AMENDMENT OF SOLICITATION/~~MODIFICATION OF CONTRACT~~	1. CONTRACT ID CODE	PAGE 1 OF PAGES 20

2. AMENDMENT/~~MODIFICATION~~ NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (*If applicable*)
A001	**See Block 16C**		

6. ISSUED BY CODE

U.S. Department of Energy
National Energy Technology Laboratory
PO Box 880, 3610 Collins Ferry Road
Morgantown, WV 26507-0880
Attn: Amanda Lopez

7. ADMINISTERED BY (*If other than Item 6*) CODE

8. NAME AND ADDRESS OF CONTRACTOR (*No., street, county, State, and ZIP Code*)

To All Offerors

CODE FACILITY CODE

(T)	
	9A. AMENDMENT OF SOLICITATION NO. **DE-SOL-0003719**
X	9B. DATED (*See Item 11*) **4/27/2012**
	10A. ~~MODIFICATION OF CONTRACT/ORDER NO.~~
	10B. DATED (*See Item 13*)

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 numbers. FAILURE OF YOUR ACKNOWLEDGMENT 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*)
N/A

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

(T)	
	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, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (*Specify type of modification and authority*)

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

14. DESCRIPTION OF AMENDMENT/~~MODIFICATION~~ (*Organized by UCF section headings, including solicitation/contract subject matter where feasible.*)

SEE FOLLOWING PAGES FOR AMENDMENT DESCRIPTION.

***Acknowledgement of Amendments shall be accomplished by an indication in the "Offeror and Other Documents" submittal of your proposal on the SF 33 block #14.**

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*)	
		Donald E.Hafer, Contracting Officer	
15B. CONTRACTOR/OFFEROR (*Signature of person authorized to sign*)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY **(Signature on File)** (*Signature of Contracting Officer*)	16C. DATE SIGNED **2/25/2009**

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30# REV. 10-3)
Prescribed by GSA
FAR (48 CFR) 53.243

The purpose of this amendment is to revise Sections H.42 – Required Contractor Certification; J.3 – Attachment A-2 – Statement of Work; L.7 – Preparation Instructions: Volume I – Offer and Other Documents; L.8 – Preparation Instructions: Volume II – Technical Proposal; M.3 – Overall Relative Importance of Evaluation Criteria; and M.4, Evaluation Criteria – Technical of the solicitation. Accordingly the solicitation is amended as follows:

1. Section H, Clause H.42, Required Contractor Certification is deleted in its entirety and replaced with the following clause. Changes are delineated in **Bold Red** text.

H.42 REQUIRED CONTRACTOR CERTIFICATION

For all portions of the work defined in the Statement of Work that are encompassed by the Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI) for Services (CMMI-SVC), the work shall be performed at CMMI-SVC level 3 or higher. The CMMI-SVC model is a collection of service best practices from Government and Industry with a focus on activities for providing quality services to customers and end users. The prime Contractor shall be rated at CMMI-SVC level 3 or higher **or at a CMMI-DEV level 3 or higher. The prime Contractor** ~~and~~ shall ensure any and all subcontractors performing work encompassed by CMMI-SVC adhere to the prime Contractor's defined level 3 or higher methodologies. A copy of the SCAMPI Class A Appraisal Disclosure Statement shall be maintained on file with the Contracting Officer for the prime Contractor and any subcontractors holding a level 3 or higher rating. The organizational element defined in the disclosure statement shall be the same organizational element performing the work identified. Key Personnel with assigned responsibilities encompassed by the CMMI-SVC must have experience working in a CMMI level 3 or higher environment.

2. Section J.3, Attachment A-2 – Statement of Work is deleted in its entirety and replaced with the following Statement of Work. Changes are delineated in **Bold Red** text.

J.3 ATTACHMENT A-2 – STATEMENT OF WORK

STATEMENT OF WORK
INFORMATION TECHNOLOGY OPERATIONS AND MAINTENANCE SUPPORT (ITOMS) SERVICES

Purpose

The purpose of this contract is to obtain quality professional Information Technology product and services. This statement of work will assist the National Energy Technology Laboratory (NETL) in meeting the following requirements:

- The President's Management Agenda (PMA), which includes expanded citizen-centered electronic Government (eGov) initiatives.
- Post 9/11/2001 directives focused on cyber security.
- The Clinger-Cohen Act which requires federal organizations to have robust processes in place that provides a framework for selection, management and control of information technology (IT) investments.
- The 25 Point Implementation Plan to Reform Federal Information Technology Management.
- NETL's 3-year planning cycle designed to identify and implement IT strategic initiatives that support NETL's requirements with a major focus on enabling technologies that facilitate deployment of DOE-wide eGov initiatives.
- Internal NETL directives.

The products and services obtained from this contract will align IT resource expenditures with business goals and objectives and will enable an IT environment which is responsive to organizational requirements. This contract will facilitate access to personnel with the experience and skills to identify, document, and satisfy these

requirements in an ever-changing, complex IT environment. This contract will also satisfy the need to augment the core contract personnel with specialized skills as necessary, to ensure the above is accomplished in an efficient, secure, and timely fashion. A comprehensive project management approach will be required to ensure that costs are controlled, schedules are met, return on investment (ROI) is maximized, and business/program objectives are attained.

Scope

The Contractor shall provide the full range of technical and professional Information Technology (IT) support services to the Department of Energy (DOE) National Energy Technology Laboratory (NETL) which will include operating, maintaining, and supporting the IT infrastructure. The current IT infrastructure is described below in the eleven primary service areas. The IT support is an ever-changing, complex environment and this scope is to provide the broad IT support services necessary to meet these changing needs for the various NETL sites. The Contractor can expect that Subtask Orders will be issued for the core IT services as currently described in the SOW and that Subtask Orders will be issued for other IT services necessary to support the IT solutions for NETL that may not yet be defined (variable work and IT scope supporting changes to the current environment). Variable IT services may arise throughout the performance period and may require the Contractor to obtain additional skill sets to provide the expertise necessary to complete those efforts (e.g. cloud initiative, enhanced wireless support, etc.). This scope is expected to cover all support for the various IT solutions necessary for NETL. **Based on the ever-changing complex environment and the necessary changes in programmatic support to meet those needs, the Contractor can expect substantial increase(s) and decrease(s) in the levels of and types of support services issued as Subtask Orders. The Government reserves the right to issue variable work (e.g. items not yet defined or changes to services provided including but not limited to system engineering development, cloud initiative, etc.) through Subtask Orders under this contract or through other IT service provider contracts; whichever is determined to be in the best interest of the Government.**

The current support is defined by the following eleven primary service areas:

- Cyber Security
- ITD Governance
- Systems Engineering
- Client Systems Engineering
- Internet and Intranet
- Information Housing and Hosting
- Networks
- Telecommunications
- Meeting Room Support Services
- Helpdesk Services
- Crosscutting Functions

The Contractor shall provide IT management services to support the NETL mission and provide these primary services to all NETL sites.

Structure

NETL structures its IT services into three main components. Each component may consist of any or all of the primary services listed in the Scope section. The three main components of IT services are:

1. **Core Information Technology Support**

The Core IT Support encompasses all IT operational support for NETL, exclusive of the effort defined in the next two sections. In addition to research conducted onsite, which is further identified in the section entitled Research Information Technology Support, NETL manages Research and Development (R&D) conducted through partnerships, cooperative research and development agreements, financial assistance awards, and contractual arrangements with universities, state and local Governments, and the private sector. Core IT Support provides the

means to support this managed R&D effort along with the administrative functions performed by NETL.

2. **Corporate Human Resource Information System**

DOE's Corporate Human Resource Information System (CHRIS) encompasses the corporate systems that support human resource processing and information for all DOE employees across the Department, and is DOE's official system of record for human resource management. The Contractor shall support the core CHRIS PeopleSoft application & interfaces, the database, and currently the servers and ancillary systems, including IT support for the Disaster Recovery System. The Contractor support shall include ad hoc reports and support to the DOE CHRIS functional leads to resolve end-user technical issues. The CHRIS application is a heavily modified implementation of Oracle Peoplesoft (HRMS). CHRIS support core personnel are to be located at the Morgantown, WV site.

3. **Research Information Technology Support**

Research Information Technology Support encompasses the information technology support for the NETL in-house research and development program. This type of activity involves the transfer and storage of engineering design data and scientific research measurement data on a separate research network as well as a limited web presence for outside collaborators. This work also includes activities related to Geological Information Systems (GIS).

Employee Development and Staffing

The Contractor shall provide a stable, competent work force to meet the requirements of each Subtask Order. Labor categories for the Contractor's work force are listed in Section J. The Contractor shall ensure that its contract personnel, over the contract life, increasingly know and understand DOE/NETL's organizational structure, its mission, its IT policies, and its software and hardware environments, and adhere to all applicable rules, guidelines, policies, and regulations. The Contractor shall institute procedures to refresh and enhance this knowledge and understanding. Employees shall remain technically current in their fields of expertise.

Nothing in this section mitigates the Contractor's obligation to hire fully qualified and thoroughly trained personnel, nor does it authorize the provision of remedial training at Government expense to overcome training deficiencies possessed by employees when hired. This item does recognize that (1) much of the knowledge required by personnel on this contract comes through performance, (2) during an employee's tenure on this contract, relevant technologies may change, and (3) ongoing training will be essential to prevent the employee's knowledge and skills from becoming obsolete.
The Contractor may request, and the Contracting Officer may approve in writing, training in those instances where the training is outside of the general educational and experience requirements of the personnel directly required for the technical requirements of the Subtask Order. Examples of such approved training areas include, but are not limited to, the following:

- new, specialized knowledge of a previously unanticipated nature,
- expertise in technologies changed or introduced at the Government's request, which must be supported by the Contractor under a Subtask Order.

Specialized Expertise

The Contractor may be required to have access to highly specialized business, management, and technical IT expertise that due to the specificity of the subject tool, technology, or business practice, may require skills, knowledge, or specific technical expertise that the Contractor may not have within its available resources. In these instances, the Contractor may acquire these temporary short-term resources through other means if approved by the Contracting Officer. This contract requires that the Contractor have quick and expedient access to these types of specialized technical and business management consulting capabilities

Services Areas

The following eleven primary service areas represent the current operating environment. IT is an ever-changing,

complex environment, requiring the Contractor to adjust support provided to meet the changes implemented in the IT arena. These service areas are listed as the primary service areas but are not considered an all inclusive list of services that the Contractor may need to provide during the period of performance of the contract. Service areas may change during the performance of this contract and those changes will be controlled through the issuance of Subtask Orders further defining the current needs and requirements to fulfill the support for the changing IT environment.

Cyber Security

The Contractor's responsibilities shall include integrating, coordinating, and supporting cyber security activities by: establishing procedures in support of Federal IT security requirements, conducting risk assessments to identify threats/vulnerabilities for existing and planned requirements, supporting Federal mandates, providing cyber security planning/reporting/implementation, maintaining and supporting cyber security infrastructures, performing vulnerability risk assessments, supporting certification and accreditation related to cyber security, supporting in the areas of Identity Credentialing and Management using Public Key Infrastructure (PKI) technologies, and providing training services

Performance under the Cyber Security Operations area shall be in compliance with Federal, Departmental, Under Secretary, and NETL policies and procedures to ensure NETL IT solutions are secure and available to support the business operations regardless of security threats from within and outside the organization. The Cyber Security task will focus on defending the IT environment from cyber threats; detecting compromises, weaknesses and incidents; and responding to those events to prevent further damage. Cyber Security shall include activities related to the secure transmission and storage of electronic information, implementation of cyber security policy and procedures, development and implementation of processes and mechanisms by which sensitive and valuable information and services are protected, providing user awareness training, risk management, and internal and/or external auditing.

These services are provided using electronic security hardware and software tools and mechanisms including, but not limited to, encryption devices, access control, user identification and authentication, role/privilege management, audit trail capture/analysis, and malicious content detections.

ITD Governance

Governance is focused on IT systems and their performance and risk management. All Information Technology Division (ITD) projects are subject to Governance to ensure industry standards and processes for Systems Engineering and IT Project Management are understood, followed and enforced from project concept through final retirement. The Governance framework utilizes all procedures, standards, policies and templates, and adheres to quality, metrics and reporting requirements for project delivery accountability, process improvement and ROI calculations. The Contractor shall manage and maintain a governance framework that includes processes to select, prioritize and monitor strategic business investments (projects).

ITD provides standards, efficiencies, accountability and portfolio oversight to all ITD projects. A project is an endeavor undertaken to develop a unique product, system, technology or service that has a definite beginning and end.

The Contractor shall provide oversight for all ITD project management including significant Operations and Maintenance (O&M) requirements, enhancements, technical improvements, business requirements gathering and documentation, interaction with NETL Business System Owners, and implementation of additional functionality. The ITD Governance effort shall ensure coordination of shared resources across all ITD projects, and centralize configuration management and shall ensure coordination of communication management across projects and provide enterprise-level monitoring of all project timelines and budgets. The Contractor shall provide oversight to ensure quality standards and standard procedures are followed across all ITD projects.

The Contractor shall enforce and follow formal Project Management Institute, Project Management Professional caliber project management principles. The Contractor shall ensure project performance information is visible and available to the Government for value decision making, such as accelerating, delaying or terminating projects to

align with strategy and changes to the business environment.

Systems Engineering

The primary focus of the Software Engineering support area is the operation and maintenance of existing applications and the integration of third party developed solutions. However, the Government reserves the right to have additional Software Engineering support provided under this Contract if determined to be in the Government's best interest. Under this support area, the Contractor shall provide system engineering, operations, maintenance and enhancements, and development of new systems for NETL. This should include analysis, design, development, testing, control, security, integration and performance related application development management, and operations and maintenance. The Contractor shall support integration activities associated to the transition to operations and maintenance for new applications that may be developed though an external party.

The application environment consists of a diverse software environment consisting of internally developed applications, commercial off-the-shelf (COTS) applications, and Government off-the-shelf (GOTS) applications. The user community consists of internal (federal and Contractor employees) and external (non-NETL federal, Contractor employees, NETL Stakeholders, NETL research partners, and the general public) users. Provision for NETL application access from within the NETL sites and from offsite is required.

Through the work performed under Systems Engineering, the Contractor shall ensure an integrated environment consisting of standardized equipment and configurations (servers and storage, operating systems, networking, and desktop clients). The system engineering environment shall be developed, maintained and enhanced using standard software engineering principles and shall be consistent with industry, Federal and DOE development, design operations and maintenance methodologies. Software engineering activities shall be accomplished in a manner that provides a consistent, repeatable and secure development environment following a well documented methodology consistent with the Software Engineering Institute (SEI) Capability Maturity Model Integration for Services (CMMI-SVC) level 3 or higher. The practice of hosting or housing applications by a third party, such as another DOE or commercial entity is possible.

System engineering work may include developing Application Program Interfaces (APIs), install and maintain COTS/GOTS and application software as required for various operating systems, databases, and programming language environments. NETL's current inventory of target development tools and environment will be used in the performance of this effort.

The Contractor shall support the integrated information and decision making needs of NETL through a sound enterprise data management environment utilizing application systems reporting, dashboards and other business intelligence tools to support NETL's information and reporting needs as well as any needed information/data exchanges with DOE headquarters and other external entities. The Contractor shall operate and maintain an integrated enterprise portal environment, NETL Operational Data Store, data warehouse and integrated reporting environment with business intelligence capabilities (such as planning, forecasting and trend analysis); provide enhancements at the request of NETL; provide ad hoc reporting support to assist application users on an as-needed basis, providing reports not found natively within the application environment; develop formal data interface specifications and agreements for external DOE and other systems; manage the architecture repositories such as CaseWise, Application Portfolio Management (APM) database, and Technology Database that house the NETL's enterprise architecture related information and; maintain the Technology Portfolio Management (TPM) framework for life-cycle management of key technologies. TPM shall be consistent with the current Federal Enterprise Architecture (FEA) Technology Reference model and integrated with the existing APM methodology.

Client Systems Engineering

The Contractor shall be responsible for supporting the operation of NETL client systems. Responsibilities include providing analytical, technical, administrative, and engineering support for the connection of desktop computers, mini-computers, workstations, wireless devices, tablets, ultra books, handheld computers and other devices into the NETL local, metropolitan, and wide area network(s) within and outside of NETL. Responsibilities also include supporting the design, deployment, configuration, integration, and maintenance of NETL client systems including

configuration and deployment of administrative computing software/applications to individual desktops.

Internet and Intranet

The Contractor shall provide all necessary personnel to fully support the publishing and publishing management of NETL's internal Intranet and external sites, excluding the external NETL website: www.netl.doe.gov. Responsibilities shall include, but are not limited to, the setup, design, implementation, publishing management and administration of all Internal and External NETL sites, including NETL SharePoint sites. Publishing shall be in accordance with federally approved style templates. Personnel performing this task will be required to gain a working knowledge of the current Intranet, Internet and SharePoint sites, NETL research areas, and NETL's internal and external communication preferences.

Information Housing and Hosting

The Contractor shall be responsible for ensuring the availability of IT services and data. This includes but is not limited to design, development, implementation, maintenance, and monitoring of the Housing and Hosting environment which includes virtual and physical servers in an on-site data center or in a cloud environment, and all peripheral devices. The Contractor shall provide support for coexisting directory services which include Novell Netware and MS Active Directory; provide system restoration, file and database recovery, preventive maintenance, develop and testing of the Disaster Recovery Plan, operate and maintain inbound, outbound and web-based mail services; provide research website administration including content management of published websites and controlling the underlying technical infrastructure, and website user administration and; provide resource utilization and capacity planning support.

Networks

The Contractor shall be responsible for ensuring the availability of the network and the network infrastructure. This includes design, development, implementation, maintenance, and monitoring of the Network infrastructure, which includes but is not limited to, internet protocol coordination, domain name services (DNS), and dynamic host configuration protocol (DHCP); and for network components, automated voice/data (Information Exchange) systems and cable facilities. The Contractor shall also provide resource utilization and capacity planning support.

Telecommunications

The Contractor shall be responsible for the management, design, operation, maintenance and sustaining engineering of NETL's telecommunications services including: voice services (e.g. telephone switches, Private Branch Exchanges (PBXes), voicemail systems), Integrated Services Digital Network (ISDN) video, local and long distance trunks, Centrex lines, commercial Internet services, the DOE corporate network, Wide Area Networks, and other communications services used by NETL. The Contractor will be responsible for managing NETL accounts for telecommunications services provided by DOE HQ, other federal agencies (e.g. GS*A*) and commercial vendors.

The Contractor shall be responsible for the management of NETL's radio frequency assignments and the design, operation, maintenance and sustaining engineering of NETL's VHF/UHF Radio Systems.

Meeting Room Support Services

The Contractor shall be responsible for the management, design, operation, maintenance and sustaining engineering of NETL's meeting rooms, and conference facilities, including the acquisition of all services and maintenance contracts required to support meeting room and Conference facility operation. The Contractor supported services will include: meeting support, cable/satellite TV services, conference room scheduling, web based collaboration tools (e.g. Webex), multi- point video conferencing, audio conferencing, and desktop/mobile/ room based video conferencing. The Contractor supported systems will include: standard and high definition video conferencing systems, Telepresence systems, flat panel displays, projection systems, and audio/video systems supporting conference facilities seating 30 to 300+ attendees.

Helpdesk Services

The Contractor shall operate an on-site helpdesk during standard hours of operation at all sites, with a technically knowledgeable, courteous, and responsive staff. The staff must maintain proficiency in the use and application of the standard desktop suite of tools (e.g. MS Office, Adobe Acrobat, GroupWise, etc.). The role of the Helpdesk will be to address questions concerning software, hardware, and network access used at NETL; log and track requests for resolution of hardware, software, and network access problems; and handle installation, maintenance, and repair/replacement of end user hardware and software.

Crosscutting Functions

Crosscutting Functions include support for administrative tasks directly related to IT support. This effort ranges from software license management to administration of the IT Change Control process. Several other types of support are to be provided, including quality control, meeting logistics support, reporting, procurement support, and audit support. All effort performed under the overarching activity will be performed to ensure effectiveness and efficiency of the effort performed under this contract

The Contractor's responsibilities shall include: managing service level agreements; administering IT related service maintenance agreements/licenses; analyzing uncosted balances; facilitating the IT change control processes; providing support to developing and maintaining IT directives; conducting internal audits for compliance with policies; maintaining calibration procedures, plans and baseline configurations; providing support for the wireless / cellular services; developing, implementing and maintaining standard operating procedures; supporting the Enterprise Configuration Control Board and other IT Governance entities; providing user communication support; developing ad hoc reports; and preparing and maintaining operational drawings, architecture drawings, and diagrams for documenting Geographic Information System (GIS) processes and systems.

3. Section L, Clause L.7, Preparation Instructions: Volume I – Offer and Other Documents is deleted in its entirety and replaced with the following clause. Changes are delineated in **Bold Red** text.

L.7 PREPARATION INSTRUCTIONS: VOLUME I - OFFER AND OTHER DOCUMENTS

Volume I, Offer and Other Documents, consists of the actual offer to enter into a contract to perform the desired work. It also includes required representations, certifications, and acknowledgments, justification for noncompetitive proposed subcontracts, identification of technical data to be withheld, request for waiver of patent clauses, and any deviations taken.

For consistency, the Offeror is instructed to use the file names specified below. Filename extensions shall clearly indicate the software application used for preparation of the documents, i.e., ".pdf" for Adobe Acrobat, ".doc" for Word, or ".xls" for Excel files (version 2007or earlier):

(A) FORMAT AND CONTENT

Volume I, Offer and Other Documents, shall include the following documents (in the order listed):

MANDATORY FILE		FILE NAME
File 1	Offer Cover Sheet	Offer Cover Sheet.---
File 2	SF33 Form -- Solicitation, Offer and Award	SF33.---
File 3	Fill in of Contract Clauses	Clauses.---
File 4	Financial Responsibility	Financial.---
File 5	Administrative Discussion	Administrative.---

(B) FILE 1, OFFER COVER SHEET (Offer Cover Sheet.---)

The Offer Cover Sheet shall contain the following information: Solicitation Number; Solicitation Title; Company Name, Address, Point of Contact, Phone/Fax/E-mail; Type of Organization; DUNS Number; U.S. Congressional District; and County of Organization.

(C) FILE 2, SF33 FORM - SOLICITATION, OFFER AND AWARD (SF33.---)

The SF33 Form has been uploaded with the solicitation, as a separate Word document (SF33.doc), which can be used for the Offeror to complete, save and submit as File 2. The following areas must be completed on the SF33:

(1) Offerors shall complete Blocks 12, 15A, 15B, 15C, 16, 18, and sign in block 17 (typed name of authorized organizational representative). The SF33 is to be fully executed, including the acknowledgment of amendments, if applicable.

(2) The Offeror's Acceptance Period (See Block 12) entered shall not be less than 180 calendar days.

(3) Signature Authority. The person signing the SF33 must have the authority to commit the Offeror to all of the provisions of the proposal, fully recognizing that the Government has the right, by terms of the solicitation, to make an award without further discussion if it so elects. Proposals submitted through FedConnect constitute submission of electronically signed proposals. The name of the authorized organizational representative (i.e. the administrative official, who, on behalf of the proposing organization, is authorized to make certifications and assurances or to commit the Offeror to the conduct of a project) must be typed in the signature block on the form to be accepted as an electronic signature. A scanned copy of the signed document is not required.

(D) FILE 3, FILL IN OF CONTRACT CLAUSES (Clauses.---)

Certain solicitation clauses have been uploaded with the solicitation, as a separate Word document (Clauses.doc), which are to be completed by the Offeror, saved and submit as File 3. All areas marked as TBD in these clauses are to be filled in by the Offeror, this information shall then be utilized to complete these specific areas prior to contract award.

(E) FILE 4, FINANCIAL RESPONSIBILITY (Financial.---)

To demonstrate the organization's current financial strength and responsibility, the Offeror shall provide the following financial data:

(a) published financial statements for the three prior annual accounting periods, including Balance Sheet, Statement of Operations (Profit and Loss Statement), and Statement of Changes in Financial Position;

(b) the estimated percentage this proposed contract will represent of the Offeror's total business for the first year of the contract;

(c) a copy of the most recent 10K report filed with the Securities and Exchange Commission, if any;

(d) if the Offeror is a joint venture or partnership, financial information must be provided for each member of the joint venture or each partner as outlined in (a) through (c) above; and

(e) if the Offeror is a limited liability corporation or other entity (including joint ventures and partnerships) created for the purpose of performing the instant contract, and such entity possesses limited resources, the Offeror shall be required to submit a performance guarantee agreement executed by a financially responsible guarantor, guaranteeing that all contractual obligations of the Offeror will be met. Where appropriate, the DOE may require a performance guarantee agreement in order to determine financial responsibility. A model performance guarantee agreement is provided in

Attachment F, Section J of this solicitation.

The DOE reserves the right to obtain additional financial information from Offerors in order to determine financial responsibility, and to more fully assess potential organizational conflicts of interest.

Accounting/Purchasing System – If the Offeror has a Government approved Accounting and/or Purchasing System, then the Offeror shall submit a copy of the certification from the Offeror's cognizant Government Agency demonstrating the approval of the Offeror's accounting system and/or purchasing system for use under this contract. In the event that the Offeror does not have an approved accounting system and/or purchasing system, the Offeror shall indicate such and provide documentation sufficient to demonstrate to the Government its fiscal responsibility to identify and track cost and purchasing procedures demonstrating sound business practices (e.g. copy of Offeror's written policy and procedures).

Audit and Contract Administrative Cognizance.

If the Offeror has a Government approved Accounting and/or Purchasing System, then the Offeror shall submit a copy of the certification from the Offeror's cognizant Government Agency demonstrating the approval of the Offeror's accounting system and/or purchasing system for use under this contract. In the event that the Offeror does not have an approved accounting system and/or purchasing system, the Offeror shall indicate such and provide documentation sufficient to demonstrate to the Government its fiscal responsibility to identify and track cost and purchasing procedures demonstrating sound business practices (e.g. copy of Offeror's written policy and procedures).

(F) FILE 5, ADMINISTRATIVE DISCUSSION (Administrative.---)

The Offeror's administrative discussion shall address the following:

Alliant SB GWAC- The Offeror shall provide a copy of the Alliant SB GWAC including all modifications.

CMMI-SVC Level III Certification - The Offeror shall provide documentation to demonstrate that they have achieved Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI) for Services (CMMI-SVC) **or Development (CMMI-DEV)** Level III or higher. At a minimum, a copy of the SCAMPI Class A Appraisal Disclosure Statement shall be provided and any certification document issued by SEI. The organizational element defined in the disclosure statement shall be the same organizational element performing the work identified; therefore the Offereor may need to provide a copy of the documentation for their proposed Prime Participants as well as their own.

Exceptions and Deviations - The Offeror shall identify and explain any exceptions or deviations taken or conditional assumptions made with respect to the resulting contract (as identified in L.2, Content of Resulting Contract), Offeror Representations and Certifications, and the requirements included in Volume I -- Offer and Other Documents, Volume II - Technical Proposal, and Volume III -- Cost Proposal. Any exceptions taken must contain sufficient justification to permit evaluation. The benefit to the Government shall be explained for each exception taken. Any exceptions or deviations may make the proposal unacceptable for award without discussions and may be eliminated from further consideration. Any exceptions or deviations to Section I of the RFP, or any FAR or DEAR clauses elsewhere in the RFP, will make the proposal non-responsive to this RFP. If the Offeror does not submit their Representations and Certifications electronically as indicated in Section K then the Offeror must submit them as an exception and include them in this file. This file shall also contain any justification for noncompetitive proposed subcontracts and any request for waiver of patent clauses.

4. Section L, Clause L.8, Preparation Instructions: Volume II – Technical Proposal is deleted in its entirety and replaced with the following clause. Changes are delineated in **Bold Red** text.

L.8 PREPARATION INSTRUCTIONS: VOLUME II - TECHNICAL PROPOSAL

Volume II - Technical Proposal consists of the Offeror's narrative addressing the technical and management

aspects of the acquisition, their capabilities and what they will do to satisfy the requirements of the Statement of Work. Since the Technical Proposal will be evaluated to determine such matters as understanding of the work to be performed, technical approach, and potential for completing the desired work, it should be specific and complete in every detail. The proposal should be practical and be prepared simply and economically, providing a straightforward, concise delineation of what it is the Offeror will do to satisfy the Department of Energy's requirements as set forth in Part III, Section J, Attachment A-2, Statement of Work.

The Technical Proposal shall be evaluated strictly on the merit of the material submitted. No contractual cost information is to be included in the Technical Proposal. Where estimated direct productive labor hours (DPLH) will provide clarity, they shall be quoted in DPLH figures only, with no indication as to the cost of these DPLH.

The proposal should clearly and fully demonstrate the Offeror's capabilities, plans, knowledge and experience with regard to the technical requirements described herein. Stating that the Offeror understands and will comply with the technical requirements is not adequate. Similarly, phrases such as "standard procedures will be employed" or "well-known techniques will be used" are also inadequate. The Statement of Work reflects the performance objectives of the effort under consideration; therefore, repeating the work statement without sufficient elaboration will not be acceptable

Failure to respond or follow the instructions regarding the organization and content of the technical proposal may result in the Offeror's proposal being deemed unacceptable.

For consistency, the Offeror is instructed to use the file names specified below. Filename extensions shall clearly indicate the software application used for preparation of the documents, i.e., ".pdf" for Adobe Acrobat, or ".doc" for Word files:

The following provides instructions for submitting the technical proposal. Information on the evaluation of the proposal is found in Section M. Failure to provide complete information may result in a lower evaluation score.

Page limitations have been established for several files within the Technical Proposal (i.e. 25 pages for the Management/Organizational Approach Plan; 40 pages for the Technical Approach; and 15 pages for the Transition Approach Plan). All pages shall be single spaced, using 12 point font, 1" margins, and when printed will fit on size 8 1/2" by 11" paper. **The page limit does not apply to cover pages, tables of contents, staffing plan, corporate organizational plan, resumes of key or critical personnel, letters of commitment, or experience/past performance information.** DOE believes a thorough and concise technical proposal can be prepared within the requested page limit. Proposals that exceed the page limitation listed in this solicitation shall have the pages exceeding the limitations removed from the end of File and those items removed shall not be evaluated.

(a) FORMAT AND CONTENT

Use the file names specified below when submitting documents. All files must be in portable document format (.pdf) or Word 2003 (.doc) or later format.

FILES	FILENAME
File 1: Management/Organizational Approach Plan	<company name>ManagementApproach.***
File 2: Technical Approach	<company name>TechnicalApproach.***
File 3: Key Personnel Resumes	<company name>KeyPersonnelResumes.***
File 4: Commitment Letters	<company name>CommitmentLetters.***
File 5: Past Performance and Relevant Experience	<company name>PastPerformance.***
File 6: Transition Approach Plan	<company name>TransitionApproach.***

(B) FILE 1: MANAGEMENT/ORGANIZATIONAL APPROACH PLAN (<company name>ManagementApproach.*)**

Submit the Management/Organizational Approach Plan as File 1 of the Offeror's technical proposal. The Management/Organizational Approach is limited to 25 pages. The page limit does not apply to cover pages,

tables of contents, staffing plan, corporate organizational plan, resumes of key or critical personnel, letters of commitment, or experience/past performance information.

Describe the approach to successfully execute the statement of work (SOW) requirements, including:

1. Staffing Plan. The Offeror shall develop a staffing plan that depicts their approach to staffing the contract for the work identified in the SOW. The Offeror is provided the flexibility to develop this staffing plan to demonstrate their innovative techniques, performance efficiencies, and cost saving approaches to be implemented while providing an experienced, qualified, effective, and efficient staff. The staffing plan shall align with the Offeror's technical approach to performing this requirement. The staffing plan shall include an organizational chart, including position titles; NETL site location where each position will be located, proposed labor hours, company affiliation, lines of authorities, and level of commitment (e.g., full-time; part-time; number of hours per year) to the contract. In addition, provide a discussion addressing how the proposed positions compare or exceed the minimum qualifications provided. The staffing plan should also clearly address the roles and responsibilities of individuals in the structure and the levels of authority provided to each. Specific interest is the level of authority of Key Personnel, supervision and management. The staffing plan should be complete with positions identified for all staff including project management. All positions proposed to be filled with subcontractor staff shall be clearly identified. A description of the lines of communication within each unit shown on the organizational chart and responsibility for requesting and assuring support between units of the proposed project structure and from other elements of the company must be shown in relation to the requirements of the functional areas identified in the SOW. Describe the Offeror's approach for ensuring that an adequate workforce is available with the appropriate skills and qualifications necessary to safely and effectively accomplish the work over the term of the contract.

2. Key Personnel. The Offeror shall propose Key Personnel it considers essential to the successful accomplishment of the work to be performed under the contract. The Offeror shall describe the suitability of the proposed Key Personnel to the proposed position based on the relevant experience, leadership and qualifications described in the resume. The Offeror must introduce and clearly indicate their selected team of Key Personnel and demonstrate why they should be considered qualified and effective including a rationale for selecting single or multiple individuals for Key Personnel positions. All Key Personnel are those personnel that will be incorporated into Section H, Clause "Key Personnel." Key Personnel identified by the Offeror will be subject to the clause in Section I entitled, DEAR 952.215-70 Key Personnel.

   The Offeror shall provide documented background of the past five years of work experience in areas relevant to that required by the SOW and how this experience will be used to support NETL. Resumes (File 3) should reflect specific qualifications including educational experience, technical and managerial experience, professional development including a list of any pertinent publications, and capabilities for managing the SOW requirements. These are to be demonstrative type resumes and not simply list previous positions and work locations of the individual.

   Because Key Personnel are important to decisions concerning the contract selection, transition, and operation, the Offeror shall discuss its willingness to commit to not moving Key Personnel, as long as they remain within the company/organization, for a minimum of twelve (12) months or longer. In the event any of the Key Personnel will not be committed full time to this contract, the reasons should be explained. The Offeror should describe its approach for retention of Key Personnel as well as their process to expeditiously replace Key Personnel, as necessary, with individuals of comparable quality.

   The Offeror shall provide Letters of Commitment (File 4) for those persons designated to fill key positions.
   Commitments expressed shall be governed by the terms expressed in Section H, "Award Fee Deduction Based on Failure to Fulfill Commitment Indicated by Team Member or that of Key Personnel/Essential Personnel."

   The following Key Personnel shall be proposed at a minimum and candidates shall meet the minimum

qualifications identified (the Contractor may elect to propose a single individual to fill more than one Key Personnel position):

- **Program Manager:** Bachelor's degree in an information technology, engineering, or business field and experience in management of a diversified workforce and geographically disbursed work environment.
- **Manager for Enterprise Systems:** Bachelor's degree in information technology and experience in management of a diversified workforce and geographically disbursed work.
- **Manager for Operations & Maintenance:** Bachelor's degree in information technology and experience in management of a diversified workforce and geographically disbursed work.

  The Program Manager is the most senior resident manager. This individual is responsible for the total planning, implementation, management, performance, and supervision of all DOE-authorized tasks.

In addition to the above stated minimum Key Personnel position, the Offeror may propose other positions that are critical to the overall performance of the contract and that the Offeror considers meet the requirements of Key Personnel.

3. Prime Participants. Subcontracts, partners, or teaming organizations that are expected to perform more than 10% of the proposed effort are herein referred to as Prime Participants. Teaming arrangements include joint ventures and/or interdivisional transfers.

   The Offeror shall provide a description of and rationale for the proposed Prime Participants, and discuss the relationship among the members. The Offeror shall describe the procedures for management of subcontracts and management systems used to address: cost, manpower, schedule planning and control, resource allocation, work monitoring, reporting, quality control. The Offeror shall provide Letters of Commitment (File 4) for all Prime Participants.

4. Work Breakdown Structure. The Offeror shall describe their approach to creating the work breakdown structure (WBS) including the definition and implementation of the WBS elements. The discussion shall describe the approach to Task Order proposal procedures; internal work authorizations; progress monitoring, reporting, quality control; and project control procedures including the control of hazards and environmental impacts.

5. Corporate Resources. The Offeror shall describe any corporate resources from parent organization(s) (e.g., LLC members that will be used), how they will be used, and the benefit of such to the performance of the contract.

(C) FILE 2: TECHNICAL APPROACH (<company name>Technical Approach.*)**

Submit the Technical Approach as File 2 of the Offeror's technical proposal. The Technical Approach is limited to 40 pages. The page limit does not apply to cover pages, tables of contents, staffing plan, corporate organizational plan, resumes of key or critical personnel, letters of commitment, or experience/past performance information.

Describe the proposed approach to managing the contract and executing the SOW requirements. The discussion shall address:

1. methods and approach for executing the work contained in the SOW;
2. worker productivity and approach to correcting performance deficiencies;
3. the use of lessons learned and new techniques to improve organization and worker efficiency and responsiveness over time;
4. approach to determining the appropriate skills/labor levels for a given work assignment;
5. approach to work control processes using a computerized maintenance management system including experiences with planning, scheduling, tracking and root causes analysis of all work. It shall also include

discussion on maintaining a work backlog to national standards;

6. interface and communications with other organizations including other site support Contractors including its perceived obstacles and how these will be overcome;
7. management and oversight of subcontracts, travel, and training;
8. approach to meeting schedule and controlling costs;
9. efficient, timely, and responsive management of Task Orders;
10. management of overtime, if anticipated, and ways to eliminate or reduce the need for overtime; ~~and~~
11. managing multiple, geographically dispersed sites; **and**
12. **approach to measure the services delivered and ensure continued improvement of services delivered.**

The Offeror shall also provide a quality assurance plan that meets NETL Order 414.1, Quality Assurance and an Integrated Safety Management Plan (ISMP) that meets the requirements of NETL Order 450.4, Integrated Safety Management Program.

(D) FILE 3: KEY PERSONNEL RESUMES (<company name>Resumes.*)**

Submit Key Personnel Resumes as File 3 of the Offeror's technical proposal. Provide resumes for all Key Personnel committed to the contract; do not provide resumes of Non-Key Personnel. Resumes are not included in the page limitation. Each resume shall describe the education, technical expertise, and relevant experience of Key Personnel on work similar to the work identified in the SOW and should be commensurate with the proposed position. Resumes shall describe how work experience relates to contract scope and the individual's capability to function effectively in the proposed position. The resume should not just identify where the person has worked, it should also describe the type of work performed and indicate the advancements, education, personal accomplishments, and qualifications relevant to the position for which the applicant is proposed. The resume should answer the question, "How does my experience qualify me for the proposed position under this contract?" The resume shall be in the following format:

1. NAME: Individual's full name
2. PROPOSED POSITION: Title and Description.
3. ORGANIZATION AFFILIATION: Specify whether the individual is a part of the prime organization, a subcontract, or a team/partner.
4. EXPERIENCE: Provide a summary of the overall experience and capabilities applicable to the work identified in the SOW. List specific examples of work performed, accomplishments, achievements, responsibilities and authority gained.
5. EDUCATION: Identify the academic institution, degree or certificate earned, and dates. Only degrees from accredited institutions may be cited; degrees from institutions that are not accredited will not be considered.
6. PROFESSIONAL AND TECHNICAL TRAINING: For each relevant training course cited, list the title of the training, the training institution, the date of the training, and any special certifications or licensing received for the training.
7. PROFESSIONAL REGISTRATION/CERTIFICATION: Identify professional membership, special training, professional registrations, awards, etc. For each relevant professional registration/certification, list Title, State/Society, Year, and a brief statement detailing activities and accomplishments.
8. LIST OF PERTINENT PUBLICATIONS, HONORS, AWARDS, AND OTHER ACHIEVEMENTS: Provide a brief statement detailing relevant accomplishments, publications, awards, honors, etc. Do not provide copies of the actual awards.

(E) FILE 4: COMMITMENT LETTERS (<company name>CommitmentLetters.*)**

Submit letters of commitment as File 4 of the Offeror's technical proposal. The letters of commitment are not included in the page limitation. Commitments expressed shall be governed by the terms expressed in Section H, "Award Fee Deduction Based on Failure to Fulfill Commitment Indicated by Corporation or that of Key Personnel."

1. Key Personnel - Letters of commitment for Key Personnel shall demonstrate their availability, priority of this effort within their organization, and commitment to the contract for a minimum of twelve months. The letters of commitment shall also specify the percentage of time each of the Key Personnel will dedicate to the contract. For those individuals who are not already employees of the proposing organization, the letter of commitment shall demonstrate their availability, willingness to accept the position proposed, and remain committed to the contract for a minimum of twelve months. All letters of commitment shall be signed and be submitted in .pdf format. Failure to submit the required Letter of commitment for any Key Personnel may result in the Offeror receiving a lower rating for this criterion.

2. Prime Participants – Letters of commitment from all Prime Participants shall demonstrate their firm commitment to performing under this contract and describe the priority of this effort within its organization. All letters of commitment shall be signed by individuals authorized to bind their individual organization and be submitted in .pdf format. Failure to submit the required Letter of commitment for any Prime Participant may result in the Offeror receiving a lower rating for this criterion.

(F) FILE 5: PAST PERFORMANCE AND RELEVANT EXPERIENCE
(<company name>PastPerformance.*)**

The Offeror shall submit relevant experience and past performance as File 5 of the Offeror's technical proposal. Relevant experience and past performance information are not included in the page limitation.
The Offeror shall provide no more than three contracts for similar services that are active or have been completed during the past three years to be evaluated as relevant experience and past performance. If the Offeror is a new business entity, subsidiary, teaming arrangement (Limited Liability Corporation (LLC) or Joint Venture (JV)), then the Offeror shall provide no more than three (3) contracts for each of the member organizations making up the Offeror's business unit (e.g. two team members join together to form a JV then each team member of the JV will need to provide three contracts, for a total of six in this example, and submit those for consideration). In addition to the three contracts submitted for the Offeror organization, the Offeror shall provide no more than three contracts for similar services that are active or have been completed during the past three years for each Prime Participant (e.g. subcontractor A shall have three contracts identified relevant to the work they are planned to perform, subcontractor B shall have three contracts identified relevant to the work they are planned to perform for a total of (including the Offerors) not more than nine contracts identified).

Provide information on experience relevant to the SOW and past performance.

1. Relevant Experience. For each of the three (3) contracts identified, the Offeror shall submit the following experience information:

   - Offeror Experience - relevant experience in performing work similar in size, scope and complexity to that described in the SOW. Size, scope and complexity are defined as follows: Size - dollar value and contract duration; Scope - type of work; and Complexity - performance challenges and risk. The Offeror shall also describe the relevant experience in managing subcontracts under the experience identified. Describe the experience in detail enough for the evaluator to determine the relevance and appropriateness to the SOW.
   - Prime Participant Experience - relevant experience in performing work similar in size, scope and complexity to that described in the SOW. Size, scope and complexity are defined as follows: Size - dollar value and contract duration; Scope - type of work; and Complexity - performance challenges and risk. Describe experience in enough detail to determine relevance and appropriateness to the SOW.

2. Past Performance - For each of the three (3) contracts identified, the Offeror shall submit the following Past Performance Reference Information:

   - name of contracting activity;
   - contract, subcontract, or order identification number;
   - contract or subcontract type;

- total contract value;
- contracting activity, Contracting Officer and current telephone number;
- contracting activity, Program Manager name, current telephone number and fax number;
- list of major subcontractors and their specific role and responsibility in the project;
- period of performance: start date and end date;
- places of performance (city, state, country);
- staffing level;
- types of deliverables; and
- project titles, descriptions of work, including aspects of the work that the Offeror deems relevant to the requirements of the SOW.

The Offeror and Prime Participants shall provide information on problems encountered on the identified contracts and subcontracts and the corrective actions taken to resolve those problems. Offerors and Prime Participants should not provide general performance information on the identified contracts as this information will be obtained from the references.

For each of the contracts identified for relevant experience, the Offeror and all Prime Participants shall submit the Past Performance Reference Information Form and the Environment, Safety, Health, and Quality (ESH&Q) Past Performance Information Form provided in Part II, Section J. The Offeror and Prime Participants may attach additional pages, if necessary.

The Offeror and all Prime Participants shall forward the Past Performance Information Questionnaire and the Environment, Safety, Health, and Quality (ESH&Q) Past Performance Information Form as shown in Part III, Section J, for each contract or project cited above to the appropriate point of contact for that contract or project. The Offeror and all Prime Participants should use the Past Performance Information Questionnaire Cover Letter in Part III, Section J to identify the contract or project for the reference to which the questionnaire is being sent. The point of contact for each contract or project should complete and submit the questionnaire directly to the Contracting Officer identified in the cover letter, prior to the closing date of the RFP. The contract or project information provided to the point of contact for completion of the questionnaire must be sufficient to enable cross-referencing of the Past Performance Information Forms (Part III, Section J) and the returned questionnaires.

The Government may contact some or all of the references provided as well as other sources to obtain past performance information to be evaluated. References other than those identified by the Offeror may be contacted by the Government with the information received and used in the evaluation of the Offeror's past performance. The Government may obtain information from federal databases for past performance reports with the information obtained and used in the evaluation of past performance.

(G) FILE 6: TRANSITION APPROACH PLAN (<company name>TransitionApproach.*)**

Submit the Transition Approach Plan as File 6 of the Offeror's technical proposal. The Transition Approach Plan is limited to 15 pages. The page limit does not apply to cover pages, tables of contents, staffing plan, corporate organizational plan, resumes of key or critical personnel, letters of commitment, or experience/past performance information.

The Offeror shall provide a detailed and comprehensive plan for transitioning the work and the workforce in an effective and cost efficient manner from the beginning of the transition period through assumption of full contract responsibility. The plan must describe the Offeror's management approach to all transition activities and discuss how continuity of operations will be maintained throughout the transition period.

The Offeror shall plan for no more than a sixty (60) day transition period consisting of no more than thirty (30) days prior to the effective date of the contract and no more than thirty (30) days after the effective date.

Include the following activities among the transition activities discussed in the plan, and a strategy for:

1. assuming operational control of all IT services;
2. staffing, relocating, orienting, and training Key Personnel and other than Key Personnel positions and a staffing schedule;
3. accepting assignment of incumbent Contractor's subcontracts and other agreements and commitments;
4. inventorying and transferring Government Property;
5. assuming control of all business and management systems (e.g. accounting, property, procurement, HR, IT, safeguards and security, etc.);
6. establishing positive labor-management relations and employee relations at the point of transition, including addressing employee benefits, employee concerns, and applicable collective bargaining agreements; and
7. avoiding disruption of service during transition.

The plan should include a milestone schedule of transition activities and address interaction with the incumbent Contractor, and Government personnel. It should also address key issues and milestones associated with the transition and identify potential barriers to a smooth transition and/or any potential impacts on continuity of operations, and plans for their elimination or mitigation. The narrative shall clearly indicate the end of the transition period and assumption of normal operations.

5. Section M, Clause M.3, Overall Relative Importance of Evaluation Criteria is deleted in its entirety and replaced with the following clause. Changes are delineated in **Bold Red** text.

M.3 OVERALL RELATIVE IMPORTANCE OF EVALUATION CRITERIA

Volume I, Offer and Other Documents, is to be evaluated for adequacy and compliance with the solicitation and will not be point scored. CMMI-SVC Level 3 or higher certification **or CMMI-DEV level 3 or higher certification** is a qualification requirement for this solicitation. Failure to provide documentation demonstrating that the Offeror has been certified at CMMI-SVC Level 3 or higher **or CMMI-DEV level 3 or higher** will result in the Offeror's proposal not being evaluated further and eliminated from consideration. Offerors are required to have a current GSA Alliant SB GWAC in order to be considered for award of this solicitation. Failure to provide the documentation demonstrating that the Offeror has a current GSA Alliant SB GWAC will result in the Offeror's proposal not being evaluated further and eliminated from consideration.

Volume II, Technical Proposal, is significantly more important than the Volume III, Cost Proposal. The weights of the technical proposal criteria are set forth below.

CRITERION	SECTION L FILES	WEIGHT
Criterion 1 Management/Organizational Approach	File 1 – Management/Organizational Approach Plan File 3 – Key Personnel Resumes File 4 – Commitment Letters	40%
Criterion 2 Technical Approach	File 2 - Technical Approach	35%
Criterion 3 Past Performance and Relevant Experience	File 5 - Past Performance and Relevant Experience	15%
Criterion 4 Transition Plan	File 6 – Transition Approach Plan	10%

6. Section M, Clause M.4, Evaluation Criteria – Technical is deleted in its entirety and replaced with the following clause. Changes are delineated in **Bold Red** text.

M.4 EVALUATION CRITERIA - TECHNICAL

Aspects of the proposals will be evaluated in accordance with the following criteria, which are listed in descending order of importance. Section L contains more information regarding the contents of the technical proposal. The individual elements that comprise each criterion are not listed in order of importance and will not be individually weighted, but rather will be considered as a whole in developing an overall point score for each criterion.

TECHNICAL CRITERION 1: MANAGEMENT/ORGANIZATIONAL APPROACH (40%) - Files 1, 3 and 4

Organizational Approach – The Offeror's proposed organizational structure and approach will be evaluated based on its potential effectiveness and efficiency to successfully manage and execute the requirements of the SOW. This includes the extent to which the Organizational Approach addresses staffing; Key Personnel qualifications; subcontract, partnering and teaming arrangements; and work breakdown structure. The Offeror will be evaluated on their ability to:

- provide qualified personnel to fill the Key Personnel and other positions;
- structure roles, responsibilities, and authorities of Key Personnel within the proposed project based organization to perform the requirements of the statement of work (SOW);
- flow down authorities from the parent organization to the Program Manager with regard to planning, work authorization and commitment, problem resolution, resources, decision making, and organizational commitment;
- communicate among subcontractors, partners or teaming arrangements and prioritize effort within its organization and that of its subcontractors, partners, and/or teaming organizations;
- create and implement a work breakdown structure that executes the SOW requirements and provides an efficient and realistic means to meet the performance expectations.

Key Personnel – The Offeror will be evaluated as to the extent to which the Offeror's proposed Key Personnel demonstrate the ability to satisfy the requirements of the solicitation. The Offeror will be evaluated as to the extent to which the Offeror's Key Personnel demonstrate relevant hands-on work experience (i.e., technical, administrative, management, **CMMI Level 3 environment,** etc.) and successful performance through continued advancement to positions of comparable responsibility for projects of similar complexity. The Key Personnel shall be evaluated in the areas of

- education,
- operational experience,
- management experience,
- relevant experience, and
- professional development based upon the requirements of the SOW.

Relevant professional certifications and documentation of honors, awards, or special forms of professional recognition bestowed from fellows, peers, or professional, educational, Government or scientific organizations will be considered in the evaluation of this criterion.

DOE also will evaluate the Offeror on its strategy to retain its proposed Key Personnel, including retention plans and compensation plans. The Offeror shall provide a Letter of Commitment from each proposed Key Personnel to accept employment on the contract, relocate to local area (if necessary), and remain at NETL for at least 12 months. Failure to submit the foregoing required Letter of Commitment for any Key Personnel may result in the Offeror receiving a lower rating for this criterion.

TECHNICAL CRITERION 2: TECHNICAL APPROACH (35%) - File 2

The Offeror will be evaluated on the extent to which the Technical Approach provides a means for site support services to be executed and for those infrastructure and administrative activities that sustain these efforts. The Offeror will be evaluated on their ability to:

- execute the work contained in the SOW;
- monitor productivity and correcting performance deficiencies;
- **measure and mature/improve the services delivered;**
- increase organizational and worker efficiency and responsiveness over time;
- provide proposed skills/labor levels for a given work assignment;
- interface with other organizations including other site support Contractors;

- manage and oversee subcontracts, travel, and training ;
- manage schedule and cost control;
- manage Task Orders efficiently, timely, and responsively;
- manage overtime;
- manage multiple, geographically dispersed sites;
- manage work control processes utilizing a computerized maintenance management system for planning, scheduling, tracking and root cause analysis of all work;
- integrate safety and quality into their work processes.

TECHNICAL CRITERION 3: PAST PERFORMANCE AND RELEVANT EXPERIENCE (15%) - File 5.

DOE will evaluate the Offeror's experience and past performance to determine the degree to which it demonstrates the likelihood it can successfully perform the SOW. DOE will evaluate relevant past performance information for the Offeror, and significant subcontracts, partner(s), and/or teaming arrangement(s) proposed to perform 10% of the proposed effort. In the case of a joint venture, LLC, or other team arrangement formed for the purpose of competing for this contract, DOE will evaluate relevant past performance of the entities that comprise the newly formed entity. Relevant past performance includes current or past contracts similar in size, scope, complexity, duration, and/or risk to the work described in this SOW. DOE will use information either furnished by the Offeror's customers and/or information obtained from other independent data sources.

- Offeror Experience: DOE will evaluate each Offeror for its relevant experience in performing work similar in size, scope and complexity to that described in the SOW. Size, scope and complexity are defined as follows: Size - dollar value and contract duration; Scope - type of work; and Complexity - performance challenges and risk.
- Prime Participant(s) Experience: DOE will also evaluate the relevant experience of each of the Offeror's proposed Prime Participants in performing work similar in size, scope, and complexity to that described in the SOW.
- Work to be Performed: The experience of the Offeror and Prime Participants will be evaluated in the context of the work proposed to be performed by each entity.
- Quality of Work: DOE will evaluate the Offeror's and prime participant(s) history in terms of conformance to contract requirements and standards of good workmanship, timeliness and adherence to contract schedules, cost control and adherence to contract cost estimates, customer satisfaction, and stakeholder interface such as relationships with regulators and community relations.
- ES&H performance: DOE will evaluate the Offeror's and prime participant(s) safety and environmental record, results of regulatory inspections, and certifications and awards.
- Newly Formed Entity: If the Offeror is a newly formed entity with no experience, DOE will evaluate the experience of the parent organization(s) or the member organizations in a joint venture, LLC, or other similar entity.
- Verification of Experience: DOE may use information obtained from reference checks to verify experience.

For Offerors without a record of relevant past performance or for whose past performance information is not available, the Offeror will not be evaluated favorably or unfavorably.

The Past Performance Reference Information Form, ES&H Questionnaire, and Past Performance Information Questionnaire identified in Part III, Section J will be used to collect this information. DOE may evaluate past performance on less than the total number of contracts/references if all the completed questionnaires are not received.

During its evaluation, the Government will review and consider all past performance information submitted by the Offeror's references, may contact some or all of the references provided by the Offeror, and may solicit past performance information from any other available sources including the DOD Past Performance Information Retrieval System (PPIRS) and the NIH Contractor Performance System. References other than those identified by the Offeror may be contacted and be considered by the Government regarding the evaluation of the Offeror's past performance. DOE may check readily available Government records including pertinent DOE prime contracts, or

from commercial references for relevant past performance information.

TECHNICAL CRITERION 4: TRANSITION PLAN (10%) - File 6

The Offeror will be evaluated on the extent to which the Transition Approach provides an efficient and realistic means transitioning the effort from the existing contract through the assumption of full contract responsibility including the continuing of operations during the transitions.

END OF AMENDMENT A001