**Title**

**Performance Work Statement**

**Task Order #:** **\_\_\_\_ \_\_\_** **TO Start Date:** **\_\_\_\_\_\_\_\_\_\_\_**

**TORP #: \_2YYY\_**

**Org:** **\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Primary** **TC:** **\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** **Phone: \_ \_\_\_ \_\_\_\_**

**Alternate TC: \_ \_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_**

**COR: \_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_**

**TC Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **Background**

The Federal Aviation Administration (FAA) (*Organization/code*) have a requirement to (*provide* *mission need statement*)…..

*The background section describes the overall acquisition vision and desired mission results. Provide a brief historical description of the program/requirement that provides the context for this effort (include who is being supported and where). Keep this section focused and relatively brief, but capture the importance of achieving mission results and performance expectations.*

1. **Performance Work Statement (PWS)**

*Standard Statement do not change.*

The Contractor must furnish the necessary personnel, materials, equipment, facilities, travel, and support in accordance with this PWS. The Contractor must provide the appropriate program management, and project control necessary to manage this Task Order; ensure that the cost, schedule and quality requirements are continually tracked, and the status communicated to the FAA; and ensure that this Task Order is successfully completed.

1. **Scope**

*This section should briefly describe the scope of the performance requirement and the desired outcome. Describe the general desired outcomes of the new requirement. The following should not be included in the "Scope" Section: directions to the Contractor to perform work tasks; specification of data requirements; and a description of deliverable products. Start the section with the following:*

The scope of this Task Order includes…..

1. **Requirements**

*Performance requirements are statements describing the required services in terms of output. The tasks should express the outputs in clear, concise, commonly used, easily understood, measurable terms* ***(see Attachment #2 for suggested words that have an inherent value of work)****. Written so specifically that there is no question of whether the contractor is obligated to perform specific tasks. They should not include detailed procedures that dictate how the work is to be accomplished. Use "must" whenever a requirement is mandatory. Major paragraphs and subparagraphs should be in descending order of importance.* *Start the section with the following:*

The Contractor must perform the following tasks:

(List the tasks in sequential order by phase (if applicable). Describe the purpose of the work to be performed as opposed to the manner in which it will be performed)

**Task 1: Task Order Kickoff Meeting and Project Reporting**

The Government will conduct a Kickoff Meeting. The Government plans to conduct this meeting ten (10) business days after Task Order start date with a date, time, and location determined by the Government. The purpose of the meeting is to review the PWS requirements and ensure the Contractor has a clear understanding of the scope of work and deliverables. The Contractor must prepare a Task Order Kickoff Contractor Briefing, attend the Kickoff Meeting, and prepare the Task Order Kickoff Meeting report. The Contractor must attend the Kickoff Meeting and must prepare the following reports:

* Task Order Kickoff Contractor Briefing – Details the Contractor’s staffing plan, deliverable schedule, and questions/next steps to be discussed at the Task Order Kickoff Meeting. The Contractor must use the Task Order Kickoff Contractor Briefing Template provided. **(DS #1)**

* Task Order Kickoff Meeting Report (TOKMR) – Documents meeting minutes and action items. **(DS #2)** *All deliverables in the deliverables table must have corresponding DS# in the section of PWS in which they are associated.*

**(OPTIONAL)** In addition, the Contractor must:

* Prepare a Project Management Status Report (PMSR) to provide a synopsis of the project's activity over the reporting period in Contractor format in accordance with DID FAA-PM-004 (undated). **(DS #3)**

**Customer to choose one of the following:**

* This report will include a Performance and Cost Report, as an Attachment, to provide current status and projected requirements of funds, man-hours and work completion in Contractor format in accordance with Data Item Description (DID) DI-FNCL-80912 dated 06 OCT 1989.  **(DS #3)**

 *If the TC requires costs delineated by Organization or Tasking, the TC can include this bullet.  If used, they need to identify it in the tasking:*

* In this report the Contractor is required to track and report expenditures of direct labor hours and dollars between Tasks x, x as part of its monthly Performance and Cost Report. **(DS #3)**

 **OR, if additional financial detail is required use the following alternate:**

* This report will include a Funds and Man-Hours Expenditure Report to provide Contractor expenditures against baseline values at the task or sub-task level in accordance with DID DI-FNCL-80331A dated 30 Oct 2006. (Not Applicable to FFP Task Orders)

*We must use CLINS for task level (or subtasks) when using (RED, F&E, Ops) color of funding.   The CLINS* *also must be assigned to each of the task listed below:*

* The Contractor must track and report expenditures of direct labor hours and dollars separately for CLINS.  When CLINS are set forth in the award/modification, both the monthly cost reports and invoices must report costs and hours by CLIN.  **(DS #3)**

Copies of FAA DIDS are available at: <https://fast.faa.gov/PPG_SOW_DID_Library.cfm>

**Task 2:**

**Task 3:**

**Task 4:**

**Task X: Task Order Transition** *(The Task Order Transition language must be included in all Task Orders).*

The Contractor must plan and execute necessary transition activities. Prior to transition, the FAA will provide the Contractor with the details of the system transition and requirements. At the end of the Task Order period, the Contractor must aid and provide support in the transition of this Task Order to the follow-on Contractor and participate in the transition process.

**X.1 Phase-In Transition Plan**

* Within 30 business days of Task Order start date and in collaboration with the FAA, theContractor must draft and deliver, for COR approval, a Phase-In Transition Plan. Theplan must cover the transition timeframe approved by the Government, which can be upto 180 days.

*If this is a new requirement or no overlap for the current/follow-on task order, then remove or tailor the yellow highlighted language. \*Remove everything after “successful transition” as it only applies for follow-on requirements.*

* This Phase-in Transition Plan must describe an integrated and comprehensive approachfor a successful transition. *\*For new requirements: remove the rest of the highlighted sentence. For current/follow-on task orders keep the entire sentence as is.* {, including transition of activities started but not yet completed, from the existing Task Order to this effort and estimated resource requirementsfrom the incumbent.}
	+ **x.1.1 Phase-In inventory:** The Contractor must collaborate with the Government to conduct a joint inventory of the Government Furnished Property (GFP) within 20 business days after Task Order start date, as required by the TC and the COR. During the inspection/inventory, the Contractor must identify the equipment and documentation to transfer for Contractor use. The Contractor must prepare, certify, and submit a detailed Phase-In Joint Inventory Report as a result of the joint inventory. The Contractor must maintain the Inventory List as provided by the FAA throughout the life of the Task Order and provide quarterly updates. Report to the Government within two (2) business days from the time of occurrence any major changes occurring between quarterly updates.

**X.2 Phase-Out Transition Plan**

* The last 60 to 90 business days of the Task Order constitute the Phase-Out Period. During this period, personnel of the succeeding Contractor must observe operations and performance methods of the Contractor. This must allow for orderly turnover of artifacts/deliverables and ensure continuity of services. The Contractor must not defer any requirements for avoiding responsibility or transfer such responsibility to the succeeding Contractor before the end of the last performance period. The transfer of all property will be used by the Government after Task Order completion must take place during the Phase-Out Period. The Phase-Out transition must be in accordance with the Phase-Out Transition Plan.
* No later than 90 business days prior to the expiration of the Task Order and in Collaboration with the FAA, the Contractor must draft and deliver, for TC and COR approval, a Phase-Out Transition Plan. The plan must cover the transition timeframe established by the TC and the COR. The Phase-Out Transition Plan must address the plans and procedures necessary to ensure continuity of operations.
* **X.2.1 Phase-Out Inventory**: The Contractor and the succeeding Contractor must conduct a joint inventory of GFP. The Contractor must prepare, certify, and submit a Phase-Out Inventory Report for approval by the Government. The inventory will include the same data as required for the Phase-In inventory. The Contractor must note all valid discrepancies arising from the inventory. A Government representative will determine the validity of the discrepancy. If it is determined that the Contractor is responsible for the discrepancy, the Contractor must correct the discrepancy prior to performance expiration, or the cost of repair is deducted from the final payment to the Contractor. At the completion of the last performance period, the Contractor must return the same property or property equal in type, kind, quality, and quantity of items as originally furnished by the Government and accepted by the Contractor. Return property no longer required during the execution of the Task Order within ten (10) calendar days of the end of its use and document the return as part of the Contractor’s inventory management. Government property must be in the same or better condition as when originally furnished, less normal wear and tear.
	+ Inventory includes all source code delivered or made accessible no later than two (2) weeks prior to the end of the Task order expiration.
* **X.2.2 Phase-Out Execution:** The Contractor must provide support to execute phase-out in accordance with the Phase-Out Transition Plan. The Contractor must not disrupt or adversely impact the provision of services and must achieve a smooth and orderly transfer of responsibility to the successor. The Contractor must fully cooperate with the succeeding Contractor and the Government and make available all Contractor equipment, material and services required for the continued performance of the service.
* Additionally, approximately 15 business days prior to the Task Order’s end date, the Contractor must provide the following to the COR:
	+ All documentation as of the most recent revision.
	+ Final status/financial report, including a projection of activities for the remainder of the Task Order.
	+ Phase-Out Inventory Report.
	+ Participate in a closeout meeting with the FAA (details and participants determined by the TC).
	+ The Contractor must return all FAA security badges, if issued, to the COR by closeout of the Task Order.
1. **Period of Performance**

*Is the period of performance clearly defined, and are the dates correct. Ensure the start date of the Task Order is not prior to 18 weeks after scheduled Adjudication date, and the Task Order may not exceed 60 months. Need to check whether other Option periods also require the “(subject to the Government’s exercise of Option Period One…” statement according to the SETIS Base Period extending thru June 30, 2025.*

The period of performance of this Task Order is **x (x) years**, if all options are exercised. The base period of the Task Order is from **\_\_\_\_\_, 202x** to **\_\_\_\_\_\_\_, 202x**.

There are **x (x)** twelve (12) month option periods as follows:

**Option 1: \_\_\_\_\_\_\_\_\_\_\_, 202x to \_\_\_\_\_\_\_\_\_\_\_, 202x**

**Option 2: \_\_\_\_\_\_\_\_\_\_\_, 202x to \_\_\_\_\_\_\_\_\_\_\_, 202x (subject to the Government’s exercise of Option Period One of the SETIS base contract)**

**Option 3: \_\_\_\_\_\_\_\_\_\_\_, 202x to \_\_\_\_\_\_\_\_\_\_\_, 202x (subject to the Government’s exercise of Option Period One of the SETIS base contract)**

**Option 4: \_\_\_\_\_\_\_\_\_\_\_, 202x to \_\_\_\_\_\_\_\_\_\_\_, 202x (subject to the Government’s exercise of Option Period One of the SETIS base contract)**

1. **References/Applicable Documents**

*Are there any relevant technical, regulatory, policy, and security documents? Are they listed in the table?*

| **List any relevant technical, regulatory, policy, and security documents.** |
| --- |
| N/A |
|  |
|  |

1. **Deliverables and Delivery Schedule**

*This part lists and describes what is due and when. This section describes what the Contractor must provide and the contractor’s responsibilities. It identifies any specialized expertise and services, training and documentation.*

*Ensure that the following guidelines regarding the Deliverables and the Schedule are followed: Are the Deliverables clear and concise? Does the deliverable contain acceptance criteria? Are the acceptance criteria worded in a clear and concise manner?* *Is a format specified for the deliverable? Is there a delivery schedule? Is it clear and understandable? Ensure when possible that “x days (or months) after Task Order start date” is used instead of hard dates. Also ensure the deliverables cover each task and there are deliverables through the entire period of performance. Have either one of the optional reports been selected?*

The following is a table of required deliverables. Deliverables must be electronically submitted using the Contractor’s SETIS SharePoint portal with a copy also sent directly to the Technical Customer (TC) via electronic mail.

All deliverables must be prepared by appropriate and qualified Contractor personnel who meet the minimum labor qualifications stated in Section J005 of the contract.

All deliverables must be submitted timely and in accordance with the corresponding PWS task requirements.

The FAA will require twenty (20) businessdays to review each deliverable. If rejected, the FAA will provide rationale to the Contractor for the rejection. The Contractor will have ten (10) business days or date agreed to by Contractor and CO/COR to resubmit rejected deliverable.

Note – All Delivery Schedule dates beyond the Base Period are stated with the understanding the applicable Option Periods have been exercised.

| **DS #** | **Deliverables** | **Acceptance Criteria** | **Tasks** | **DID** | **Format** | **Delivery Schedule** |
| --- | --- | --- | --- | --- | --- | --- |
| 1. | TO Kickoff Contractor Briefing | Staffing plan, deliverables schedule, and questions/next steps must be accurate, complete, submitted on time, and prepared as required in the PWS Tasks and the Template provided. | 1 | N/A | MS PowerPoint Template | One (1) business day prior to Task Order Kickoff meeting |
| 2. | TO Kickoff Meeting Report (TOKMR) | Minutes/Decision Notes and action items must be accurate, complete, submitted on time, and prepared as required in the PWS Tasks. | 1 | N/A | Microsoft Office Suite | Ten (10) business days after Kickoff meeting |
| 3. | Project Management Status Report and Performance and Cost Report | The report must provide the specific information called for in the DID for all the activities under this Task Order. | 1 | FAA-PM-004 and DI-FNCL-80912 | Microsoft Office Suite | 15th of each month |
| 3. | Project Management Status Report and Funds and Man-Hours Expenditure Report | The report must provide the specific information called for in the DID for all the activities under this Task Order. | 1 | FAA-PM-004 and DI-FNCL-80331A | Microsoft Office Suite | 15th of each month |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| xx. | Phase-In Transition Plan*(Base Year)* | Phase-In Transition Plan is accurate, complete, submitted on time in the TC and COR approved format and prepared as required in the PWS. | x/x.1 | N/A | Microsoft Office Suite | 30 business daysafter Task Order start date |
| xx. | Phase-In Inventory Report*(Base Year)* | Phase-In Inventory Report is accurate, complete, submitted on time in the TC and COR approved format and prepared as required in the PWS. | x/x.1 | N/A | Microsoft Office Suite | 30 business daysafter Task Order start date |
| xx. | Quarterly Phase-In Inventory Report*(Base Year + Option Years)* | Phase-In Inventory Report is accurate, complete, submitted on time in the TC and COR approved format and prepared as required in the PWS. | x/x.1 | N/A | Microsoft Office Suite | Updates quarterly or within two (2) business days of major changes |
| xx. | Phase-Out Transition Plan | Phase-Out Transition Plan is accurate, complete, submitted on time in the TC and COR approved format and prepared as required in the PWS. | x/x.2 | N/A | Microsoft Office Suite | 60 business daysbefore the endof the Task Order |
| xx. | Phase-Out Inventory Report | Phase-Out Inventory Report must identify all equipment and documentation returned by the Contractor, including a detailed list of all discrepancies between the Phase-In Inventory Report and the Phase-Out Inventory Report and prepared as required in the PWS. TC and COR approval required. | x/x.2.1 | N/A | Microsoft Office Suite | 15 business days prior to the end of Task Order |

1. **Government-Furnished Property (GFP)**

*Has any GFP been identified? Is the description of GFP clear? If not engage customer for clarification. Have any limitations been identified regarding GFP. Ensure FRAC accounts are not used.*

| **Identify GFP to be provided to the Contractor, and any limitations on use.** |
| --- |
| N/A |
| FAA issued laptops will be provided as required. |

1. **Government-Furnished Information (GFI)**

*Has any GFI been identified? Have any limitations been identified regarding GFI.*

| **Identify GFI to be provided to the Contractor, and any limitations on use.** |
| --- |
| N/A |
|  |
|  |

1. **Additional Training Requirements**

*This section is self-explanatory.*

Prior approval is necessary for any FAA Training and MUST BE APPROVED by the COR & CO. Training will be approved in accordance with section H.7.4 Contractor Staff Training of the SETIS contract.

1. **Other Information/Special Requirements**

*For Firm Fixed Price (FFP)-Deliverables based Task Orders, include in this section: “The Contractor must submit invoices only after deliverable acceptance.”*

*Has any additional work related information of significance not otherwise covered in the PWS been identified. Ensure the AMS Rights In Data clauses have not been checked? The CO/Legal will make a determination which of the below data rights apply. Ensure any special requirements do not conflict with and are not already included in the J005 labor category definitions. Is there any classified work required in performance of this task order? If so, state what level is required.*

| **List any additional work-related information of significance not otherwise covered** |
| --- |
|   |
|  |
|  |
|  |
| ***This task order will be subject to the following AMS Rights In Data clauses (if checked):*** |
| [ ] 3.5-13 Rights in Data - General[ ] 3.5-15 Additional Data Rights[ ] 3.5-16 Rights in Data – Special Works |

1. **Program Office Location**

Washington, DC/Atlantic City, NJ/Oklahoma City, OK/etc.

1. **Labor**

*Has the Labor Category/Level been identified? Ensure the overall labor hour estimate is commensurate with the complexity and scope of this PWS.*

*Do the LOE hours for the base, option periods and total contract hours coincide with the numbers on the IGCE? Are there SME’s identified? Generally, these should be less than full time. If so, are the unique qualifications addressed in Section 11 Special Requirements?*

*Is the 1880 hour standard used for full time labor hours?*

*When required by TC:* Contractor personnel must meet (e.g., weekly/monthly) in-person with the Government. The Government will not reimburse travel cost(s) associated with these meetings. *When required will be removed after the TC ‘s decision.*

The following is a FAA estimate of the direct labor requirements for this Task Order. The negotiated labor requirements will be included in the award.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Labor Category/Level****(**Add \* to designate Key Personnel)(Add \*\* to designate a position that must be within a commuting distance of the Program Office location (e.g., no reimbursable travel costs)) | **Tasks** | **Location** | **LOE Hours** | **Total****Task Order****Hours** |
|  |  | **Base** | **Option 1** | **Option 2** | **Option 3** | **Option 4** |
| Labor Cat (Level) | 1, 2, 3 | AC/DC GOV/CTR Site | 1,880 | 1,880 | 1,880 | 1,880 | 1,880 | **0** |
| Labor Cat (Level) | All | AC/DC GOV/CTR Site | 0 | 0 | 0 | 0 | 0 | **0** |
| Labor Cat (Level) | 4 | AC/DC GOV/CTR Site | 0 | 0 | 0 | 0 | 0 | **0** |
| **TOTAL** |  |  | **xx,xxx** | **xx,xxx** | **xx,xxx** | **xx,xxx** | **xx,xxx** | **0** |

1. **Estimated Travel Requirements**

*Have travel requirements been identified for this PWS? If so, have the number trips been identified for the base and option years. In addition, has the type of travel been identified, i.e., local, long distance or international.* *Consider using “and other locations as required” if the locations identified may change.*

Before undertaking any travel in the performance of this Task Order, the Contractor must obtain approval in advance from the FAA COR and the CO.

| **Destinations, Travel Description** **and Purpose** | **# of Trips** | **Local (L), Long Distance (LD) or International (I)** | **Base or Option Period(s)** |
| --- | --- | --- | --- |
| CONUS or OCONUS |  |  |  |
|  |  |  |  |
| **Total** |  |  |  |

1. **Other Direct Costs**

*Are any other direct costs listed? If so is the purpose described. For example, if Software Licenses are required, list the specific software, if known, or the capabilities required (e.g., software to analyze surveillance data). All ODCs greater than $5,000 must include sufficient detail to identify specific components included in the ODC estimate (e.g., UAS Vehicle Rental of $70,000 must have specific components detailed).*

Before undertaking any ODC purchases in the performance of this Task Order, the Contractor must obtain approval in advance from the FAA COR and CO.

| **List Item/s** | **Describe Purpose** |
| --- | --- |
| None |  |
|  |  |

1. **Quality Assurance Surveillance Plan (QASP)**

*Standard Statement do not change.*

The Government intends to utilize the attached Quality Assurance Surveillance Plan (QASP) to monitor the quality of the Contractor’s performance under this Task Order. This performance monitoring process is in accordance with Section H.17 “Performance-Based Contracting” of the SETIS contract. The oversight provided for in the task order and in the QASP will help to ensure that service levels reach and maintain the required levels throughout the task order period of performance.  Further, the QASP will provide the Government with a way to track performance and will provide verifiable input to the SETIS Program Office Task Order award process as well as other business opportunities.  The QASP is provided as Attachment 1 to this PWS. The QASP is a living document and may be unilaterally updated by the Government as necessary.

**17. Contract Type/TO Type: *(Leave blank CO determination)***

**18. Task Order Award Amount: *$ (To be entered at award)***

**19. Contractor Acceptance:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature Line Date**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**(Typed/Printed Name, Title)**

**QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**

1. **Title:** Quality Assurance Surveillance Plan (QASP)
2. **Work Requirement**: Contractor efforts under this Task Order are defined within the Performance Work Statement (PWS).
3. **Performance Standards:** Pursuant to contract provision number H.17 “Performance-Based Contracting”, the Contractor’s performance will be monitored in the following areas:
	1. Technical Performance
	2. Schedule Compliance
	3. Deliverable Quality
	4. Cost Control
	5. Responsiveness to Customer Requirements
4. **Method of Surveillance:** The Method of Surveillance is specified under section 5. below.
5. **Performance Requirements Summary Matrix:** The following table provides the performance factor, standard, acceptable quality level, method of surveillance and incentive.

|  |  |  |  |
| --- | --- | --- | --- |
| **Performance Area** | **Standard** | **Acceptable Quality Level** | **Method of Surveillance** |
| 1. Technical Performance
 | All task requirements met with little to no re-work/re-performance required and with few minor or no significant problems | No significant rework or re-performance required during reporting period. Any minor issues successfully addressed. | Periodic inspection of contractor performance, status reports and invoices. |
| 1. Schedule Compliance
 | Contractor provides deliverables on or before due dates and meets or exceeds project milestones or schedules. | No more than one minor deliverable submitted late per reporting period. No significant late deliveries or missed milestones. | Inspection of deliverable and milestones against schedule. |
| 1. Deliverable Quality
 | Deliverables are complete, accurate and compliant with task order requirements. | No more than one minor rejected deliverable per reporting period. No significant deliveries rejected or missed milestones. | Review and acceptance procedures for deliverables and accomplishment of milestones per task order criteria. |
| 1. Cost Control
 | Successful delivery of all Task Order requirements within budgeted cost  | No requests for additional funding per reporting period beyond budget without FAA requested new scope. | Contractor correspondence with the Contracting Officer. |
| 1. Responsiveness to Customer requirements.
 | No significant Customer complaints received concerning Contractor’s performance | No more than one minor complaint per quarter. No major complaints per reporting period. | Observation and written or oral complaints. |

1. **Acceptable Quality Level (AQL):** The AQL for this project is defined in the table above for each performance area.
2. **Evaluation Method:** The Government may monitor the Contractor’s performance in accordance with the method of surveillance noted above. The Government may review all activities cited in the table above to ensure accuracy, completeness, and quality of services provided. Task Order evaluations may be accomplished by the FAA and the SETIS Program Office using a Performance Based Contract Monitoring (PBCM) System.
3. **Incentives (Positive and/or Negative):** The Contractor’s performance, both positive and negative, may be taken as a consideration in the SETIS Program Office Task Order award process. In addition, the Contractor’s performance assessments may be used as past performance assessments for other Government business opportunities.

Attachment # 2

Work words.

The following words have the inherent value of work and may be useful when preparing your PWS:

analyze (solve by analysis)

annotate (provide with comments)

ascertain (find out with certainty)

attend (be present at)

audit (officially examine)

build (make by putting together)

calculate (find out by computation)

consider (think about, to decide)

construct (put together; build)

control (direct; regulate)

contribute (give along with others)

compare (find out likeness or differences)

create (cause to be; make)

determine (resolve; settle; decide)

differentiate (make a distinction between)

develop (bring into being or activity)

define (make clear; settle the limits)

design (perform an original act)

evolve (develop gradually, work out)

examine (look at closely; test quality of)

explore (examine for discovery)

extract (take out; deduce, select)

erect (put together; set upright)

establish (set up; settle; prove beyond dispute)

estimate (approximate an opinion of)

evaluate (find or fix the value of)

fabricate (build; manufacture, invent)

form (give shape to; establish)

formulate (to put together add express)

generate (produce, cause to be)

identify (to show or to find)

implement (to carry out, put into practice)

install (place; put into position)

inspect (examine carefully or officially)

institute (set up; establish, begin)

interpret (explain the meaning of)

inquire (ask, make a search of)

integrate (to add parts to make whole)

investigate (search into; examine closely)

judge (decide; form an estimate of)

make (cause to come into being)

maintain (to keep in an existing state, to continue in, carry on)

manufacture (fabricate from raw materials)

modify (to change, alter)

monitor (to watch or observe)

notice (comment upon, review)

observe (inspect, watch)

originate (initiate, to give rise to)

organize (integrate, arrange in a coherent unit)

perform (do, carry out, accomplish)

plan (devise a scheme for doing, making, arranging activities to achieve objectives)

probe (investigate thoroughly)

produce (give birth or rise to)

pursue (seek, obtain or accomplish)

reason (think, influence another's actions)

resolve (reduce by analysis, clear up)

record (set down in writing or act of electronic reproduction of communications)

recommend (advise, attract favor of)

review (inspection, examination or evaluation)

revise (to correct, improve)

study (careful examination or analysis)

seek (try to discover; make an attempt)

search (examine to find something)

scan (look through hastily, examine intently)

screen (to separate, present, or shield)

solve (find an answer)

test (evaluate, examine)

trace (to copy or find by searching)

track (observe or plot the path of)

update (modernize, make current)

Product Word List

Although service contracts may not result in data as a deliverable product, a large portion do. This list of product words is provided to assist in identifying those products.

agenda logs

audio visual aids manuals

books manuscript

cards materials

certificates minutes

charts outlines

decks proposals

disc-magnetic pamphlets

documentation plans

drafts procedures

drawings publications

drums-magnetic recommendations

equipment records

files recordings

findings reproducible

forms reports

guides requests

graphics sheets

handbooks specifications

illustrations standards

lists systems

ledgers tapes

transparencies

Avoid using “Any,” “Either,” “And/Or,” as these words imply that the contractor can make a choice which may not support the intent of the PWS. Do not use pronouns. Repeat the noun to avoid any misinterpretation. Terminology should be consistent throughout the SOW. When referring to a specific item, use the same phrase or word, particularly when referring to technical terms and items. Where words can be spelled in several different ways, employ the most common spelling. Make every effort to avoid ambiguity.