

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE U	PAGE OF PAGES 1 2	
2. AMENDMENT/MODIFICATION NO. 02	3. EFFECTIVE DATE 22-Feb-2012	4. REQUISITION/PURCHASE REQ. NO. N0000000000000		5. PROJECT NO. (If applicable) N/A
6. ISSUED BY CODE	N62645	7. ADMINISTERED BY (If other than Item 6) CODE		S4402A

Naval Medical Logistics Command
 COMMANDING OFFICERNAVAL MEDICAL LOGISTICS
 COMMAND 693 Neiman Street
 Fort Detrick MD 21702-9203
 courtney.piar@med.navy.mil 301-619-7467

DCMA Texas
 600 North Pearl Street, Suite 1630
 Dallas TX 75201-2843

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and Zip Code) AIM USA, LLC 100 NE Loop 410, Ste 1000 San Antonio TX 78216-4705	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
	10A. MODIFICATION OF CONTRACT/ORDER NO. <input checked="" type="checkbox"/> N00178-09-D-5662-EG02
	10B. DATED (SEE ITEM 13) 30-Sep-2011
CAGE CODE 3RWW9	FACILITY CODE

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 one (1) copy 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 ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

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

<input type="checkbox"/>	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.
<input checked="" type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.)SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
<input type="checkbox"/>	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 PAGE 2

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		James Watkins, Contracting Officer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY /s/James Watkins	22-Feb-2012
		(Signature of Contracting Officer)	

NSN 7540-01-152-8070
 PREVIOUS EDITION UNUSABLE

30-105

STANDARD FORM 30 (Rev. 10-83)
 Prescribed by GSA
 FAR (48 CFR) 53.243

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GENERAL INFORMATION

The purpose of this modification is to change the WAWF Payment Office DODAAC to HQ0338 vice HQ0248. All other terms and conditions remain unchanged. A conformed copy of this Task Order is attached to this modification for informational purposes only.

The Line of Accounting information is hereby changed as follows:

The total amount of funds obligated to the task is hereby increased from [REDACTED] by [REDACTED] to [REDACTED].

The total value of the order is hereby increased from [REDACTED] by [REDACTED] to [REDACTED].

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SECTION B SUPPLIES OR SERVICES AND PRICES

CLIN - SUPPLIES OR SERVICES

For FFP Items:

Item	Supplies/Services	Qty	Unit	Unit Price	Total Price
5000	EAS IV Support Services - Base Year (O&MN,N)	12.0	LM	[REDACTED]	[REDACTED]
5001	EAS IV Support Services - Option Year 1 (O&MN,N) Option	12.0	LM	[REDACTED]	[REDACTED]
5002	EAS IV Support Services - Option Year 2 (O&MN,N) Option	12.0	LM	[REDACTED]	[REDACTED]

For ODC Items:

Item	Supplies/Services	Qty	Unit	Est. Cost
6000	Travel/ODC - Base Year NTE [REDACTED] THIS IS A COST CLIN NOT A CPFF CLIN. COSTS SHALL BE INCURRED AND BILLED IAW THE JOINT TRAVEL REGULATION AND FAR PART 31. (O&MN,N)	1.0	LO	[REDACTED]
6001	Travel/ODC - Option Year 1 NTE [REDACTED] THIS IS A COST CLIN NOT A CPFF CLIN. COSTS SHALL BE INCURRED AND BILLED IAW THE JOINT TRAVEL REGULATION AND FAR PART 31. (O&MN,N) Option	1.0	LO	[REDACTED]
6002	Travel/ODC - Option Year 2 NTE [REDACTED] THIS IS A COST CLIN NOT A CPFF CLIN. COSTS SHALL BE INCURRED	1.0	LO	[REDACTED]

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AND BILLED LAW
THE JOINT TRAVEL
REGULATION AND
FAR PART 31.
(O&MN,N)
Option

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SECTION C DESCRIPTIONS AND SPECIFICATIONS

Performance Work Statement for Expense Assignment System (EAS IV) Program Management in support of NAVMISSA

1.0 INTRODUCTION

This Performance Work Statement (PWS) outlines services and support requirements for elements assigned to, reporting to, or serviced by the Navy Medical Information System Support Activity (NAVMISSA). NAVMISSA's mission is to provide and coordinate the operation and centralized control of integrated, automated information systems (AIS) on a worldwide basis. The Program Management Directorate (PMD) provides full-scale information management support for all Navy and DoD Medical Information Systems. The contract work will encompass support of EAS IV and MEPRS, including as-needed site assistance, documentation, and Trouble Ticket support.

2.0 BACKGROUND

EAS IV is a centralized, web-based application with a single, centralized database server to host data for all Medical Treatment Facilities (MTFs) and Dental Treatment Facilities (DTFs). Users connect securely to the web-based servers via the Internet and perform processing on centralized servers. This architecture increases the information security posture of EAS IV by providing the platform and technology behind the firewalls of the Defense Information Systems Agency (DISA). Centralization eliminates the need for an EAS IV server at each of the approximately 141 sites worldwide, eliminates the local facility system and equipment maintenance costs, provides centralized system maintenance, and upgrades on a single platform.

EAS IV performs expense allocation from the procedure/product level and provides modern management decision making capabilities to the Military Health System (MHS). The EAS IV Repository consolidates and makes the EAS IV data from all MTFs and DTFs available for analysis.

3.0 SCOPE

The Contractor shall provide Site Assistance, Documentation and Trouble Ticket support for Navy Medical and Dental functional users in areas of EAS IV and the Medical Expense Performance Reporting System (MEPRS).

3.1 Scope Change

Any changes to scope or funding require a Project Change Request and agreement of the NAVMISSA Project Manager and the Contractor Program Manager. In addition, the Contractor is not authorized to proceed with the Change Request until a contract modification has been issued by the Government Contracting Officer.

4.0 Contract Requirements

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4.1 Site Assistance Support

The contractor shall provide site assistance to the MTFs/DTFs worldwide as requested by the stakeholders and the Government Program Manager. The contractor shall provide the following but is not limited to (Deliverables: 5, 6, 7 and 8):

- Support users in system implementation, operational and functional issues.
- Assist users with updating files and tables, proper use of Functional Cost Codes and alignment of command organization.
- Assist users with release/upgrade deployment.

The contractor shall provide stakeholders and functional leaders with information needed to determine necessary changes to current business rules and determination of best business practices resulting in the standardization of methodology.

4.2 Documentation Support

The Contractor shall provide all documentation support as directed by the Government. The contractor shall document functional areas of concern. The contractor shall use data analysis in determining those issues that are common among users and shall assist the Program Manager on any guidance that is required. The documentation shall include but is not limited to the following (Deliverables: 1, 2, 5, 6, 7 and 8, and 9):

- Maintain/Update a Standard Operating Procedure to identify the steps for EAS IV processing and sequence of events for the Navy Medical and Dental Commands.
- Maintain/Update the EAS IV training manual.
- Develop presentation documents.

4.3 Trouble Ticket Support

The Contractor shall analyze and resolve all EAS IV and MEPRS related Functional Trouble Tickets (related to the system) in support of the users. The Contractor will track and report trouble tickets status as a means of tracking and updating the status of trouble ticket resolution. The Contractor shall make sure that all trouble tickets are closed and all service requests in the central ticket system are handled well to record completion (Deliverables: 3, 4, 5, 6 and 7).

4.4 Security Requirements

4.4.1 Protection of Patient Information

The Contractor shall maintain, transmit, retain in strictest confidence, and prevent the unauthorized duplication, use, and disclosure of patient information in accordance with Standards for Privacy of Individually Identifiable Health Information, Final Rule, December 28, 2000 (effective April 14, 2001) and The Privacy Act of 1974. The Contractor shall provide patient information only to employees, contractors, subcontractors, and Government personnel having a need to know such information in the performance of their duties for this project.

4.4.2 Compliance with DoD Privacy Regulations

The Contractor shall comply with the most current version, and all future changes when released, of all Government and DoD privacy regulations and directives and other applicable Service privacy instructions and regulations. In addition, the Contractor shall comply with the most current version

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and all future changes when changes are released, of all relevant rules published in the Federal Registrar to implement the HIPAA of 1996.

4.4.3 Physical Security

The Contractor shall be responsible for safekeeping all project property utilized under this PWS. At the close of each workday, the Contractor shall secure facilities, equipment, and supplies.

4.4.4 Functional Security and Data Quality Assurance

If directed, the Contractor shall identify preliminary functional system security requirements related to medical information management.

4.5 Identification of Contractor Employees

The Contractor shall require Contractor employees to identify themselves as contractor personnel by introducing themselves or being introduced as contractor personnel and displaying distinguishing badges or other visible identification for meetings with Government personnel. In addition, the Contractor shall require Contractor personnel to appropriately identify themselves as Contractor employees in telephone conversations and in formal and informal written correspondence.

4.6 Place of Performance

The Contractor shall perform work at the Contractor offices, NAVMISSA, designated MTF's and DTF's and other Navy Medicine sites (both medical and non-medical in mission) worldwide. Primary work locations include, but are not limited to:

Contractor's Facility
NAVMISSA, San Antonio, TX

4.7 Section 508 Requirement

The Contractor shall comply with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d). Specifically, the procurement, development, maintenance, or integration of electronic and information technology (EIT) under this contract must comply with the applicable accessibility standards issued by the Architectural and Transportation Barriers Compliance Board at CFR part 1194.

4.8 Security Clearance Requirements

Contractor personnel shall have the appropriate security clearance and/or IT designation(s) for access to sensitive data. The Contractor is responsible for obtaining and maintaining the appropriate security clearance and/or IT designation(s) level for each of their contract employees prior to the commencement of any contract that supports NAVMISSA. Contractor personnel shall have a minimum of an adjudicated National Agency Check (NAC) Security Clearance, or higher, as granted by the Defense Industrial Security Clearance Office (DISCO), the Department of the Navy Central Adjudication Facility (DONCAF) or by the Department of Hearing and Appeals (DOHA), and shall comply with Security/IT access authorization requirements. In addition, Contractor personnel shall possess the appropriate security and/or IT designation(s) relative to the task and position assignment. Contractor personnel shall handle and safeguard any unclassified but sensitive

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information in accordance with appropriate DoD security regulations. Any security violation shall be reported immediately to the respective Government PM as appropriate.

5.0 Travel

5.1 Area of Travel

Although the Government expects most performance under this contract to be performed at the Contractor's facility, performance under this contract may require travel by Contractor personnel. If travel, domestic or overseas, is required, the Contractor is responsible for making all needed arrangements for his personnel. This includes but is not limited to the following:

- Medical Examinations
- Immunization
- Passports, Visas, etc.
- Security Clearances

5.2 Travel Policy

The Contractor shall obtain approval for travel from the Government Contracting Officer Representative (COR).

The Government will reimburse the Contractor for allowable travel costs incurred by the Contractor in performance of the contract and determined to be in accordance with FAR subpart 31.2, subject to the following provisions:

Travel required for tasks assigned under this contract shall be governed IAW rules set forth for temporary duty travel in FAR 31.205-46.

5.3 Travel

Travel, subsistence, and associated labor charges for travel time are authorized, whenever a task assignment requires work to be accomplished at a temporary alternate worksite. The Contractor shall provide the Government with original copies of receipts for all expenses except for per diem IAW the Joint Travel Regulations (JTR).

Travel performed for personal convenience and daily travel to and from work at Contractor's facility will not be reimbursed.

5.4 Per Diem

Per Diem for travel on work assigned under this contract will be reimbursed to employees consistent with company policy, but not to exceed the amount authorized in the DoD JTR.

5.5 Shipboard Stays

Whenever work assignments require temporary duty aboard a Government ship, the Contractor will be reimbursed at the per diem rates identified in paragraphs C8101.2C or C81181.3B(6) of the DoD JTR, Volume 2.

5.6 Air/Rail Travel

In rendering the services, the Contractor shall be reimbursed for the actual costs of transportation incurred by its personnel not to exceed the cost of tourist class rail, or plane fare, to the extent that

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such transportation is necessary for the performance of the services hereunder and is authorized by the Ordering Officer. Such authorization by the Ordering Officer shall be indicated in the order or in some other suitable written form.

NOTE: To the maximum extent practicable without the impairment of the effectiveness of the mission, transportation shall be tourist class. In the event that only first class travel is available, it will be allowed, provided justification therefore is fully documented and warranted.

5.7 Private Automobile

The use of privately owned conveyance within the continental United States by the traveler will be reimbursed to the Contractor at the mileage rate allowed by JTR. Authorization for the use of privately owned conveyance shall be indicated on the order. Distances traveled between points shall be shown in standard highway mileage guides. Any deviations from distance shown in such standard mileage guides shall be explained by the traveler on his expense sheet.

5.8 Car Rental

The Contractor shall be entitled to reimbursement for car rental, exclusive of mileage charges, as authorized by each order, when the services are required to be performed outside the normal commuting distance from the Contractor's facilities. Car rental for Temporary Active Duty (TAD) teams will be limited to a rate of one car for every four (4) persons on TAD at one site.

6.0 Government furnished equipment (GFE)

6.1 GFE Requirements

The Contractor shall have a property management system IAW FAR Part 45.105. The Contractor shall not modify GFE without written Government approval. The Contractor shall protect, store, and manage the GFE at the Contractor's facility. The Contractor shall notify the Government if the GFE becomes deficient during its use, as soon as the problem is detected.

6.2 Acceptable Use Policy

The Contractor shall comply with the Acceptable Use Policy prescribed by DoD 8500.2, which prohibits any personal use of Government resources involving pornography or obscene material (adult or child); copyright infringement (such as the sharing of copyright material by means of peer-to-peer software); gambling; transmission of chain letters; unofficial advertising, soliciting, or selling, except on authorized bulletin boards established for such use; or violation of any statute or regulation. Internet usage should be limited to job related duties.

7.0 Allowability of Material and General Business Expenses

As used in this clause, the term "material" includes supplies, equipment, hardware, automatic data processing equipment, and software. This is a services contract, and the procurement of material of any kind, other than that incidental to, and necessary for the furnishing of the required services is not authorized and will not be considered an allowable cost under the contract. No such material of any kind may be procured without the prior written approval of the NAVMISSA Program Manager and the Government Contracting Officer.

8.0 Period of performance

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The period of performance for this effort is one base year from authority to proceed with two options periods as delineated below:

Name	Start Date	End Date
Base Period	1 October 2011	30 September 2012
Option 1 Period	1 October 2012	30 September 2013
Option 2 Period	1 October 2013	30 September 2014

9.0 General

9.1 Personnel Qualifications (NAVSUP 5252.237-9401) (Jan 1992)

(a) Personnel assigned to or utilized by the Contractor in the performance of this contract shall, as a minimum, meet the experience, educational, or other background requirements set forth below and shall be fully capable of performing in an efficient, reliable, and professional manner. If the offeror does not identify the labor categories listed below by the same specific title, then a cross-reference list should be provided in the offeror's proposal identifying the difference.

(b) Reserved.

(c) If the Contracting Officer questions the qualifications or competence of any person performing under the contract, the burden of proof to sustain that the person is qualified as prescribed herein shall be upon the Contractor.

(d) The Contractor must have the personnel, organization, and administrative control necessary to ensure that the services performed meet all requirements specified in the PWS. The work history of each Contractor employee shall contain experience directly related to the tasks and functions to be assigned. The Contracting Officer reserves the right to determine if a given work history contains necessary and sufficiently detailed, related experience to reasonable ensure the ability for effective and efficient performance.

LABOR CATEGORIES	MINIMUM REQUIREMENTS
Subject Matter Expert /Documentation / Trouble Tickets Support	<p>Description:</p> <p>Under general direction, formulates/defines documentation scope and objectives based on user needs. The Contractor shall demonstrate written and oral communications skills.</p> <p>The Contractor is responsible for the following but not limited to: writing and maintaining product documentation, draft progress reports, project summaries, business requirements, vision and goals, user interface guidelines, product manuals, project specifications, business use cases, flowcharts, and problems/issues. Be familiar with standard concepts, practices, and procedures. Also, be able to conduct detailed briefings with clients and management personnel.</p>

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	<p>Regardless of the type of document to be produced, the Contractor shall:</p> <p style="text-align: center;"> Analyze the audience Craft the right message Distill the message into effective documents Release the document Evaluate the results </p> <p>General Experience:</p> <p>Minimum 3-5 years experience in documentation, technical and subject matter areas addressed by the contract. Experience with Microsoft Office Suite (Excel, PowerPoint and Word) required.</p> <p>Qualifications:</p> <p>Minimum Education: Bachelor's degree.</p>
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10.0 Deliverables

In an effort to ensure Government acceptance of the deliverables, as well as ensuring mutual agreement on its format and content, the Contractor shall coordinate key elements of the deliverables, with the Project Manager prior to the development of the deliverables.

Number	Deliverable	Delivery Date/Frequency	Reference Paragraph
1	Functional SOP (Medical & Dental Commands)	Within 10 days after contract award or as needed	4.2
2	Training Material	As needed	4.2
3	Trouble Tickets Report	Weekly	4.3
4	EAS IV and MEPRS Functional History & Help Ticket Trend Analysis	Monthly and Quarterly rollup	4.3
5	Action Item List	Monthly	4.1, 4.2, 4.3
6	Contractor Status Report	Monthly	4.1, 4.2, 4.3
7	Meeting Reports	As needed	4.1, 4.2, 4.3
8	Trip Reports	As needed	4.1, 4.2
9	Presentation Materials	As needed	4.2

11.0 Points of contact

Name : Winston Noronha
Title : EAS IV Program Manager
Address : 300 Convent Street, Suite 1100, San Antonio, TX 78205-3730
Telephone: (210) 808-0724
Email: winston.noronha@med.navy.mil

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Name : Harold Burkett
Title : Contracting Officers Representative (COR)
Address : 300 Convent Street, Suite 1100, San Antonio, TX 78205-3730
Telephone : (210) 808-0686
Email : harold.burkett@med.navy.mil

12.0 ORGANIZATIONAL CONFLICTS OF INTEREST (SERVICES)

It is the contractor's responsibility to notify the Contracting Officer of any potential Organizational Conflict Of Interest (OCI). In the event that an OCI exists the contractor shall propose a Mitigation plan that shall be reviewed and accepted by the Contracting Officer prior to continuance of the work that presents an OCI. Should the proposed Mitigation Plan not be accepted by the Contracting Officer, the Government may terminate this contract, disqualify the Contractor from subsequent related contractual efforts, and pursue any remedies as may be permitted by the law or this contract.

ORGANIZATIONAL CONFLICT OF INTEREST (JAN 1992) (NAVSUP)

This clause provides examples of certain organizational conflicts of interest which are prescribed by Federal Acquisition Regulation Subpart 9.5. The two (2) underlying principles which this clause seeks to avoid are preventing the existence of conflicting roles that might bias a contractor's judgment and preventing unfair competitive advantage. The following subsections prescribe certain limitations on contracting as the means of avoiding, neutralizing or mitigating organizational conflicts of interest.

If, under this contract, the contractor will provide systems engineering and technical direction for a system, but does not have overall contractual responsibility for its development, integration, assembly, checkout or production, the contractor shall not be awarded a subsequent contract to supply the system or any of its major components, or to act as consultant to a supplier of any system, subsystem, or major component utilized for or in connection with any item or other matter that is (directly or indirectly) the subject of the systems engineering and technical direction. The term of this prohibition shall endure for the entire period of this contract and for two (2) years thereafter.

If, under this contract, the contractor will prepare and furnish complete specifications covering nondevelopmental items, to be used in a competitive acquisition, the contractor shall not be permitted to furnish these items, either as a prime or subcontractor. The term of this prohibition shall endure for the entire period of this contract performance and for either two (2) years thereafter or the duration of the initial production contract whichever is longer. This rule shall not apply to contractors who furnish specifications or data at Government request or to situations in which contractors act as Government representatives to help Government agencies prepare, refine or coordinate specifications, provided this assistance is supervised and controlled by Government representatives.

If, under this contract, the contractor will prepare or assist in preparing a work statement to be used in competitively acquiring a system or services, the contractor shall not supply the system, its major components, or the service unless the contractor is the sole source, the contractor has participated in the development and design work, or more than one contractor has been involved in preparing the work statement. The term of this prohibition shall endure for the length of this contract.

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If, under this contract, the contractor will provide technical evaluation of products or advisory and assistance services, the contractor shall not provide such services if the services relate to the contractor's own or a competitor's products or services unless proper safeguards are established to ensure objectivity.

If, under this contract, the contractor gains access to proprietary or source selection information of other companies in performing advisory assistance services for the Government, the contractor agrees to protect this information from unauthorized use or disclosure and to refrain from using the information for any purpose other than that for which it was furnished. A separate agreement shall be entered into between the contractor and the company whose proprietary information is the subject of this restriction. A copy of this agreement shall be provided to the Contracting Officer.

Contractors shall sign a Non Disclosure Agreement at the start of their performance on the contract.

13.0 Independent Contractor

The services rendered by the Contractor are provided in the capacity as an independent, non-personal service Contractor. The Government retains no direct supervision over the services rendered. The Contractor shall be solely responsible for any and all liability caused by the acts or omissions of its agents or employees. The Contractor shall not in any manner represent or infer that he or she is an instrument or agent of the United States Government. The contractor will comply with all federal and state laws, Department of Defense, Department of Navy, Bureau of Medicine and Surgery (BUMED), and NMLC regulations, instructions policies and procedures.

QUALITY ASSURANCE SURVEILLANCE PLAN

1.0 Purpose

The purpose of the Quality Assurance Surveillance Plan (QASP) is to ensure that the Government has an effective and systematic method of surveillance for the services in the PWS. The QASP will be used primarily as a tool to verify that the contractor is performing all services required by the PWS in a timely, accurate and complete fashion.

1.1 Critical Performance Processes and Requirements

Critical to the performance of Expense Assignment System (EAS IV) is the timely, accurate and thorough completion of all contract/task order requirements.

1.2 Performance Standards

1.2.1 Schedule

The due dates for deliverables and the actual accomplishment of the schedule will be assessed against original due dates and milestones established for the contract or task order (s).

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1.2.2 Deliverables

The deliverables required to be submitted will be assessed against the specifications for the deliverables detailed in the PWS, if required by the PWS, for the required content, quality, timeliness, and accuracy.

1.2.3 Past Performance

In addition to any schedule, deliverables, and cost aspects of performance discussed above, pursuant to FAR 42.15, the Government will assess the contractor's record of conforming to contract requirements and to standards of good workmanship, the contractor's adherence to contract schedules including the administrative aspects of performance, the contractor's history of reasonable and cooperative behavior and commitment to customer satisfaction, and the contractor's business-like concern for the interest of the customer.

1.3 Surveillance Methods

The primary methods of surveillance used to monitor performance of this contract will include, but not be limited to, random or planned sampling, periodic or inspection, and validated customer complaints.

1.4 Performance Measurement

Performance will be measured in accordance with the following table:

Performance Element	Performance Requirement	Surveillance Method	Frequency	Acceptable Quality Level
Contract Deliverables	Contract deliverables furnished as prescribed in the PWS.	Inspection by the COR	100% inspection of all contract deliverables.	>95% of deliverables submitted timely and without rework required.
Overall Contract Performance	Overall contract performance of sufficient quality to earn a Satisfactory (or higher) rating in the COR's annual report on Contractor Performance.	Assessment by the COR	Annual	All performance elements rated Satisfactory (or higher)

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Invoicing	Monthly invoices per contract procedures are timely and accurate.	Review & acceptance of the invoice	Monthly	100% accuracy
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If performance is within acceptable levels, it will be considered to be satisfactory. If not, overall performance may be considered unsatisfactory.

2.0 Incentives/Disincentives

The COR's makes an annual report on Contractor Performance (CPARS or other annual report). The contractor's failure to achieve satisfactory performance under the contract/task order, reflected in the COR's annual report, may result in termination of the contract/task order and may also result in the loss of future Government contracts/task orders. The contractor's failure to achieve satisfactory performance under the contract/task order may result in the non-exercise of available options.

For each item that does not meet acceptable levels, the Government may issue a Contract Discrepancy Report (CDR). CDRs will be forwarded to the Contracting Officer with a copy sent to the contractor. The contractor must reply in writing within 5 days of receipt identifying how future occurrences of the problem will be prevented. Based upon the contractor's past performance and plan to solve the problem, the Contracting Officer will determine if any further action will be taken.

CONTRACT ADMINISTRATION PLAN (CAP)

In order to expedite the administration of this contract, the following delineation of duties is provided. The names, addresses and phone numbers for these offices or individuals are included elsewhere in the contract award document. The office or individual designated as having responsibility should be contacted for any questions, clarifications, or information regarding the administration function assigned.

1. The Procuring Contract Office (PCO) is responsible for:
 - a. All pre-award duties such as solicitation, negotiation and award of contracts.
 - b. Any information or questions during the pre-award stage of the procurement.
 - c. Freedom of Information inquiries.
 - d. Changes in contract terms and/or conditions.

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e. Post award conference.

2. The Contract Administration Office (CAO) is responsible for matters specified in the FAR 42.302 and DFARS 42.302 except those areas otherwise designated as the responsibility of the Contracting Officer's Representative (COR) or someone else herein.

3. The paying office is responsible for making payment of proper invoices after acceptance is documented.

4. The Contracting Officer's Representative (COR) is responsible for interface with the contractor and performance of duties such as those set forth below. It is emphasized that only the PCO/CAO has the authority to modify the terms of the contract. In no event will any understanding, agreement, modification, change order, or other matter deviating from the terms of the basic contract between the contractor and any other person be effective or binding on the Government. If in the opinion of the contractor an effort outside the scope of the contract is requested, the contractor shall promptly notify the PCO in writing. No action may be taken by the contractor unless the PCO or CAO has issued a contractual change. The COR duties are as follows:

a. Technical Interface

(1) The COR is responsible for all Government technical interface concerning the contractor and furnishing technical instructions to the contractor. These instructions may include: technical advice/recommendations/clarifications of specific details relating to technical aspects of contract requirements; milestones to be met within the general terms of the contract or specific subtasks of the contract; or, any other interface of a technical nature necessary for the contractor to perform the work specified in the contract. The COR is the point of contact through whom the contractor can relay questions and problems of a technical nature to the PCO.

(2) The COR is prohibited from issuing any instruction which would constitute a contractual change. The COR shall not instruct the contractor how to perform. If there is any doubt whether technical instructions contemplated fall within the scope of work, contact the PCO for guidance before transmitting the instructions to the contractor.

b. Contract Surveillance

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(1) The COR shall monitor the contractor's performance and progress under the contract. In performing contract surveillance duties, the COR should exercise extreme care to ensure that he/she does not cross the line of personal services. The COR must be able to distinguish between surveillance (which is proper and necessary) and supervision (which is not permitted). Surveillance becomes supervision when you go beyond enforcing the terms of the contract. If the contractor is directed to perform the contract services in a specific manner, the line is being crossed. In such a situation, the COR's actions would be equivalent to using the contractor's personnel as if they were government employees and would constitute transforming the contract into one for personal services.

(2) The COR shall monitor contractor performance to see that inefficient or wasteful methods are not being used. If such practices are observed, the COR is responsible for taking reasonable and timely action to alert the contractor and the PCO to the situation.

(3) The COR will take timely action to alert the PCO to any potential performance problems. If performance schedule slippage is detected, the COR should determine the factors causing the delay and report them to the PCO, along with the contractor's proposed actions to eliminate or overcome these factors and recover the slippage. Once a recovery plan has been put in place, the COR is responsible for monitoring the recovery and keeping the PCO advised of progress.

(4) If the Contractor Performance Assessment Reporting System (CPARS) is applicable to the contract you are responsible for completing a Contractor Performance Assessment Report (CPAR) in the CPARS Automated Information System (AIS). The initial CPAR, under an eligible contract, must reflect evaluation of at least 180 days of contractor performance. The completed CPAR, including contractor comments if any, (NOTE: contractors are allowed 30 days to input their comments) should be available in the CPARS AIS for reviewing official (PCO) review no later than 270 days after start of contract performance. Subsequent CPARs covering any contract option periods should be ready at 1-year intervals thereafter.

c. Invoice Review and Approval/Inspection and Acceptance

(1) The COR is responsible for quality assurance of services performed and acceptance of the services or deliverables. The COR shall expeditiously review copies of the contractor's invoices or vouchers, certificate of performance and all other supporting documentation to determine the reasonableness of the billing. In making this determination, the COR must take into consideration all documentary information available and any information developed from personal observations.

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(2) The COR must indicate either complete or partial concurrence with the contractor's invoice/voucher by executing the applicable certificate of performance furnished by the contractor. The COR must be cognizant of the invoicing procedures and prompt payment due dates detailed elsewhere in the contract.

(3) The COR will provide the PCO and the CAO with copies of acceptance documents such as Certificates of Performance.

(4) The COR shall work with the Contractor to obtain and execute a final invoice no more than 60 days after completion of contract performance. The COR shall ensure that the invoice is clearly marked as a "Final Invoice."

d. Contract Modifications. The COR is responsible for developing the statement of work for change orders or modifications and for preparing an independent government cost estimate of the effort described in the proposed statement of work.

e. Administrative Duties

(1) The COR shall take appropriate action on technical correspondence pertaining to the contract and for maintaining files on each contract. This includes all modifications, government cost estimates, contractor invoices/vouchers, certificates of performance, DD 250 forms and contractor's status reports.

(2) The COR shall maintain files on all correspondence relating to contractor performance, whether satisfactory or unsatisfactory, and on trip reports for all government personnel visiting the contractor's place of business for the purpose of discussing the contract.

(3) The COR must take prompt action to provide the PCO with any contractor or technical code request for change, deviation or waiver, along with any supporting analysis or other required documentation.

f. Government Furnished Property. When government property is to be furnished to the

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contractor, the COR will take the necessary steps to insure that it is furnished in a timely fashion and in proper condition for use. The COR will maintain adequate records to ensure that property furnished is returned and/or that material has been consumed in the performance of work.

g. Security. The COR is responsible for ensuring that any applicable security requirements are strictly adhered to.

h. Standards of Conduct. The COR is responsible for reading and complying with all applicable agency standards of conduct and conflict of interest instructions.

i. Written Report/Contract Completion Statement.

(1) The COR is responsible for timely preparation and submission to the PCO, of a written, annual evaluation of the contractors performance. The report shall be submitted within 30 days prior to the exercise of any contract option and 60 days after contract completion. The report shall include a written statement that services were received in accordance with the Contract terms and that the contract is now available for close-out. The report shall also include a statement as to the use made of any deliverables furnished by the contractor.

(2) If the Contractor Performance Assessment Reporting System (CPARS) is applicable to the contract you are responsible for completing a final Contractor Performance Assessment Report (CPAR) in the CPARS with 30 days of contract completion.

(3) The COR is responsible for providing necessary assistance to the Contracting Officer in performing Contract Close-out in accordance with FAR 4.804, Closeout of Contract Files.

5. The Technical Assistant (TA), if appointed, is responsible for providing routine administration and monitoring assistance to the COR. The TA does not have the authority to provide any technical direction or clarification to the contract. Duties that may be performed by the TA are as follows:

a. Identify contractor deficiencies to the COR.

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- b. Review contract deliverables, recommend acceptance/rejection, and provide the COR with documentation to support the recommendation.

- c. Assist in preparing the final report on contractor performance for the applicable contract in accordance with the format and procedures prescribed by the COR.

- d. Identify contract noncompliance with reporting requirements to the COR.

- e. Review contractor status and progress reports, identify deficiencies to the COR, and provide the COR with recommendations regarding acceptance, rejection, and/or Government technical clarification requests.

- f. Review invoices and provide the COR with recommendations to facilitate COR certification of the invoice.

- g. Provide the COR with timely input regarding technical clarifications for the statement of work, possible technical direction to provide the contractor, and recommend corrective actions.

- h. Provide detailed written reports of any trip, meeting, or conversation to the COR subsequent to any interface between the TA and contractor.

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SECTION D PACKAGING AND MARKING

N/A

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SECTION E INSPECTION AND ACCEPTANCE

Inspection Terms

Location - Government

By - Government

Acceptance Terms

Location - Government

By - Government

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SECTION F DELIVERABLES OR PERFORMANCE

CLIN - DELIVERIES OR PERFORMANCE:

CLIN 5000 - 01 October 2011 - 30 September 2012
CLIN 5001 - 01 October 2012 - 30 September 2013
CLIN 5002 - 01 October 2013 - 30 September 2014
CLIN 6000 - 01 October 2011 - 30 September 2012
CLIN 6001 - 01 October 2012 - 30 September 2013
CLIN 6002 - 01 October 2013 - 30 September 2014

Services to be performed hereunder will be provided at:

NAVMISSA
300 CONVENT ST., STE 1100
SAN ANTONIO TX 78205-3730
TEL: 210 808-0632

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SECTION G CONTRACT ADMINISTRATION DATA

Contracting Officer Representative
Harold Burkett, 10
300 Convent St., Ste 1100
San Antonio, TX 78248
harold.burkett@med.navy.mil
210-808-0686

Accounting Data

SLINID	PR Number	Amount
5000	N6890112RCW003	[REDACTED]
LLA :		
AA 9720130 1882 252 68907 0 068688 2D CW0003 6890124E174Q		
Standard Number: N6890112RCW003		
6000	N6890112RCW003	[REDACTED]
LLA :		
AA 9720130 1882 252 68907 0 068688 2D CW0003 6890124E174Q		
Standard Number: N6890112RCW003		

BASE Funding [REDACTED]
Cumulative Funding [REDACTED]

MCD 01 Funding [REDACTED]
Cumulative Funding [REDACTED]

MCD 02 Funding [REDACTED]
Cumulative Funding [REDACTED]

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SECTION H SPECIAL CONTRACT REQUIREMENTS

NA

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SECTION I CONTRACT CLAUSES

52.217-9 – OPTION TO EXTEND THE TERM OF THE CONTRACT. (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days prior to completion of the base period; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five years.

52.232-18 AVAILABILITY OF FUNDS (APR 1984)

Funds are not presently available for this contract. The Government's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are made available to the Contracting Officer for this contract and until the Contractor receives notice of such availability, to be confirmed in writing by the Contracting Officer.

(End of clause)

SUP 5252.232-9402 INVOICING AND PAYMENT (WAWF) INSTRUCTIONS (April 2008)

(a) Invoices for goods received or services rendered under this contract shall be submitted electronically through Wide Area Work Flow-- Receipt and Acceptance (WAWF):

(1) The vendor shall have their cage code activated by calling 866-618-5988. Once activated, the vendor shall self-register at the web site <https://wawf.eb.mil>. Vendor training is available on the Internet at <http://www.wawftraining.com>. Additional support can be obtained by e-mailing BUMED WAWF support at wawf@med.navy.mil.

(2) WAWF Vendor "Quick Reference" Guides are located at the following web site:
[http://acquisition.navy.mil/rda/home/acquisition one source/ebusiness/don_ebusiness solutions/wawf overvie w/vendor information](http://acquisition.navy.mil/rda/home/acquisition%20one%20source/ebusiness/don_ebusiness_solutions/wawf_overview/vendor_information).

(3) Select the invoice type within WAWF as specified below. Back up documentation (such as timesheets, receiving reports etc.) can be included and attached to the invoice in WAWF. Attachments created in any Microsoft Office product are attachable to the invoice in WAWF. Total limit for each file is not to exceed 2MB. Multiple attachments are allowed.

(b) The following information regarding invoice routing DODAACs must be entered for completion of the invoice in WAWF:

ROUTING TABLE
WAWF Invoice Type (2-in-1, Combo, or Cost Voucher) Combo

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Delivery Order Number EG02

Issuing Office DoDAAC N62645

Admin Office DoDAAC N62645

Inspector DoDAAC (usually when Inspector & Acceptor are different people) N/A

Ship To DoDAAC (for Combo), Service Acceptor DoDAAC (for 2-in-1), Service Approver DoDAAC (for Cost Voucher) N68901

Acceptance At Other DoDAAC N/A

Local Processing Office (Certifier) DoDAAC N68901

DCAA Office DoDAAC (Used on Cost Voucher's only) N/A

Paying Office DoDAAC HQ0248

Acceptor/COR Email Address Harold.burkett@med.navy.mil

(c) Contractors approved by DCAA for direct billing will not process vouchers through DCAA, but may submit directly to DFAS. Vendors MUST still provide a copy of the invoice and any applicable documentation that supports payment to the Acceptor/Contracting Officer's Representative (COR) if applicable. Additionally, a copy of the invoice(s) and attachment(s) at time of submission in WAWF must also be provided to each point of contact identified in section (d) of this clause by email. If the invoice and/or receiving report are delivered in the email as an attachment it must be provided as a .PDF, Microsoft Office product or other mutually agreed upon form between the Contracting Officer and vendor.

(d) For each invoice / cost voucher submitted for payment, the contractor shall include the following email addresses for the WAWF automated invoice notification to the following points of contact:

NAME EMAIL PHONE ROLE

Harold Burkett Harold.burkett@med.navy.mil - WAWF Acceptor

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SECTION J LIST OF ATTACHMENTS