In progress Review Support

Provide a monthly status report monitoring the quality assurance, configuration management, and security management applied to the task order (as appropriate to the specific nature of the SOW).

5.2 (EXAMPLE) Task 2 - Integration Services: Prototype Development and Integration

Text in this section should precisely describe the work to be performed and/or the products requested. The requirements should be defined sufficiently for the contractor to submit a realistic proposal and the Government to negotiate a meaningful price. If the work can conveniently be broken out by CIO-SP3 Task Areas, these can be included in the section title, but not necessary to do so.

EXAMPLE:

- 5.2.1 Subtask 1 - Requirements Definition
- 5.2.2 Subtask 2 - State-of-the-Art-Review
- 5.2.3 Subtask 3 - Design Prototype
- 5.2.4 Subtask 4 - Integrate Prototype
- 5.2.5 Subtask 5 - Document Prototype
- 5.2.6 Subtask 6 - Train Staff to Use Program
- 5.2.7 Subtask 7 - Participate in Joint Prototype Evaluation
- 5.2.8 Subtask 8 - Document Lessons Learned from Prototype Evaluation
- 5.2.9 Subtask 9 - Establish Baseline Hardware and Software Configuration

6. Contract Type

State the contemplated contract type. The general categories are:

1. Fixed Price, see [FAR Subpart 16.2](#) for the full list of types.
2. Cost-Reimbursement, see [FAR Subpart 16.3](#) for the full list of types
3. Time-and-Materials or Labor-Hour, see [FAR Subpart 16.6](#) for the full list of types.

7. Place of Performance

Specify whether work is to be performed at the contractor site or at a Government Site.

8. Period of Performance

State the total number of calendar days after the Task Order award necessary for performance. State if the task order is to be awarded with a base period and options. If the task order is to be awarded and funded incrementally, state the base obligation period and incremental funding periods.

9. Deliverables/Delivery Schedule

Describe precisely the items to be delivered, both during the period of performance and at completion of the task order. Deliverables should be referenced back to their requirement in the Specific Tasks section. Describe the schedule either in terms of calendar days from the date of Task Order award or in calendar days when other projects or program elements are dependent on the delivery (e.g., 10 calendar days after draft plan is approved). The table below provides an example list of deliverables.

SOW TASK #	DELIVERABLE TITLE	#CALENDAR DAYS AFTER TO AWARD
5.1	<i>Task Order Management Plan</i>	<i>Draft - 15, Final - 30</i>
5.1.2	<i>Monthly Status Report</i>	<i>Monthly, on 10th calendar day</i>

(Continue as needed to document all deliverables)

10. Security

Customers should craft this section to be compliant with the security requirements and guidance of their agencies. Other security requirements may also apply and the customer is responsible for defining these additional requirements in their solicitation.

10.1 Confidential Treatment of Sensitive Information

Include this subsection if the contractor will have access to sensitive information/data during the performance of the task order that needs to be handled confidentially by the contractor. IF THIS IS NOT APPLICABLE TO THE TASK ORDER, DELETE THIS SUBSECTION.

10.2 System Configuration Security

If the services required include configuration of any systems or applications for which there exist Agency Configuration Standards or NIST Security Checklist Standards, then the SOW should require that these configurations conform to the Agency or NIST standard. IF THIS IS NOT APPLICABLE TO THE TASK ORDER, DELETE THIS SUBSECTION.

11. Government Furnished Equipment (GFE)/ Government Furnished Information (GFI)

Identify any GFE and/or GFI that will be provided to the contractor. If the list of property is extensive, this section should identify where that list can be found. Before offering to provide any property, make sure that it will be available when required, where required, and in the condition required by the contract. Failure to meet government furnished property requirements often lead to a contractor claim for an equitable adjustment to contract price, delivery, or other requirements. Specific requirements about providing government furnished property can be found in FAR 45, government property, and related agency policy.

12. Packaging, Packing, and Shipping Instructions

At a minimum, the SOW should state the following standard instructions:

The contractor shall ensure that all items are preserved, packaged, packed and marked in accordance with best commercial practices to meet the packing requirements of the carrier and to ensure safe and timely delivery at the intended destination. All data and correspondence submitted shall reference:

1. The CIO-SP3 Task Order Authorization Number
2. The NITAAC Tracking Number
3. The government end user agency
4. The name of the COTR

Containers shall be clearly marked as follows:

1. Name of contractor
2. The CIO-SP3 Task Order Authorization Number
3. The NITAAC Tracking Number
4. Description of items contained therein
5. Consignee(s) name and address

State special requirements if they exceed these requirements.

13. Inspection and Acceptance Criteria

At a minimum, the SOW should specify a Final inspection and acceptance of all work performed, reports and other deliverables will be performed at the place of delivery. State special requirements if they exceed the contract requirement. A Quality Assurance Surveillance Plan (QASP) should be included here, in Section 15, or attached as a separate document (see Section 15). State here if the Government is requiring offerors to submit a proposed QASP.

14. Accounting and Appropriation Data

A statement must be made that funds are available for this task order or will become available prior to award. If funds are to be provided from the next fiscal year a statement that the task order is subject to availability of funds must be made in the task order request.

15. Other Pertinent Information or Special Considerations

Include any special considerations or unique requirements necessary to accomplish the task order (e.g., specialized experience with UNIX etc.) and/or any additional information that will be helpful in determining reasonable approaches and cost estimates for the task order. As appropriate, this section should contain:

1. *Identification of possible follow-on work that may result from completion of this task order.*
2. *Identification of potential Conflicts of Interest (COI's) that may influence which contractors should be awarded the task order. (See [FAR Subpart 9.5](#))*
3. *Contractor Travel - Describe any local or long distance travel the contractor will have to perform to execute the task order. Identify the "to/from" locations of the travel, numbers and duration of the trip.*
4. *Architectural Standards - Describe requirements for compliance with agency architectural standards.*
5. *If a fixed price task order is contemplated, specify procedures for reduction of fees or for reductions in the price of the task order when services are not performed or do not meet task order requirements.*
6. *Use measurable performance standards (i.e., in terms of quality, timeliness, quantity, etc.) and include performance incentives where appropriate (per [FAR Subpart 37.6](#) or [FAR Part 46](#)). All Performance-Based Task Orders must have a Quality Assurance Surveillance Plan (QASP) submitted with this SOW form, or a statement that the Government is requiring offerors to submit a*

proposed QASP as part of their solicitation response. The QASP may be integrated within the SOW or provided as an attachment. (A CIO-SP3 QASP template and instructions can be downloaded from the NITAAC website at <http://nitaac.nih.gov/nitaac/tools-templates/cio-sp3/qasp-template>.)

7. *The following is suggested language for non-performance based services acquisitions where a detailed Quality Assurance Surveillance Plan is not required:*

Quality Assurance Surveillance Plan. *The COTR will review, for completeness, preliminary or draft products that the Contractor submits, and may return them to the Contractor for correction. Absence of comments by the COTR will not relieve the Contractor of the responsibility for complying with the requirements of this work statement. Final approval and acceptance of products required herein shall be by letter of approval and acceptance by the COTR. The Contractor shall not construe any letter of acknowledgment of receipt of products as a waiver of review, or as an acknowledgment that a product is in conformance with this work statement. Any approval given during preparation of a product, or approval for shipment shall not guarantee the final acceptance of the completed product.*

16. Post-Award Administration

Discuss monitoring and milestones to be used for evaluation of Prime Contractors progress. Discuss any formal management systems to be used to monitor the Prime Contractor. Delineate the timing of periodic status reports. Include the requirements for Past Performance Evaluations to be completed at least annually and at the end of the task.

17. Key Personnel

If key personnel are to be identified by the contractor (or by the government), add that information here. The following text can be used as an example.

1. Certain skilled experienced program management and/or technical personnel are essential for accomplishing the work to be performed. Key personnel shall be identified by name and title/job classification in offeror proposals.
2. The Contractor agrees that the above key personnel shall not be removed from the contract effort, replaced or added to the contract without a compelling reason and without compliance with paragraphs (3) and (4) hereof. The Government will not approve substitutions for the sole convenience of the contractor.
3. If any change to the key personnel position becomes necessary (substitutions or additions), the Contractor shall immediately notify the Contracting Officer in writing, accompanied by the resume of the proposed replacement personnel who shall be of at least substantially equal ability and qualifications as the individuals currently approved for that category.
4. **No substitution or replacement** of the key personnel shall be approved **within the first ninety (90) days** after contract award.
5. All requests for approval of changes hereunder must be in writing, via email, and provide a detailed explanation of circumstances necessitating the proposed change. Request for changes should be made whenever the need is identified. Beside the resume, the request must also provide:
 - a. A comparison of skills and qualifications to those set forth in the accepted resume proposed for substitution;
 - b. A signed employee procurement integrity agreement;
 - c. Number of hours the contractor will provide at his/her own expense to train the proposed replacement, and
 - d. Any other information requested by the Contracting Officer to reach a decision.

18. Transition Plan

Discuss how the work would be transitioned to a different contractor or contract vehicle. This may include tasking the current contractor to develop a transition plan. Example content could include transition schedule; training of new staff; handover of documents, user guides, and other relevant material; security issues (return of badges, tokens, and closing of computer accounts).