

2. AMENDMENT/MODIFICATION NO. 0003 3. EFFECTIVE DATE 07/28/2010 4. REQUISITION/PURCHASE REQ. NO. 5. PROJECT NO. (If applicable)

6. ISSUED BY CODE AMQ0340-ARC 7. ADMINISTERED BY (If other than Item 6) CODE AMQ340-ARC
 AMQ-340 CONTRACT MANAGEMENT TEAM
 FAA AERONAUTICAL CENTER
 PO BOX 25082
 MPB ROOM 369
 OKLAHOMA CITY OK 73125

8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code)
 INFUSED SOLUTIONS LLC
 22636 DAVIS DRIVE SUITE 100
 STERLING VA 20164

9A. AMENDMENT OF SOLICITATION NO. (x)
 9B. DATED (SEE ITEM 11)
 10A. MODIFICATION OF CONTRACT/ORDER NO. (x)
 DTFAAC-10-D-00035
 10B. DATED (SEE ITEM 13)
 02/26/2010

ORIGINAL

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended.
 Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment number, FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required.) \$0.00
 See Schedule

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

- A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
- B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14.
- C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO THE AUTHORITY OF:
- D. OTHER (Specify type of modification and authority)
 MUTUAL AGREEMENT OF THE PARTIES TO 10.1A6(b)(1)(c)

E. IMPORTANT: Contractor is not, is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
 FINANCIAL SUPPORT SERVICES-BASE CONTRACT YEAR PERIOD OF PERFORMANCE 3/1/2010-2/28/2011.
 (Option Years if exercised) through 2/28/2015..

(Note): The date in block 10b is the date of contract award. The "effective" date contact services began is 4/1/2010. jg

I. Bilateral contract modification 0003 is issued to incorporate the attached revised contract Statement of Work (SOW) dated July 28, 2010. Filling of vacancies (backfill) must be at the request of the COTR (or alternate COTR) IAW FAA program need, workload requirements, and available funding. The COTR (or alternate COTR) will expedite proper coordination and approval to the Infused Solutions PM/DPM. The contractor will fill
 Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
 Mark B. Johnson - President Judy A. Queen
 15B. CONTRACTOR/OFFEROR 15C. DATE SIGNED 16B. CONTRACT AUTHORITY 16C. DATE SIGNED
 Mark B. Johnson 7-29-2010 Judy A. Queen 7/29/2010
 (Signature of person authorized to sign) (Signature of Contracting Officer)

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
DTFAC-10-D-00035/0003

PAGE OF
2 15

NAME OF OFFEROR OR CONTRACTOR
INFUSED SOLUTIONS LLC

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>vacancies within 14 BUSINESS days of official notification by the COTR (or alternate COTR).</p> <p>At no time shall the contractor's personnel be supervised by FAA managers or other FAA or Government personnel. (reference SOW C.3.1.1 for full text)</p> <p>II. Remove original contract SOW dated February 9, 2010, and replace with revised SOW dated July 28, 2010.</p> <p>III. No monetary change to contract line items (CLINS) unit prices, or total estimated potential value (TEPV).</p> <p>###ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED AND IN FULL FORCE AND EFFECT.###</p> <p>DISTR: TS Discount Terms: PROMPT NET 30 Payment: FAR AC ACCTG OFC DOT/FAA AMZ-110 PO BOX 25710 OKLAHOMA CITY OK 73125 Period of Performance: 03/01/2010 to 02/28/2011</p>				

STATEMENT OF WORK
Financial Support Services Contract
REVISED July 28, 2010

C.1 GENERAL

C.1.1 Background: The Enterprise Services Center was designated by OMB as one of four federal shared service providers for financial management within the Government. As a result, all federal agencies have been instructed to transition their accounting services to one of the four designated providers. Currently, we provide financial management services for the entire Department of Transportation (DOT) as well as five non-DOT agencies. As a result of this designation, we are constantly competing for new business and we must stay competitive in order to retain our existing business. The purpose of this contract is to allow our organization the flexibility to provide financial support services in an ever changing environment.

C.2 DEFINITIONS/ACRONYMS

The following definitions and acronyms are provided:

AMS – FAA’s Acquisition Management System

AMZ – Office of Operational Services – The office requesting this contract and where the work will be accomplished.

CO – Contracting Officer – the FAA Contracting Officer assigned to this contract.

COTR – Contracting Officer’s Technical Representative – The Government employee assigned by the CO in writing who is delegated certain responsibilities for day-to-day technical administration of the contract.

DOT – Department of Transportation

DPM – Deputy Program Manager – acts as Program Manager in his/her absence and assists the PM with day-to-day oversight of the contract.

ESC – Enterprise Services Center

FAA – Federal Aviation Administration

OFM – Office of Financial Management

OMB – Office of Management and Budget

PM – Program Manager – onsite contract supervisor responsible for overseeing the entire contract on a daily basis.

SOW – Statement of Work

C.3 SCOPE

C.3.1 General: The Contractor shall provide all personnel, management, supervision, and other items or services necessary to perform financial support related to administrative and accounting services as identified in the statement of work below. The Contractor shall be responsible for all onsite management of this contract.

C.3.1.1 This contract was not formed as nor is it to be administered or performed as a personal services contract. Accordingly, the Contractor shall designate appropriate and sufficient supervisory personnel to meet task outcomes. The Contractor shall provide day-to-day supervision of all contract personnel including, but not limited to, work assignments and performance monitoring, payroll records, leave approval and monitoring, etc. At no time shall the Contractor's personnel be supervised by FAA managers or other FAA or Government personnel. FAA will provide, as needed by the Contractor, limited assistance in the form of technical and policy guidance through the assigned COTR.

C.3.2 Work Site and Hours of Work: The Contractor shall establish working hours consistent with the Mike Monroney Aeronautical Center where the work is performed.

C.3.2.1 The Contractor shall work within the constraints of flextime as practiced in the Office of Operational Services (AMZ) providing services from Monday – Friday during the operating hours of 0600-1800. Project requirements may dictate work to be performed at times and/or days other than those prescribed. Under these circumstances, the work shall be performed as directed by the CO or COTR. The Contractor shall be given, if possible, advance notice when circumstances dictate work to be performed at other than those prescribed. This may include work be performed during weekends and/or evenings in order to accommodate customer requirements. As such, work schedules shall be staggered to complete a forty (40) hour workweek, Monday through Sunday, to accommodate these activities. Additionally, certain positions may require fixed shifts that fall outside the normal hours of 0600-1800. These positions will be identified to the Contractor in advance. Hours in excess of 40 hours are considered premium hours and must be approved by the CO to cover unforeseen workload increase or other unanticipated workload surges.

C.3.2.2 The Government has the right to request overtime on a case-by-case basis. It is the Contractor's decision to work in instances where the Center Director has granted administrative leave to FAA Government employees because of severe weather, yet the work site remains open. Should the Contractor elect not to work under that circumstance based on company policy or if the FAA facility is closed due to severe weather or other unexpected situations, the FAA will not be billed for the time not worked. The Contractor shall obtain approval from the COTR or CO for work hours outside these parameters.

C.3.2.3 The principal work site will be located at the Mike Monroney Aeronautical Center, 6500 South MacArthur Blvd, Oklahoma City, Oklahoma.

C.3.2.4 The Government observes only the holidays listed below:

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

Any other day designated by Federal Statue, Executive Order, or by

Presidential proclamation.

When any such days falls on a Saturday, the proceeding Friday is observed and when any such days falls on Sunday, the following Monday is observed. The Contractor will not generally be required to work on Federal holidays. The Contractor will not be paid for days not worked.

C.3.3 Labor Distribution Reporting: Because we are a fee for service organization, it is imperative that we track our costs. Since contract labor makes up a significant portion of our labor costs, Contractors will be required to record the number of hours worked per project/task in a web-based contract labor reporting tool. This tool is provided by the government and will be recorded based on project and task information only.

C.3.4 Travel: The Contractor may be required to travel in management of the contract, for formal FAA Specific training, and/or performance of work under the contract. The Contractor is responsible for arranging all required travel. The provisions of the Federal Travel Regulations as prescribed and issued by the General Services Administration will be used for establishing allowable reimbursement costs for travel.

C.3.5 Training: The Contractor shall provide fully trained employees, and shall have an ongoing training program, and shall be responsible for Contractor employees acquiring the knowledge and skills necessary to support new technology. When advantageous to the Government, training may be provided by the Government at no cost to the Contractor if the training course is not commercially available and falls into one of the following categories:

C.3.5.1 Unique to the FAA: The Government is providing training exclusively for tasks that are required to be performed at FAA facilities. In these instances, the FAA will pay direct hourly charges associated with the number of hours spent in training; or

C.3.5.2 Directed/Mandated by the Government: The class is directed/mandated by Government regulation, FAA Administrator (AOA-1), or an FAA Security Element.

Prior to attending any FAA-sponsored training, all support Contractors are required to submit the "Support Contractor Authorization – FAA Sponsored Training" form to the COTR with final approval by the CO. Reimbursement of Government-paid training costs will be required if a Contractor employee does not remain in the position for a year from the date of training.

C.3.6 Office Furnishing/Equipment/Supplies/Services: The Government will provide the Contractor office space, furnishings, equipment, and supplies for all Contractor personnel assigned at field offices. Use of Government information systems and internal mail distribution systems will be provided to the extent that contract performance requires their use. Systems must not be used for Contractor or individual employee purposes. Contractor personnel may use available initial emergency medical services and concessions located in Government facilities. The Government will not provide office space/furnishings/equipment/supplies for Contractor personnel not located at the Government's principal work site or other Government field office (i.e. Contractor personnel located at the Contractor's facilities).

C.3.7 Misuse of FAA Computer Network: The Contractor must adhere to all FAA intranet, internet, and network policies and orders. Misuse of FAA provided computer equipment and/or computer networks by contract personnel will not be tolerated and will result in a determination by the CO/FAA Management as to appropriate corrective action for each infraction. All contract personnel using FAA computer resources or accessing the FAA network shall agree to the "Rules of Behavior" prior to receiving requested access. Depending upon the nature and severity of the infraction, corrective actions can range from loss of privileges (i.e., loss of access to the internet and FAA e-mail) to removal from support under this contract. Further, these determinations are not subject to appeal. Additionally, these provisions do not preclude the imposition of any applicable civil or criminal penalty resultant from an infraction.

C.3.8 FAA Unique Requirements: These requirements may be unique to the FAA, but they are applicable to all positions under this statement of work. Individuals are required to possess computer literacy in electronic file management, typical office Windows software applications such as word processing, spreadsheet, database management, electronic mail, and explorer software to access/utilize the Internet, and possess the ability to archive data on multiple types of electronic media.

C.3.9 Communications Skills: Contractor personnel should be able to effectively communicate with other individuals at all levels within organizations and with differing economic, social, cultural or educational backgrounds. They should have skill in oral and written communications and ability to exercise tact in dealing with others in a courteous and diplomatic manner.

C.3.10 Minimum Experience/Education Requirements: All personnel employed in support of this contract are required to meet specified minimum experience and/or education requirements for their respective position, as described in this statement of work. Such minimums are specified for each labor category, and the FAA reserves the right to review the qualifications of each proposed support personnel under this contract to ensure all stated minimum qualifications established for the position are met for the position designated in the task. The Contractor shall, in advance of employees reporting to the work site, furnish to the CO, one summary résumé for each position to be filled or replaced on the respective task; giving the proposed employees' education/training, experience, skill levels, affiliations and other characteristics that relate to requirements/qualifications of the work to be done on the task order. The Contractor shall provide any and all factual data (dates, certification, etc.) to the CO with submission of each employee's resume. Any qualification information questioned or requiring verification will be identified to the Contractor for action and resubmission. Concurrence of the CO is required for employees to work during verification or revision of their qualification resume. The CO or COTR will identify to the PM any qualifications requiring verification or questioned for action or resubmission. The CO may hold negotiations with the Contractor after receipt of the response to a task request and the Contractor's proposed personnel submission(s). **The minimum experience and/or education requirements for all key personnel shall be submitted with the initial proposal.**

C.3.11 Removal of Contractor Personnel: The Government may withdraw a previously issued approval or assignment of Contractor personnel to this contract and request that the individual be

removed from the contract based upon the individual not meeting Government expectations or requirements for personal, professional, or performance standards.

C.3.12 The CO may, at any time, request the Contractor to either increase or decrease the numbers of assigned Contractor employees in any particular contract labor category, or assigned to the contract as a whole. Funding availability changes in workload levels or changes in workload technical requirements may cause such changes. Exhibit 1 of the SOW displays the ESTIMATED levels of support that may be required at the beginning of contract performance. However, levels of support and skills to be used may be changed any time during contract performance. This information does not constitute a guarantee to the Contractor that these levels of Contractor personnel will be ordered during the life of this contract.

C.3.13 Requirements

C.3.13.1 Task I – General Clerks

Tasks for General Clerks I, II, and III are as follows:

- File various accounting documents
- Provide telephone coverage
- Review incoming mail
- Distribute mail
- Make copies
- As the level of the Clerk increases, train incoming Clerks
- Interpret guidance and convey to other clerks
- Problem solve routine issues

C.3.13.2 Task II – Accounting Clerks

Tasks for Accounting Clerk II and III are as follows:

- Examination, classification, recording, and processing of financial transactions, commitments, obligations, accruals, and payments for services, supplies, and materials
- Obtain, process, and record accounting documents
- Assist in interpreting pertinent laws and administrative regulations
- Problem solve issues at lowest level possible
- As the level of the Accounting Clerk increases, train incoming Accounting Clerks

C.3.13.3 Task III – Accountants

Tasks for Accountants I and II are as follows:

- Maintain accounting operations for accounts payable and/or accounts receivable activity, collections, transfers of costs, and adjustments
- Identify and analyze problems that may occur in the processing of recording transactions

- Collect and analyze data by applying accounting policies and procedures to record routine transactions
- Reconcile general ledgers
- Review transactions posted by Accounting Clerks and recommend changes as necessary to ensure proper accounting and reporting of funds
- Assist and/or prepare routine and/or special reports on a monthly, quarterly, and yearly basis on a national level
- Prepare warrants for submission to US Treasury
- Monitor appropriations and analyze financial transactions to ensure data is correct and compliant with regulations
- As the level of Accountant increases, provide written explanation to auditors, management, program managers, and others who review the statements concerning the complex data contained in the reports

C.3.13.4 Task IV – Site/Task Supervisors

Tasks for Site/Task Supervisors I and II are as follows:

- Provide onsite day-to-day supervision of contract employees
- Serve as liaison between CO/COTR and contract employees
- Submit requests to COTR for overtime, property, and supplies
- Ensure workload is evenly distributed among contract employees
- As level of Site/Task Supervisor increases, may be required to backfill behind Deputy Program Director in his/her absence

C.3.14 Skill Categories

Employee Labor Categories – The Contractor shall provide employees for the specified categories of labor identified below. The Contractor shall fill vacancies at the COTR's request (or alternate COTR) in accordance with FAA program need, workload requirements, and available funding. The COTR will expedite proper coordination and approval to the Infused Solutions PM/DPM for backfill positions.. The contractor will fill vacancies within 14 business days of official notification by the COTR.

General Clerk

General Clerk I – The Contractor personnel will perform filing of various documents for accounting. Follows a few clearly detailed office procedures in performing simple repetitive tasks in the same sequence, such as filing pre-coded documents in a chronological file, operating office equipment, and answering phones. The Contractor personnel must possess 3-6 months of general office experience and be proficient in Microsoft Word and Microsoft Excel and have a High School Diploma or equivalent.

General Clerk II – Follows a number of specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail,

and calculating and posting charges to departmental accounts. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper office procedure for each task. The Contractor personnel must possess 6-9 months of general office experience and be proficient in Microsoft Word and Microsoft Excel and have a High School Diploma or equivalent.

General Clerk III – Work requires familiarity with the terminology of the Office of Operational Services (AMZ) organization. Selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence depending on the task. Recognized problems are referred to others. The Contractor personnel must possess at least 12 months of general office experience and be proficient in Microsoft Word and Microsoft Excel and have a High School Diploma or equivalent.

Accounting Clerk

Accounting Clerk II – The Contractor personnel will obtain or receive, process and record various accounting documents into the departmental accounting system (DELPHI), and distribute various supporting information about these transaction to the various customer accounting offices. Principal duties and responsibilities consist of the following: examination, classification, recording and processing of financial transactions commitments, obligations, accruals and payment for services, supplies and materials commonly required to support our customers. Will reconcile chargebacks; print reconciliation reports and ensure items are corrected; reconciles and works Accounts Receivable aging, Treasury offsets, and write offs; as well as establishes, reconciles, and bills various reimbursable agreements. The Contractor personnel must have a High School Diploma or equivalent and at least one (1) year of experience with processing various Accounts Payable and Accounts Receivable transactions (including invoices and processing receipts).

Accounting Clerk III – Responsibilities consist of examination, classification, recording and processing of financial transaction commitments, obligations, accruals, and payment for services, supplies and materials. Examines supporting documentation for financial transactions for assurance that the transactions are legal and in compliance with all pertinent laws and administrative regulations. Will provide technical guidance and may act as a lead to lower level accounting technicians on various issues related to Accounts Payables or Accounts Receivable transactions. The Contractor personnel must have a High School Diploma or equivalent and three (3) years of experience processing accounts payable and accounts receivable transactions, posting journal entries, researching problems, and clearing reconciliations.

General Accountant

Accountant I – Provides financial administrative support for maintaining accounting operations for account receivable activity, collections, transfers of costs, and adjustments. Identifies and analyzes problems that may occur in the ongoing processing of recording transactions in the accounting system. Collects and analyzes data, applying policies and procedures to record routine transactions. Reconciles general ledgers and reviews transactions posted by the technicians and recommends necessary changes to ensure proper accounting and reporting of

funds. Assists and prepares routine and special reports on a monthly, quarterly, and yearly basis. Prepares monthly, quarterly, and annual financial reports. Provides financial administrative support for maintaining accounting operations for Accounts Receivable activity, collections, and transfers of cost and adjustments. Prepares Treasury warrants for submission to the US Treasury as prescribed by public law. Monitors appropriations and analyzes financial transactions to ensure financial data is reported accurately and compliance with regulations. The individual may prepare a portion of the financial statements of an agency with a large and complex set of books for inclusion in the overall statements. Potential workforce must meet one or more of the qualifications: Certification as a Certified Public Accountant or Certified Internal Auditor; one year (18 semester hours) of graduate-level education in accounting; completion of an undergraduate degree in accounting; or completion of 24 semester hours in accounting plus one year experience as a professional accountant.

Accountant II – The Contractor personnel prepares monthly, quarterly, and annual financial reports on a national level which are submitted to the DOT, OMB, and OFM. Analyzes and reconciles General Ledger accounts for accurate reporting involving the resolution of problems relating to all aspects of accounting (i.e., payables, payroll, receivables, and the financial system). Prepares auditable financial statements based on the Generally Accepted Accounting Principles and guidance received from Treasury, OMB, and OFM. Must interpret regulations and/or adapt regulations to meet reporting requirements and various system limitations. Provides written explanation to auditors, management, program managers, and others reviewing the statements concerning the complex data contained in the reports. Identifies and analyzes problems that may occur in the processing and recording of transactions in the financial system and various interfaces. Potential workforce must meet one or more of the following qualifications: Certification as a Certified Public Accountant or Certified Internal Auditor and one year of experience as a professional accountant; one year (18 semester hours) of graduate-level education in accounting plus one year of experience as a professional accountant; completion of an undergraduate degree in accounting plus one year of experience as a professional accountant; or completion of 24 semester hours in accounting plus 2 years of experience as a professional accountant.

C.4 KEY PERSONNEL

C.4.1 Site/Task Supervision I and II

C.4.1.1 The Contractor is responsible for providing adequate supervision of its employees. The office will require one full-time site supervisor for every 20-30 contract employees. The Contractor shall provide to the contracting officer within 30 days of contract award and at least every 30 days thereafter a report showing all employees under contract and chain of supervision. The Site/Task Supervisor will be responsible for all quality assurance as specified in the quality assurance plan. The Site/Task Supervisor is the point of contact between the Contractor and the FAA COTR (Full Time Site/Task Supervisors are considered to be Key Personnel in accordance with AMS 3.8.2-17).

Site/Task Supervisor I monitors and supervises the day-to-day work of the Contractor

employees. Provides guidance and direction to employees regarding work activities. Directs a staff of accountants, accounting technicians, and general clerks to assure workload is distributed to ensure organizational requirements are met.

Site/Task Supervisor II monitors and supervises the day-to-day work of the Contractor employees. Provides guidance and direction to employees regarding work activities. Directs a staff of accountants, accounting technicians, and general clerks to assure workload is distributed to ensure organizational requirements are met. Level II Site/Task Supervisors have at least 1 year of experience at the Level I level and may be required to manage more complex tasks and/or number of personnel.

C.4.1.2 Personnel Qualifications: All full-time Site Supervisors shall, as a minimum, have a Bachelor's Degree, have successfully completed 24 hours of college level management or business courses, and possess one year of managerial experience in private industry or the Government.

C.4.2 Program Management

C.4.2.1 The Contractor shall assign a full-time Program Manager (PM) and Deputy Program Manager (DPM) to manage the contract onsite. The PM and the DPM are considered Key Personnel as addressed in AMS 3.8.2-17.

C.4.2.2 Personnel Qualifications: The PM and the DPM shall, as a minimum, have a Bachelor's Degree, have successfully completed 24 hours of college level management or business courses, and have a minimum of 5 years of program management experience within the last 5 years with service contracts that are of comparable scope and dollar value to this requirement. Additionally, the PM must have at least 1 year of experience at the DPM level.

C.4.2.3 Program Manager (PM) Job Description: Acts as overall lead, manager, and administrator for the contract effort. Serves as the primary interface and point of contact with government program authorities and representatives on technical and administrative issues. Supervises contract operations by developing internal procedures, processes, and guidelines to ensure contract needs are met. Manages and controls financial and administrative aspects of the contract to ensure requirements are met.

C.4.2.4 Deputy Program Manager (DPM) Job Description: Acts as a lead, manager, and administrator for the contract effort. Serves as an interface and point of contact with government program authorities and representatives on technical and administrative issues. Assists the PM in supervising day to day contract operations to ensure contract needs are met. Manages and controls financial and administrative aspects of the contract to ensure requirements are met.

C.5 QUALITY CONTROL PROGRAM

C.5.1 The Contractor shall establish and maintain a Quality Control Plan to ensure the requirements of this contract are provided as specified. The Contractor shall provide a Quality

Control Plan describing the inspection system for the requested services listed in the SOW. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The written Quality Control Plan shall be required when proposals are submitted. The CO will notify the Contractor of acceptance or required modifications to the Plan. The Contractor shall make appropriate modifications (at no additional cost to the Government) and obtain acceptance of the revised Plan by the CO within 45 days after contract award. The Plan shall be updated as changes occur and shall be submitted for review and acceptance by the CO.

C.6 QUALITY ASSURANCE

C.6.1 The Government will monitor and evaluate the Contractor's performance under this contract. When an observance indicates defective performance, the COTR will notify the CO and the Contractor. Any action taken by the CO as a result of surveillance will be according to the terms of this contract. Any matter concerning a change to the scope, prices, terms, or conditions of this contract shall be referred to the CO. The services to be performed by the Contractor during the period of this contract, at all times and places, are subject to review by the CO and/or authorized representative(s). Other Government personnel may from time-to-time observe Contractor operations. These personnel will not interfere with Contractor performance.

C.7 ORIENTATION PLAN AND PHASE-IN SCHEDULE

C.7.1 To ensure a smooth transition in the change of work effort from the current contract, the Contractor shall begin a 30-day orientation period (Phase-In) as required by the solicitation/contract upon award of the contract. The purpose of this orientation period is to: (1) Observe work accomplished by current employees; (2) Complete personnel requirements (workforce) including the hiring of personnel to assure satisfactory performance beginning on the contract start date (soliciting personnel for employment during duty hours is prohibited unless interview arrangements are made through the contracting and personnel offices); (3) Obtain security clearances, if required; (4) Complete training requirements and accomplish necessary training of Contractor employees; (5) Complete the development of necessary work plans/procedures; and (6) Complete the development of Quality Control Plans and procedures. The Contractor shall include this orientation period in an Orientation Plan which shall include the Contractor's planned Phase-In Schedule. The Orientation Plan shall be prepared by the Contractor and presented to the Government's COTR within three (3) calendar days after the issuance date of notice of contract award.

C.8 PHASE-IN

C.8.1 The period from the effective date of the contract for a period of 30 days will be the Phase-In portion of the contract. The Contractor will use that time for staffing positions and implementing those operating procedures under the contract described in the required Orientation Plan. The Contractor shall be allowed access to the facilities to familiarize

supervisors, key personnel, and staff, and with facilities, equipment, reporting, work scheduling, and procedures. However, such access will not interfere with the production efforts of current contract personnel. To preclude such interference, arrangements for access to the Government facilities will be made with the CO.

C.9 PHASE-OUT

C.9.1 Should the FAA award a follow-on contract to this contract, the Contractor agrees to cooperate with the FAA and the follow-on Contractor to ensure a smooth transition to the new contract. During the Phase-Out familiarization period, the incumbent shall be fully responsible for all current task order services. In the event the follow-on contract is awarded to other than the incumbent, the incumbent Contractor shall cooperate to the extent required to permit an orderly change over to the successful Contractor. With regard to the successor Contractor's access to incumbent employees, a recruitment notice may be placed in each facility. At the conclusion of any performance period, including option periods or extensions, the services provided under this contract may be awarded to another Contractor. The Contractor in place shall be required to assist in the Phase-In activities.

C.10 DELIVERABLES

Deliverable and Performance Objectives	SOW Reference	Performance Threshold	Method of Surveillance
1. The Contractor shall provide an Orientation Plan within three (3) days from the date of contract award.	C.7	100% Compliance	Technical Evaluation/ COTR Monitoring
2. The Contractor shall provide a Quality Control Plan at time of Proposal and an updated plan 45 days from the date of contract award.	C.5	100% Compliance	Technical Evaluation/ COTR Monitoring
3. The Contractor shall provide a Contract Employee Roster 30 days from the date of contract award and monthly thereafter.	C.4.1.1	100% Compliance	COTR Monitoring
4. Contract Data Requirements List (CDRL) Reporting.	C.10.1	100% Compliance	COTR Monitoring

C.10.1 Data Requirements: The Contractor shall also provide various reports and data as prescribed by any Contract Data Requirements List (CDRL) that are listed below and attached to this document.

CDRLs:

- A001 – Contractor Personnel Employment Roster
- A002 – Contractor Employee Termination Notification
- A003 – Contractor Personnel Employment Changes
- A004 – Contractor Employee Clearance Form
- A005 – New Hire Status Report
- A006 – Contractor Hours Activity Tracking
- A007 – Contractor Personnel Access Status

Exhibit 1

Financial Services Support - Estimated Number of Hours

<u>Skill Level</u>	<u>Base Year</u>	<u>Option 1</u>	<u>Option 2</u>	<u>Option 3</u>	<u>Option 4</u>
Program Manager	1840	1840	1840	1840	1840
Dept Program Mgr	1840	1840	1840	1840	1840
Accountant I- Regular Hours	49878	52372	54991	57741	60628
Over Time	499	524	550	578	607
Accountant II - Regular Hours	41220	43281	45445	47717	50103
Over Time	412	433	455	478	502
Accounting Clerk II Regular Hours	296976	310775	326314	342630	359762
Over Time	2960	3108	3263	3426	3597
Accounting Clerk III – Regular Hrs	20919	21965	23063	24216	25427
Over Time	209	219	230	242	254
General Clerk I - Regular Hours	5760	6048	6350	6668	7001
Over Time	58	61	64	67	70
General Clerk II - Regular Hours	1920	2016	2117	2223	2334
Over Time	20	21	22	23	24
General Clerk III - Regular Hours	11520	12096	12701	13336	14003
Over Time	115	121	127	133	140
Task Supervisor I	8348	8765	9204	9664	10147
Task Supervisor II	8348	8765	9204	9664	10147
Total	451842	474250	497780	522486	548426