



NATIONAL ARCHIVES

NATIONAL ARCHIVES AND
RECORDS ADMINISTRATION

REQUEST FOR QUOTATION (RFQ)

FOR

CLOUD BASED EMAIL SERVICE

RFQ: NAMA-12-Q-0075

August 1, 2012

Dear GSA Schedule Vendor:

NARA is planning to issue a Firm-Fixed Price Federal Supply Schedule (FSS) order for a Cloud Based Email Solution under the General Services Administration (GSA)'s Federal Supply Schedule 70 – *General Purpose Commercial Information Technology Equipment, Software, and Services*, Special Item Number (SIN)s 132 51 – *Information Technology Professional Services – SUBJECT TO COOPERATIVE PURCHASING* and 132 52 – *Electronic Commerce and Subscription Services*, for this acquisition. The acquisition procedures of FAR Part 8.405-2 Ordering Procedures for Supplies and Services Requiring a Statement of Work will be followed.

Rather than prescribe all aspects of a solution to industry in a Statement of Work, we have designed a Statement of Objectives, which you are invited to review carefully. While certain basic requirements are necessary for our operation and to meet our security and privacy obligations, a good portion of the solution is open to a wide variety of alternatives. The enclosed solicitation documents include a list of performance requirements which clearly identify mandatory elements of the solution, and also provide a range of possibilities for providing NARA with a highly integrated, flexible, and robust service.

The period of performance for this requirement will be a base period of September 28, 2012 through September 27, 2013 with four (4) 12-month option periods. You are invited to complete and submit a written quotation utilizing the contents of this solicitation. Your written quotation must be submitted in accordance with the procedures outlined in Enclosure 7, Quotation Submission Instructions not later than 2:00 PM ET on August 27, 2012.

To aid you in planning and quotation development, the following information is provided as enclosures to this RFQ:

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|--------------|---|
| Enclosure 1 | Schedule of Prices; |
| Enclosure 2 | Statement of Objectives (SOO) |
| Enclosure 3 | RFQ Information Sheet; |
| Enclosure 4 | Performance Requirements Matrix/NARA Cloud E-mail Mandatory Requirements |
| Enclosure 5 | FSS Order Administration (provides FSS order administration information and requests that certain data be provided by your firm); |
| Enclosure 6 | NARA Terms and Conditions (provides additional clauses that will be included as part of the task order when it is issued); |
| Enclosure 7 | Quotation Submission Instructions; |
| Enclosure 8 | Evaluation Factors for Award (describes how NARA will evaluate the quotation); |
| Enclosure 9 | Relevant Past Performance Questionnaire; |
| Enclosure 10 | Government Product Accessibility Template (GPAT) |
| Enclosure 11 | Non-Disclosure Agreement |

This request does not commit the Government to pay for any costs incurred in the preparation of this quotation or to contract for the supplies or service. All written information identified above must be submitted to the following address:

Mr. Darell Taylor (Contractor)
National Archives and Records Administration
Acquisitions Division (BA)
8601 Adelphi Road, Room 3340
College Park, MD 20740-6001

Email: darell.taylor@NARA.gov

Any prospective Vendor desiring an explanation or interpretation of the requirement must request it via e-mail by the date specified below. Vendors are requested to group and submit their questions by RFQ section, provide them in the same order found in the RFQ, and make reference to the particular section/subsection number.

Vendors questions regarding this RFQ and any terms and conditions must be submitted in writing to Mr. Thomas Maffei no later than 1:00 PM ET on August 10, 2012. Mr. Maffei may be reached at thomas.maffei@nara.gov.

Mr. Joseph D. Moore, CPCM
Contracting Officer

ENCLOSURE 1
SCHEDULE OF PRICES

1. FIRM FIXED PRICE (NTE)

The Vendor is required to furnish all the work that can be identified in advance, both in sufficient detail and quantities, and for which a fair and reasonable price can be obtained. The fixed unit price and fixed monthly rates must include the fully burdened cost for delivering the services proposed by the Vendor to meet the Objective of this solicitation.

2. SCHEDULE OF PRICES

The Government expects the Vendor to propose a one-time Firm Fixed Price for both Implementing the system, and system migration (CLIN's 0001 & 0002) the price should include all management, supervision, labor, materials, supplies, transportation and equipment required to successfully meet the Government Statement of Objectives and the Vendor's proposed solution, taking into account any related performance requirements and/or constraints listed in this RFQ.

For CLINs 0003 through CLIN 0007 (and related option period CLINs) the Government expects the Vendor to propose a monthly Fixed Price. CLINs 0003 through 0006 (and related option period CLINs) are Not To Exceed (NTE) line items. The NTE quantity is an estimated quantity based the Government's expected number of users. All Vendors are expected to submit "fixed unit price per month" pricing for CLINs 0003 through 0006 (and related option period CLINs) based on cost for proposed services for the NTE quantity per month. During FSS Order performance, the Government expects to pay only for actual quantities utilized each month up to the NTE ceiling. The basic service offering should include all items listed in the Performance Requirements Matrix (Enclosure 4) and meet all Government objectives.

For CLIN 0007 (and related option period CLINs), NARA's internal IT organization will be responsible for Tier 1 Helpdesk support (as stated in the SOO) and will provide front-line support for users to report problem with their email. The NARA team will conduct initial troubleshooting activities such as proper installation and configuration of the desktop client and internet connectivity. For issues beyond their control or ability to remedy, they will contact the Vendor's designated Helpdesk for further assistance. The Helpdesk line item is included because the Government has found through market research that some Vendors may not normally include Tier 2 & 3 Helpdesk support into the monthly subscription per user and thus charge separate for any Tier 2 & 3 Helpdesk support. The Government expects the Vendor to provide Tier 2 & 3 Helpdesk support. If the Vendor normally bills separately for this item, please include the monthly price for the base period and all option periods. Otherwise, please state, that Tier 2 & 3 Helpdesk support is included in the monthly service subscription per user.

For evaluation purposes, the "Total Price" will be determined by multiplying the "Monthly Unit Price" by twelve (12) which is the number of months in each period of

performance for the option periods. The “Total Price” for this task order will be determined by summing the “Total Price” of each separately priced NTE CLIN. The fixed unit price must include the fully burdened cost for delivering the services, deliverables, and all associated equipment required by this order.

Vendors are strongly encouraged to offer discounts against their schedule rates. The Government reserves the right to issue a task order without discussions.

Base Period - (September 28, 2012 through September 27, 2013)						
ITEM	Supplies/Services	QTY	Unit	Fixed Unit Price Per Month	MAX Number of Months	Total
0001	Implementation of Cloud Based Email System	1	Each			\$ -
0002	Migration & Transition (includes migration of user mailboxes, mailing list, calendars, and archived email)	1	Each			\$ -
0003	User Mailboxes (based on 25 Gigabytes or more of live storage per user)	5,300 NTE	Each	\$ -	12	\$ -
0004	Mobile Device Support	400 NTE	Each	\$ -	12	\$ -
0005	Records Management and Archival Capability Support	5,300 NTE	Each	\$ -	12	\$ -
0006	OPTIONAL CLIN - Archive Migration and Storage space for User Mailboxes (storage size to be proposed based on the objectives of the requirement, and each firm's commercial offering)	5,300 NTE	Each	\$ -	12	\$ -
0007	Helpdesk Support – Tier 2 and Tier 3	12	Months	\$ -	12	\$ -
0008	Travel in accordance with the PWS. [Note: Travel must be conducted in accordance with Federal Travel Regulations and must be approved by the COR prior to traveling.]	1	Lot			\$ 10,000.00 NTE
0009	RESERVED					
Total NTE Price Base Period						\$ -

NOTE: The Governments objective is to complete implementation, migration & transition (CLINs 0001 and 0002) in no more than 9 months. The Government anticipates there will be differences in each vendors timeline for implementation, migration, and transition. This will affect the actual period of performance for CLINs 0003 through 0007. Being that we cannot accurately anticipate the number of months implementation, migration & transition will take and we will have a fully operational system, for evaluation purposes we are using a “max number of Months” of 12 Months. Each vendor shall use 12 Months times the fixed unit price per month to calculate their total dollar amount for CLINs 0003 through 0007.

Option Period I (September 28, 2013 through September 27, 2014)						
ITEM	Supplies/Services	Quantity	Unit	Fixed Unit Price Per Month	Number of Months	Total
0010	User Mailboxes (based on 25 Gigabytes or more of live storage per user)	5,300 NTE	Each	\$ -	12	\$ -
0011	Mobile Device Support	400 NTE	Each	\$ -	12	\$ -
0012	Records Management and Archival Capability Support	5,300 NTE	Each	\$ -	12	\$ -
0013	OPTIONAL CLIN - Archive Migration and Storage space for User Mailboxes (storage size to be proposed based on the objectives of the requirement, and each firm's commercial offering)	5,300 NTE	Each	\$ -	12	\$ -
0014	Helpdesk Support – Tier 2 and Tier 3	12	Months	\$ -	12	\$ -
0015	RESERVED					
0016	RESERVED					
Total NTE Price for Option Period I						\$ -

Option Period II (September 28, 2014 through September 27, 2015)						
ITEM	Supplies/Services	Quantity	Unit	Fixed Unit Price Per Month	Number of Months	Total
0017	User Mailboxes (based on 25 Gigabytes or more of live storage per user)	5,300 NTE	Each	\$ -	12	\$ -
0018	Mobile Device Support	400 NTE	Each	\$ -	12	\$ -
0019	Records Management and Archival Capability Support	5,300 NTE	Each	\$ -	12	\$ -
0020	OPTIONAL CLIN - Archive Migration and Storage space for User Mailboxes (storage size to be proposed based on the objectives of the requirement, and each firm's commercial offering)	5,300 NTE	Each	\$ -	12	\$ -
0021	Helpdesk Support – Tier 2 and Tier 3	12	Months	\$ -	12	\$ -
0022	RESERVED					
0023	RESERVED					
Total NTE Price for Option Period II						\$ -

Option Period III (September 28, 2015 through September 27, 2016)						
ITEM	Supplies/Services	Quantity	Unit	Fixed Unit Price Per Month	Number of Months	Total
0024	User Mailboxes (based on 25 Gigabytes or more of live storage per user)	5,300 NTE	Each	\$ -	12	\$ -
0025	Mobile Device Support	400 NTE	Each	\$ -	12	\$ -
0026	Records Management and Archival Capability Support	5,300 NTE	Each	\$ -	12	\$ -
0027	OPTIONAL CLIN - Archive Migration and Storage space for User Mailboxes (storage size to be proposed based on the objectives of the requirement, and each firm's commercial offering)	5,300 NTE	Each	\$ -	12	\$ -
0028	Helpdesk Support – Tier 2 and Tier 3	12	Months	\$ -	12	\$ -
0029	RESERVED					
0030	RESERVED					
Total NTE Price for Option Period III						\$ -

Option Period IV (September 28, 2016 through September 27, 2017)						
ITEM	Supplies/Services	Quantity	Unit	Fixed Unit Price Per Month	Number of Months	Total
0031	User Mailboxes (based on 25 Gigabytes or more of live storage per user)	5,300 NTE	Each	\$ -	12	\$ -
0032	Mobile Device Support	400 NTE	Each	\$ -	12	\$ -
0033	Records Management and Archival Capability Support	5,300 NTE	Each	\$ -	12	\$ -
0034	OPTIONAL CLIN - Archive Migration and Storage space for User Mailboxes (storage size to be proposed based on the objectives of the requirement, and each firm's commercial offering)	5,300 NTE	Each	\$ -	12	\$ -
0035	Helpdesk Support – Tier 2 and Tier 3	12	Months	\$ -	12	\$ -
0036	RESERVED					
0037	RESERVED					
Total NTE Price for Option Period IV						\$ -

Total NTE Price for Base Period and all Option Periods		
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ENCLOSURE 2
STATEMENT OF OBJECTIVE (SOO)
CLOUD BASED EMAIL SERVICE

1.0 PURPOSE

1.1 The National Archives and Records Administration (NARA) is pursuing the acquisition of a Cloud e-mail Software as a Service (SaaS) solution with the objective of replacing its current on-premise email system (Novell GroupWise 8.0). This new system will improve business performance by providing NARA users with expanded and new capabilities reflecting current industry offerings. Additionally, the system should not involve any software development work and require minimum integration past implementation.

1.2 This Statement of Objectives (SOO) describes the goals that NARA expects to achieve with regard to the:

1.2.1 Modernization of its email system;

1.2.2 Reduction of the Government's in-house maintenance burden by providing related business, technical, and management functions;

1.2.3 Application of appropriate security and privacy safeguards; and

1.2.4 Compliance with federal records management requirements.

1.3 Ultimately, the new Email system will meet industry performance standards, offer the necessary redundancy and contingency features to meet NARA's needs, and provide state-of-the-art technology enhancements to improve user experience and minimize service disruption. The cost of operation is expected to be significantly reduced from what NARA is currently paying for its on-premise system.

2.0 CURRENT ENVIRONMENT

2.1 The current email infrastructure supporting NARA is based on Novell GroupWise 8.0. NARA currently has over 4,400 employees, contractors, and volunteers across the country with over 5,300 Novell GroupWise email accounts to support the agency. NARA has over 40 facilities nationwide including, the National Archives Building (Archives I) in Washington, D.C., the Archives II building in College Park, Maryland, the Presidential Libraries, Regional Archives and Federal Record Centers. For a full listing, please visit www.archives.gov/locations (locations identified as "Affiliated" are not applicable to this effort).

2.2 Over 99% of NARA mailboxes are currently under 25GB with a few mailboxes exceeding 25GB.

2.3 Novell GroupWise is used to provide and manage email, calendar, contact, tasks, and email archiving. Each NARA workstation has a Novell GroupWise email client installed on it. Through NARA's enterprise license with Microsoft, NARA has licenses for their Outlook client, but these are not currently installed on NARA's standard workstations.

2.4 In addition to client access to email at the desktop, email is available through Novell's Webmail and NARA's Citrix-based Work@Home remote access system. Both use RSA tokens for two-factor authentication. NARA's GroupWise post offices use the SUSE Linux operating system and are hosted on 13 servers at NARA's Archives II facility in College Park, Maryland and NARA's Continuity of Operations site. NARA also operates two Blackberry Enterprise Servers (BES) at Archives II that provides Blackberry support for approximately 400 users. The major elements of the GroupWise email system that will be affected by this investment include:

2.4.1 Hardware platforms that run GroupWise Post Offices at Archives II

2.4.2 Novell eDirectory software at all NARA sites

2.4.3 Novell GroupWise software at all NARA sites

2.4.4 Email Archives at Archives II

2.4.5 Blackberry GroupWise interface for all Blackberry users

2.4.6 Microsoft Active Directory at all NARA sites

2.4.7 All Novell GroupWise Microsoft Windows client

3.0 SCOPE. The scope of the resulting FSS order will include all cloud computing and support services required to transition, deploy, operate, maintain, and safeguard an enterprise-wide email environment.

3.1 Period of Performance. The period of performance is for a base period of 12 months from FSS order award with four, 12-month option periods. The primary place of work for technical coordination and in-person meetings will be at the Archives II facility in College Park, Maryland.

3.2 Deliverables

3.2.2 Conduct a Kickoff Meeting with NARA's project team to initiate the project.

3.3.3 Coordinate and conduct regular weekly status meetings with the NARA project staff. These meetings may either be face to face, at Archives II or via teleconference.

3.3.4 Generate and provide typical System Development Life Cycle documentation including but not limited to Requirements Analysis, Design, Test Plan, Test Results, support for C&A, Migration Plan, Corrective Action Plans, Information Assurance

Documentation, System Security Plans, and Continuous Monitoring Plans.

4.0 OBJECTIVES

4.1 Business Objectives. Replace NARA's current Novell GroupWise email environment with a new Cloud-based email solution within nine (9) months of contract award. The solution shall be integrated as seamlessly as possible with NARA's authentication scheme and improve business performance by providing NARA users with capabilities that reflect industry standards:

4.1.1 Provide enhanced and state-of-the-art email, calendar, task management, contact management, mobile device and webmail support;

4.1.2 Ensure adherence to records requirements under the records laws and access laws (i.e., the Federal Records Act and the Freedom of Information Act);

4.1.3 Provide improved email archiving capability with the ability to mark and retain data to support litigation holds;

4.1.4 Provide Full Text search capability to enable forensic investigation and e-discovery across all data, including active and archived files;

4.1.5 Provide access to instant messaging features; and

4.1.6 Provide high availability and reliability.

4.2 Technical Objectives. Procure a Cloud e-mail service with a high degree of reliability and availability agency wide, which is customizable and extendable and meets all federal and local security/ privacy mandates.

4.2.1 Provide a service that maintains a redundant email infrastructure that will ensure at least 99.9 percent availability to all NARA users.

4.2.2 Provide a Cloud e-mail service that includes effective contingency planning which include back-ups and disaster recovery capabilities.

4.2.3 Provide an email service that provides the ability, including necessary capacity and availability, which ensures immediate and uninterrupted delivery of critical email notifications in the event of an emergency.

4.2.4 Provide a Cloud e-mail service that can be displayed using plain text or rich formatting such as HTML.

4.2.5 Provide Cloud e-mail services that are dependable and provide response rates that are consistent with industry standards.

4.2.6 Provide a Cloud e-mail service that integrates seamlessly with NARA's Lightweight Directory Access Protocol (LDAP) for authentication.

4.2.7 Provide a Cloud e-mail service that ensures 100% interoperability with at least one of NARA's two email clients – MS Outlook 2007/2010 or GroupWise 8.0 and is flexible enough to be able to support an expedited migration in the event NARA decides to upgrade clients to newer versions.

4.2.8 Provide a Cloud e-mail service that ensures browser-agnostic webmail access over SSL supported by authentication against NARA's authentication service. Webmail provides the ability for users to manage and manipulate email, contacts tasks, calendars, appointment, quarantine email and out of office notifications, in addition to instant messaging capability.

4.2.9 Provide a Cloud e-mail service that includes Webmail that is supported on NARA's current browser baseline which includes Microsoft IE 8.0 and Mozilla Firefox 10.0.6.

4.2.10 Provide a Cloud e-mail service that includes a Webmail solution which can integrate with NARA's authentication infrastructure. NARA's authoritative directory service is Novell eDirectory. However, to support our existing work-at-home solution through Citrix, an instance of Microsoft Active Directory is used in conjunction with RSA Token authentication.

4.2.11 Though NARA is not currently prepared for HSPD-12 authentication, NARA's objective is to procure a system that is capable of supporting authentication using HSPD-12.

4.2.12 Provide a Trusted Internet Connection 2.0 compliant interconnection architecture and support continued compliance with OMB requirements.

4.2.13 Comply with federally mandated IPv6 requirements.

4.2.14 Provide security controls that are confirmed to meet the security standards for Moderate Impact systems as described in NIST SP 800-53 with an accepted Certification and Accreditation (C&A).

4.2.15 When no longer needed, the Cloud e-mail provider shall ensure that all electronic storage devices and the backups of those devices used to store NARA-owned data are sanitized based on "Purge" methods in accordance with NIST 800-88 media sanitization techniques. Although NARA's data is not classified, NARA will accept DoD approved media sanitization methods for data removal in accordance with DoD 5220.22-M described in the "Clearing and Sanitization Matrix" to the extent that they meet or exceed the NIST requirements. To the extent there is any inconsistency between the requirements outlined in this paragraph and paragraph 7, NARA Security of Systems Handling and Protection of Personally Identifiable Information of Enclosure 6, NARA Terms and Conditions, these requirements listed in this paragraph take precedence.

4.3 Mobile Device Support Objectives. The use of mobile devices to access email is a fundamental tool for employee productivity.

4.3.1. NARA currently has an installed base of approximately 400 Blackberry devices that must be supported. NARA currently operates two BES servers on-premise for Novell GroupWise to manage our mobile devices. The Cloud e-mail system shall implement BES or an alternative to a BES to manage NARA's Blackberry devices.

4.3.2 In the future, NARA may consider adopting other mobile device technology platforms such as Apple iPhones and iPads and the Android operating system, or other operating system.

4.4 Records Management and Archiving Objectives. As NARA migrates to Cloud e-mail, it is important to address NARA's records management responsibilities for incorporating email archiving.

4.4.1 Records management involves managing and preserving email records in accordance with records schedules and policies, including distinguishing between records that are appropriate for longer term retention periods versus less valuable records that are to be disposed of after a shorter period of time.

4.4.2 Email Archiving involves capturing and storing email records to facilitate not only records retention policies but also to support access to records, including through e-discovery and Freedom of Information Act (FOIA) requests.

4.4.3 Archiving is the process of moving data from a live or production server to a separate location for long-term retention.

- Archiving allows for the copying or transfer of files for storage.
- Archiving also allows NARA to collect, in a central repository, the email (which may include attachments, calendars, task lists, etc.) of some or all agency users.
- Archiving typically requires little to no action on the part of the user to store or manage email records.
- In Archiving, once messages are stored, authorized users are able to search the repository.

4.5 Transition Objectives. NARA intends to conduct a seamless and expedited transition from the current email environment to the Cloud e-mail solution with minimal disruption to business operations while ensuring 100 percent data integrity:

4.5.1 Plan and conduct a transition to include development and execution of migration plans from the current environment to the new environment.

4.5.2 Develop an exit/fallback strategy that will allow for transition to another email system.

4.5.3 Work with the NARA COR to determine the email and archive data to be migrated.

4.5.4 Migrate all NARA identified email to the new Cloud e-mail service environment.

4.5.5 Achieve a high degree of user acceptance and adoption using methods such as creating communication plans, detailed user manuals and on-site user training and webinars.

4.5.6 Complete the transition of all NARA users to the new Cloud e-mail system within the first 9 months of the FSS order.

4.6 Operations and Maintenance Objectives. Operate and maintain the Cloud e-mail system to satisfy the following:

4.6.1 Provide Helpdesk support beyond Tier I. This includes support such as application level support requiring configuration corrections and back-end support at the data center level that is related to network or server infrastructure. NARA's internal IT organization will be responsible for the Tier 1 Helpdesk and will provide front-line support for users to report problem with their email. The NARA team will conduct initial troubleshooting activities such as proper installation and configuration of the desktop client and internet connectivity. For issues beyond their control or ability to remedy, they will contact the Vendor's designated Helpdesk for further assistance.

4.6.2 Establish and maintain ongoing high levels of user satisfaction by achieving at least 90 percent satisfaction rating via NARA survey results.

4.6.3 Reduce the end-user burden related to the management of email in compliance with federal records management requirements.

4.6.4 Provide NARA Systems Administrators a web-based "dashboard" that enables 24x7 near real-time monitoring and visibility of:

- Cloud service performance, service status, and key performance indicators of the system against established Service Level Agreements (SLAs) and operational parameters; and
- Meaningful reporting and analytics that provide NARA with up-to-date and comprehensive information regarding technical and management performance (summarizing projected vs. actual measures)

5.0 CONSTRAINTS. This section lists laws, rules, regulations, standards, technology limitations, and other constraints that the service and/or service provider must adhere to or work under.

5.1 Access Control and User Authentication. NARA currently utilizes username and password authentication via LDAP that is tied to a Novell eDirectory account. However,

5.1.1 NARA may augment this to include PKI-based authentication via our NARA-issued HSPD-12 PIV Smart Cards in the future.

5.1.2 NARA may at a future date migrate to a different LDAP-compliant directory service such as Microsoft Active Directory.

5.1.3 The system shall be capable of integrating with any LDAP-compliant directory service.

5.1.4 Initially, the system shall be configured for authentication by username and password to NARA's LDAP authentication service. However, the system shall be able to support authentication with PKI using HSPD-12 PIV Smart Cards or RSA tokens.

5.1.5 Furthermore, the system shall offer capabilities for email encryption and signing using the PKI credentials and keys on NARA's FIC.

5.1.6 The system shall have the ability to support single sign-on capability for users.

5.1.7 The system shall ensure that every user mailbox in the email system be tied to a directory account and ensure that if a user is disabled or deleted in the directory, the email system will prevent user access to that email account.

5.2 Personnel Security Clearances. Homeland Security Presidential Directive-12 requires that all federal entities ensure that all contractors have current and approved security background investigations that are equivalent to investigations performed on federal employees. All personnel working this project shall hold a minimum of a Public Trust Position.

5.3 Non-Disclosure Agreement

5.3.1 The Vendor shall require each employee or agent that interfaces with the NARA Cloud e-mail service data, its management, hosting, and delivery to sign non-disclosure agreements prior to beginning work on the NARA FSS order.

5.3.2 Standard non-disclosure statements shall be provided as required for system administration personnel who may have access to government data in the course of their duties.

5.4 Accessibility

5.4.1 Requirements for accessibility based on Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) are determined to be relevant.

5.4.2 Information about the Section 508 Electronic and Information Technology (EIT) Accessibility Standards may be obtained via the Web at the following URL:
<http://www.Section508.gov>.

5.4.3 The Government Product/Service Accessibility Template (GPAT) is found in Enclosure 10 of this solicitation.

5.5 Data Ownership

5.5.1 All data and metadata (including but not limited to email content, sender/recipient information, traffic, contact information, calendar contents, attachments, chat transcripts etc) is and shall remain the exclusive property of the U.S. government.

5.5.2 The Cloud e-mail service provider shall ensure that NARA retains access and download capability of all NARA data on demand within one week of request, in an open format (e.g., ASCII, CSV, XML). OMB defines “open format” as: “Open format that is platform independent, machine readable, and made available to the public without restrictions that would impede the re-use of that information”
(<http://www.whitehouse.gov/sites/default/files/omb/egov/digital-government/digital-government-strategy.pdf>).

5.6 Security, Confidentiality, and Privacy. In meeting the scope and objective of this SOO, the Vendor shall protect the confidentiality of information by adhering to safeguard principles, including:

5.6.1 Emphasizing to its officers, employees, contractors, and agents the importance of protecting the confidentiality of information in cases where the identity of respondents can reasonably be inferred by either direct or indirect means;

5.6.2 Training its officers, employees, contractors, and agents in their legal obligations to protect the confidentiality of respondent identifiable information, and in the procedures that must be followed to provide access to such information;

5.6.3 Implementing appropriate measures to assure the physical and electronic security of confidential data;

5.6.4 Establishing a system of records that identifies individuals accessing confidential data and the project for which the data was required;

5.6.5 Being prepared to document their compliance with safeguard principles to other agencies authorized by law to monitor such compliance;

5.6.6 Not publishing or disclosing in any manner, without the Contracting Officer’s written consent, the details of any safeguards used by the Vendor under the resulting FSS order or otherwise provided by or for the government.

5.6.7 Work on this project will require or allow Vendor personnel access to Privacy Information. Content contained within the system is subject to the Privacy Act. As such, all personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a, and applicable agency rules and regulations. The Vendor shall refer to the RFQ attachments in this solicitation for further guidance and clarification related to rules and regulations in meeting the scope and objectives of this RFQ.

- Ensure Compliance with security and regulatory requirements defined by OMB mandate, the National Institute of Standards and Technology (NIST), the Federal Information Security Management Act (FISMA), and enhanced NARA-specific security requirements as it relates to Cloud e-mail services and IT security.
- NARA's email system shall be logically separated from all other Cloud tenants' data.
- Redundant implementation of at least two data centers located at different physical locations within the Continental United States (CONUS).

ENCLOSURE 3
RFQ Information Sheet

Vendors that do not provide the required information will not be considered for receipt of the order.

Statutory/Regulatory Compliance

IPv6 COMPLIANT: YES___ or NO___?

SECTION 508 COMPLIANT: YES___ or NO___? (Complete Enclosure 10, GPAT)

TRADE AGREEMENT ACT COUNTRY OF PRODUCTION: _____

Specific Terms, Conditions, and Administrative information

PAYMENT TERMS: _____

DELIVERY DATE: _____

NAME AND ADDRESS OF QUOTER: _____

TELEPHONE NO (INCLUDE AREA CODE) _____

FAX NUMBER: _____

E-MAIL ADDRESS: _____

ENROLLED IN CENTRAL CONTRACTOR REGISTRATION? Yes___ No___

GSA CONTRACT #: _____

DUNS: _____

Vendor Certification : [By signing the Vendor acknowledges that the information provided in response to this RFQ is correct.]

NAME AND TITLE OF SIGNER: _____

DATE OF QUOTATION: _____

ENCLOSURE 4
Performance Requirements Matrix

Overview

The purpose of the Performance Requirements Matrix is to provide the Vendor with a tool to indicate how its proposed technical solution fulfills NARA's mandatory Performance requirements. The Vendor must complete the Matrix and ensure that all requirements designated as part of its technical solution are included in its Price Quotation.

The Vendor shall confirm in this Matrix that its solution provides the specified mandatory functionality, include a short description of the capabilities it is offering for each requirement listed, and cross reference each requirement to its quotation so that evaluators will clearly see how the specific requirements have been fulfilled based on the proposed solution.

The description provided for each performance requirement is meant to be illustrative and give Vendors guidance for its quotation, but not to limit or prescribe responses or offered solutions. While the feature may be required, how it is provided and the depth and breadth of the solution's characteristics are expected to vary. Failure to show evidence in the Vendors solution that a required item is included will be viewed as a deficiency in the offer.

PERFORMANCE REQUIREMENTS MATRIX				
Category	ID Number	Performance Requirement	Vendors Quotation Section Cross Reference	Notes
General Email	1.01	The solution shall provide the ability for users to archive their emails		
General Email	1.02	The solution shall provide the ability for users to set auto-archiving rules		
General Email	1.03	The solution shall provide the ability to support offline emailing		
General Email	1.04	The solution shall provide the ability for each user to have at least 25 GB of live email storage space		
General Email	1.05	The solution shall provide the ability for administrators to put restrictions on the storage capacity		
General Email	1.06	The solution shall provide the ability to provide automated advanced notification when allocated email space is nearly full for both users and groups		
General Email	1.07	The solution shall provide the ability to attach files up to 25 MB to each email		
General Email	1.08	The solution shall provide the ability to perform spell check including spell check prior to send and "as you type" spell checking		
General Email	1.09	The solution shall provide the ability to track when emails were read and deleted		
General Email	1.10	The solution shall provide the ability to retract an email that was sent		
General Email	1.11	The solution shall provide the ability to mark emails as read, unread, set priority (high, medium, low) and apply options for different priorities and rules (such as color)		
General Email	1.12	The solution shall provide the ability to apply out-of-office rules and other auto-reply rules		
General Email	1.13	The solution shall provide the ability to set basic email formatting such as fonts, colors, and hyperlinks		
General Email	1.14	The solution shall provide the ability to set up user and group proxies and provide proxy account access to emails		
General Email	1.15	The solution shall provide the ability to "group" emails such as through folders or tags		
General Email	1.16	The solution shall provide the ability to create color code rules for emails		
General Email	1.17	The solution shall provide the ability to create auto-file/tag rules		

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General Email	1.18	The solution shall provide the ability to view emails in "threads"		
General Email	1.19	The solution shall provide the ability to save/print (including print to file) multiple attachment to a message simultaneously; instead of one by one		
General Email	1.2	The solution shall have the ability to provide group email capabilities		
General Email	1.21	The solution shall provide the ability to flag emails for follow-up		
General Email	1.22	The solution shall provide the ability to schedule emails to be sent automatically at a later time		
General Email	1.23	The solution shall provide the ability to support PKI-based encryption for email and digital signatures		
General Email	1.24	The solution shall provide the ability for a NARA-designated user to have read-only access to live mailbox accounts without the end-user's knowledge		
General Email	1.25	NARA currently has several systems that use NARA's email as a relay to send messages. This system shall provide a similar capability		
Calendar	2.01	The solution shall provide the ability to create and maintain calendar appointments		
Calendar	2.02	The solution shall provide the ability to make appointments personal or to include invitations		
Calendar	2.03	The solution shall provide the ability to accept and decline invitations as well as to have options to accept/decline as tentative or busy		
Calendar	2.04	The solution shall provide the ability to provide notifications/reminders for appointments		
Calendar	2.05	The solution shall provide the ability to perform "busy search" for appointment with other NARA email account holders.		
Calendar	2.06	The solution shall provide the ability to have shared calendar access		
Calendar	2.07	The solution shall provide the ability to set up user and group proxies and provide proxy account access to calendars		
Calendar	2.08	The solution shall provide the ability to view and print calendars by day, week, month		
Calendar	2.09	The solution shall provide the ability to integrate calendar & schedule features with NARA's Internal Collaboration Network (ICN) developed using Jive's social business software		
Calendar	2.10	The solution shall provide the ability to share non-sensitive calendar data with external applications, such as employee's personal mobile device calendar software (e.g.: iPhone calendar, etc.)		

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Calendar	2.11	The solution shall provide the ability to archive calendar appointments		
Contact Management	3.01	The solution shall provide the ability to integrate with NARA's directory service to pull contact information for users with NARA accounts		
Contact Management	3.02	The solution shall provide the ability for administrators to control user-editable contact data fields		
Contact Management	3.03	The solution shall provide the ability for users to create and maintain personal contacts. Basic contact data shall include name, phone number(s), email address(es), FAX number, and physical addresses including office suite number and mailing address		
Contact Management	3.04	The solution shall provide the ability for administrators and/or users to change user contact data		
Dynamic User Search	4.01	The solution shall provide the ability for full text searching through emails to include emails in personal archives		
Dynamic User Search	4.02	The solution shall provide the ability to search on all parts of a message to include date, sender, recipient, internal mail, external mail, keywords, and subject heading		
Dynamic User Search	4.03	The solution shall provide the ability to cascade search criteria		
Dynamic User Search	4.04	The solution shall provide the ability to filter search results based on a variety of options such as date, sender, recipient, internal mail, external mail, keywords, and subject heading		
Instant Messaging	5.01	The solution shall provide users the ability to have multiple independent chat sessions concurrently		
Instant Messaging	5.02	The solution shall provide the ability for multiple users to participate in a single chat session		
Instant Messaging	5.03	The solution shall provide the ability for chat transcripts to be saved and archived for recordkeeping		
Instant Messaging	5.04	The solution shall provide the ability for chat transcripts to be full text searchable		
Instant Messaging	5.05	The solution shall provide the ability to set user status such as online, away, do not disturb, and offline		
Task Management	6.01	The solution shall provide the ability to create and assign tasks to contacts		
Task Management	6.02	The solution shall provide the ability to set fields within tasks such as task name, task description, start/end dates, task category		
Task Management	6.03	The solution shall provide the ability to print task lists		
Task Management	6.04	The solution shall provide the ability to view/include tasks on calendar		

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Task Management	6.05	The solution shall provide the ability for users to rank tasks		
Task Management	6.06	The solution shall provide the ability to notify users of upcoming task due dates		
Task Management	6.07	The solution shall provide the ability to set up user and group proxies and provide proxy account access to tasks		
Task Management	6.08	The solution shall provide the ability to import/export tasks to a common format such as CSV		
Task Management	6.09	The solution shall provide the ability to archives tasks		
Mobile Device Support	7.01	The solution shall implement BES or an alternative to a BES to manage NARA's Blackberry devices		
Mobile Device Support	7.02	If after FSS order award NARA decides to migrate to or add additional mobile device technology platforms to our baseline, the solution shall demonstrate in its quotation that the Vendor has the ability to complete a pilot of the integration within six months and have the ability to migrate to production within another six months after successful piloting		
Filtering	8.01	The solution shall provide the ability to manage spam, phishing scams, viruses, malware, and other nuisances associated with modern email delivery		
Filtering	8.02	The solution shall provide the ability for individual users to define and manage both blacklist and white list in addition to the solution shall provide the ability for the system administrator to enforce globally-applied restrictions		
Filtering	8.03	The solution shall provide the ability to provide automated daily alerts notifying users of new quarantined emails		
Filtering	8.04	The solution shall be user configurable to receive alerts as new quarantine emails become available or at user-defined time increments.		
Filtering	8.05	The solution shall provide each user to access their new quarantined emails throughout the day		
Archiving	9.01	The solution shall provide the capability to automatically save and protect the data contained in email messages in an immutable data store. The solution will ensure that both messages and metadata shall be indexed based upon keywords and message attributes for a deterministic period of time so that it can be retrieved at a later date upon request. System administrators or designated users shall be able to dynamically set the keyword and message attributes for indexing and the deterministic period of time for retaining emails and metadata.		
Archiving	9.02	The solution shall provide the ability for email and attachment to automatically be placed under archive control		

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Archiving	9.03	The solution shall ensure that archive control provides the ability for NARA to set and apply a fixed retention period at creation, receipt, or ingestion		
Archiving	9.04	The solution shall provide the capability of automatically categorizing email and attachments based on rules established by a privileged NARA user. The rules shall be capable of being build base on combinations of: existing metadata fields, mapping dispositions from records schedules, and keywords		
Archiving	9.05	The solution shall provide the ability to suspend disposition, including purging from the system and email, attachments, and metadata fields as defined in 36 C.F.R. 1236.22 can be marked immutable at either the mailbox or message level, as defined by a privileged user or system administrator		
Archiving	9.06	The solution shall provide the ability for disposition to be resumed. Email and attachments shall be permanently deleted from all instances upon disposition, as instructed		
Archiving	9.07	The solution shall allow privileged or designated users to execute either simple keyword queries or more advanced searches through archived email		
Archiving	9.08	The solution shall allow the ability for Email to be searchable by a Government defined set of users		
Archiving	9.09	The solution shall provide users who are authorized to export and have access to the archive the ability to export messages to an open format (such as XML) at either the mailbox, individual message, or user defined group of messages level without the end-user knowing and without affecting end user capabilities		
Archiving	9.1	The solution shall provide the capability to designate content as subject to litigation hold and prohibit its destruction or alteration and the capability to export such email in an open data format.		
Immutable Email Records Management	10.01	The solution shall include an immutable email management solution integrated with the messaging system in accordance with the requirement for Federal agencies to manage the content of the email system, including but not limited to messages, attachments, and associated metadata as electronic records, per 36 CFR § 1236.20 & 1236.22. This solution shall meet requirements for maintaining records to retain functionality and integrity throughout the records' full lifecycle.		
Immutable Email Records Management	10.02	The solution shall provide for automated capture in an open format of all email messages subject to the following designated exceptions: (1) Exceptions where automated "rules" for non-capture have been determined by NARA-authorized end -user(s) in advance; (2) Exceptions based on manual actions of authorized end-users overriding the automated "rules" in place		

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Immutable Email Records Management	10.03	The solution shall allow for the preservation of all metadata fields, including but not limited to those set out in 36 CFR 1236.22, folder information, links between records and metadata, and any attachments		
Immutable Email Records Management	10.04	The solution shall provide for an automated rules-based approach to records management. The system shall have the ability to establish categories of records and categorize records within those categories to manage retention and disposal, including through transfer of permanent records to the National Archives of the United States in accordance with 36 CFR 1235; or permanent deletion of temporary records in accordance with NARA-approved retention schedules.		
Search Capability	11.01	The solution shall provide a rules engine and search capabilities for end-users to search their own mailbox		
Search Capability	11.02	The solution shall provide the capability for NARA-designated privileged users to conduct full text searches of email content, metadata and attachments; and to develop search and disposition rules and take action on the results of the rules including: (1) managing retention and deletion, copying or moving email (2) exporting of immutable copies of any system content in a way that retains records in their authentic state regardless of disposition state, for the purposes of legal proceedings, FOIA, and other compliance matters, in bulk across several mailboxes at the mailbox level, or at the individual message level, based on search results in an open format (3) deleting email from the live mailbox after a specified time period; and (4) providing for cleanup queries to reduce storage		
Search Capability	11.03	The solution shall provide individual end-users the capability to do searches and write rules to tag, move, file and cleanup their personal email		
Search Capability	11.04	The solution shall support an open API that conforms to voluntary consensus standards allowing interoperability with third party applications for clout messaging archiving services and electronic records management software applications		
Search Capability	11.05	The solution shall provide the capability for NARA to transfer all content within the email system at the termination of the FSS order to another email provider of the Agency's choosing in a non proprietary format, which maintains all links between email and associated metadata, and folder structures. Such capability shall be at the system administrator level		
Search Capability	11.06	The solution shall assure permanent deletion of all recorded information stored by the Cloud service provider in accordance with existing federal record retention schedules and applicable NIST guidance (NIST 800-88), and including any backup versions of data on termination of the FSS order and verified receipt of all recorded information to the Agency		

**ENCLOSURE 5
FSS ORDER ADMINISTRATION**

1. VENDOR RESPONSIBILITY

The Vendor is responsible for the day-to-day inspection and monitoring of the Vendor work performed to ensure compliance with task order requirements. The results of all Vendor quality control inspections conducted must be documented on inspection checklists and be made available to the Government during the term of the FSS order.

2. GOVERNMENT FSS ORDER ADMINISTRATION

A. The FSS order will be administered by:

National Archives and Records Administration
Acquisitions Division, Code BA
Room 3340
8601 Adelphi Road
College Park, MD 20740-6001

B. FSS order Administration

Contracting Officer (CO),
Any Authorized BA CO

Contract Specialist, TBD
Telephone:
Email:

3. DESIGNATION OF CONTRACTING OFFICER'S REPRESENTATIVE (COR)

A. COR: TBD
National Archives and Records Administration
8601 Adelphi Road
College Park, MD 20740-6001
Phone: TBD
E-Mail: TBD

(i) The individual named above is designated as the Contracting Officer's Representative (COR) to assist the Contracting Officer (CO) in the discharge of the CO's responsibilities. The COR is responsible for monitoring, giving progress reports to the Contract Specialist (CS), and overall technical surveillance of services to be performed under this contract and should be contacted regarding questions or problems of a technical nature. In no event will any understanding or agreement, modification, change order, or other matter deviating from the terms of the contract between the Contractor and any person other than the CO be effective or binding upon the Government.

(ii) When, in the opinion of the Contractor, the COR requests effort outside the existing scope of the contract, the Vendor must promptly notify the CO in writing.

(iii) No action will be taken by the Vendor under such technical instruction unless the CO has issued a contractual change.

(iv) The responsibilities of the COR include, but are not limited to, the following:

(a) Serve as the point of contact through which the Contractor can relay questions or problems of a technical nature to the CS and the CO;

(b) Be responsible for the inspection and acceptance of the services performed and determining the adequacy of performance by the Contractor in accordance with the terms and conditions of this contract;

(c) Confer with representatives of the Vendor regarding any non-performance or unsatisfactory performance; follow through to assure that all non-performance or unsatisfactory performance is performed/corrected or payment adjustment is recommended to the CS/CO;

(d) Review and certify invoices in accordance with invoicing instructions of the contract. Maintain a file with copies of these documents;

(e) Review and evaluate Vendor's cost estimates, furnish comments, and recommendations to the CS/CO;

(f) Advise the CS of any performance problems and make recommendations for corrective action to correct performance issues;

(g) Furnish the CS with any requests for change, deviation, or waiver (whether generated by Government personnel or Vendor personnel), including all supporting paperwork in connection with such change, deviation, or waiver;

(h) Submit a written evaluation to the CS/CO within 60 days of FSS order completion or annually on the anniversary date for task orders that include options. The evaluation should include:

(1) The quality and timeliness of the Vendor's performance; and

(2) A statement as to the uses made of any deliverables furnished by the Vendor.

4. INVOICE SUBMISSION REQUIREMENTS

A. Invoices should be submitted electronically to the following e-mail address:

NAR@BPD.TREAS.GOV.

Protected Microsoft Excel files are the preferred format. However, Adobe Acrobat Portable Document Format (PDF) and Microsoft word are also acceptable. To receive a free notification of your electronic payment, register at <http://fms.treas.gov/paid>.

(1) If electronic invoices are not possible, all original invoices submitted for payment shall be sent to:

ARC/ASD/NAR
ARC/ASD/NAR Avery 3F
Bureau of Public Debt

PO Box 1328
Parkersburg, WV 26106-1328

For Bureau of Public Debt paying office (ARC/ASD/NAR) payment and invoice questions, call 304-480-7000

(2) The Contract Specialist and the COR identified must be sent a copy of all invoices via email or mail.

B. The invoice must include the following information and/or attached documentation:

- (1) Name of the business concern and invoice date;
- (2) The complete contract number and/or delivery/task order number preceded by the letters NAMA;
- (3) Description, price, and quantity of services actually delivered or rendered and segregated by CLIN and/or SUBCLIN number(s) including dates;
- (4) Payment terms;
- (5) DUNS number;
- (6) Taxpayer Identification Number (TIN);
- (7) Government Fund Cite and DOC/ACT Number (eight digit number preceded by the letter N); and
- (8) Government Organization ordering the items.

C. All invoices will be paid using information from the Central Contractor Registration (CCR). Therefore, payment will be made to the EFT information that matches the DUNS number for this task order.

D. Vendor shall provide comprehensive, meaningful, timely and self-explanatory invoices for managed services. Vendors are encouraged to provide a pricing/invoicing milestone schedule for CLINs 0001 and 0002. This schedule should align with the proposed transition and migration plans. If no such schedule is provided, CLIN 0001 and 0002 will be invoiced and paid for only after items have been completely delivered and inspected by the Government. For CLINS 0003 through 0006 (and related option period CLINS) the Government is required to pay only for actual quantities utilized each month up to the NTE ceiling.

5. INVOICE CERTIFICATION

A. The COR will review a copy of each invoice for correctness, services performed, etc. The COR will certify the invoice and:

- (1) Submit it to the payment office for payment; or
- (2) Authorize reimbursement by Government purchase card.

B. If the COR disagrees with the invoice, the COR will immediately:

- (1) Notify the Contracting Officer and paying office;
- (2) Withhold certification or, if applicable, Government purchase card reimbursement;
- (3) Contact the Vendor to resolve any discrepancies;
- (4) Obtain a corrected invoice; as appropriate; and
- (5) Forward the corrected invoice to the paying office or authorize Government purchase card reimbursement.

C. If only a portion of the invoice costs are in dispute, the CO or COR, if assigned, will certify only the undisputed costs and, as appropriate, submit the invoice to the payment office for partial payment or authorize

only partial Government purchase card payment. The COR will work with the Vendor to resolve any remaining disputed costs.

D. If the COR cannot resolve the invoice discrepancy with the Vendor, or if a problem has been noted with the Vendor's performance, the COR must notify the Contracting Officer, in writing, with details of the problem.

6. PAYMENT

A. Payments must be made upon submission of a proper invoice. Payments will be due on the 30th calendar day after receipt of a proper invoice, or on the 30th calendar day after the date the services were accepted by the government, whichever is later.

(1) No task order payments will be made by check. Invoice payments will be made electronically in accordance with FAR 52.232-33, Payment by Electronic Funds Transfer—Central Contractor Registration.

(2) The date of payment by wire transfer through the Treasury Financial Communications System must be considered to be the date payment is made.

B. The Vendor will be paid for the work called for in the FSS order and identified as set forth in the "Line Item Description" located in Enclosure 1 of this FSS order. Payment for delivered services will be made upon submission of the Vendor's properly certified invoice.

7. FINAL PAYMENT

Before final NARA payment is made, the Vendor must furnish to the CO a written release of all claims against the Government arising by virtue of the task order, other than claims in stated amounts as may be specifically excluded by the Vendor from the operation of the release. If the Vendor's claim to amounts payable under the task order has been assigned under the Assignment of Claims Act of 1940, as amended (31 U.S.C. § 203, 41 U.S.C. § 15), a release may also be requested of the assignee. To ensure that all necessary adjustments for non-performance or unsatisfactory performance have been made and a release of claims has been submitted before the task order is closed out, the final NARA payment will be made in thirty (30) calendar days after receipt of a proper invoice, date of completion of performance, or receipt of release of claims by the CO, whichever is later.

**ENCLOSURE 6
NARA TERMS AND CONDITIONS**

**1. 52.217-7, OPTION FOR INCREASED QUANTITY -- SEPARATELY PRICED LINE ITEM
(Mar 1989)**

The Government may require the delivery of the numbered line item, identified in the Schedule as an option item, in the quantity and at the price stated in the Schedule. The Contracting Officer may exercise the option by written notice to the Contractor within *30 Days*. Delivery of added items shall continue at the same rate that like items are called for under the contract, unless the parties otherwise agree.

2. FAR 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 ; 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 66 months.

3. FAR 52.217-8, OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the task order. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Vendor within 30 days before the contract expires.

4. FAR 52.242-13 BANKRUPTCY (JUL 1995)

In the event the Contractor enters into proceedings relating to bankruptcy, whether voluntary or involuntary, the Contractor agrees to furnish, by certified mail or electronic commerce method authorized by the contract, written notification of the bankruptcy to the Contracting Officer responsible for administering the contract. This notification shall be furnished within five days of the initiation of the proceedings relating to bankruptcy filing. This notification shall include the date on which the bankruptcy petition was filed, the identity of the court in which the bankruptcy petition was filed, and a listing of Government contract numbers and contracting offices for all Government contracts against which final payment has not been made. This obligation remains in effect until final payment under this contract.

5. STANDARDS OF CONDUCT

a. The Vendor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity. The Vendor is also responsible for ensuring that its employees and those of

its subcontractor(s) do not disturb papers on desks, open desk drawers or cabinets, use Government telephones, except as authorized, or otherwise jeopardize the security and the privacy of Government employees, its clientele, and the contents and property of the federal building(s) in which the contract work is performed. Each employee or supervisor of the Vendor is expected to adhere to standards of behavior that reflect credit on themselves, their employer, and the Federal Government.

b. The Vendor shall be responsible for taking such disciplinary action, including suspension without pay or removal from the worksite, with respect to its employees, as may be necessary to enforce those standards.

c. Where applicable, the requirements of this clause shall be expressly incorporated into subcontract(s) and shall be applicable to all subcontractor employees who may perform recurring services or work at the federal building and grounds of this task order.

d. The Government retains the right to permanently remove any employee of the Vendor from performing duties assigned under this task order at the federal building or grounds should the employee's performance so warrant. The Government will request the Vendor to immediately remove any employee of the Vendor from the federal building/work-site should it be determined by the Contracting Officer that the individual employee of the Vendor is "unsuitable" for security reasons or for otherwise being found to be unfit for performing his assigned duty at a federal building. The following areas (not all inclusive) are considered justification for requesting the Vendor to immediately remove an employee from a federal building/work site:

- (1) Neglect of assigned duty and refusing to render assistance or cooperate in upholding the integrity of the security programs at the worksite;
- (2) Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records;
- (3) Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words or actions, or fighting; participation in disruptive activities which interfere with the normal and efficient operations of the Government;
- (4) Theft, vandalism, immoral conduct, or any other criminal actions;
- (5) Selling, consuming, or being under the influence of intoxicants, drugs, or controlled substances which produce similar effects;
- (6) Improper use of official authority or credentials, as a supervisor or employee of the Vendor;
- (7) Violation of Agency and Vendor security procedures and regulations; and
- (8) Violation of the rules and regulations governing federal public buildings and grounds set forth in 41 CFR Subpart 102-74 Conduct on Federal Property.

e. Following a recommendation from an Agency program official or security officer, the Contracting Officer will make all determinations regarding the removal of any employee of the Vendor from and denial/termination of clearance and access to the federal building worksite for non-performance, misconduct, or failure to abide by all laws and regulations. The Contracting Officer will verbally inform the Vendor about the employee, followed by a written confirmation or determination. Specific reasons for the removal of an employee will be provided to the Vendor in writing. In the event of a dispute, the Contracting Officer will make a final determination.

f. Upon a determination of the Government that an employee of the Vendor be removed from or denied access to a federal building worksite, the employee's clearance and access to the federal building shall be immediately revoked or otherwise terminated. Furthermore, if applicable, the building pass and/or other access device(s) previously given to the employee shall be immediately surrendered, returned, or delivered to the security officer of the federal building.

g. During the course of this task order, the Vendor may come into contact with data files subject to the Privacy Act. If this situation occurs, Privacy Act data must conform to the Privacy Act of 1974, 5 U.S.C. 552a, as amended. The Vendor also may come into contact with confidential documents and confidential information about documents and proposed Federal Agency actions. The Vendor, including Vendor's personnel, Subcontractors, and consultants must not divulge or release data or information developed or obtained in performance of this task order except to Authorized Government personnel or upon written approval of the Contracting Officer. The Vendor must not use, disclose, or reproduce proprietary data, which bears a restrictive legend, other than as required in the performance of this task order. The limitations above do not apply to data or information that has been made public by the Government.

(End of Clause)

6. COOPERATION WITH OTHER ON-SITE CONTRACTORS

a. When the Government undertakes or awards other contracts for additional work at the facilities, the Vendor shall: (1) fully cooperate with the other Vendors and Government employees and (2) carefully fit its own work to such other additional contracted work as may be directed by the COR. The Vendor shall not commit or permit any act, which will interfere with the performance of work awarded to another Vendor or with the performance of other Government employees.

b. In any case where, in the course of fulfilling the task order requirements, the Vendor disturbs any work guaranteed under another separate task order, the Vendor shall restore such disturbed work to a condition satisfactory to the COR and guarantee such restored work to the same extent as it was guaranteed under the other contract.

(End of Clause)

7. NARA SECURITY OF SYSTEMS HANDLING AND PROTECTION OF PERSONALLY IDENTIFIABLE INFORMATION (JANUARY 2010)

(a) Applicability

This clause applies to all personally identifiable information, as defined in *Section B*, regardless of the medium in which it is found and includes paper records.

(b) Definitions. As used in this clause:

“Breach” means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar situation where persons other than authorized users, and for other than authorized purpose, have access or potential access to personally identifiable information, in usable form whether physical or electronic.

“Personally identifiable information (PII)” means any information that permits the identity of an individual to be directly or indirectly inferred, including any other information that is linked or linkable to that individual regardless of whether the individual is a citizen of the United States, legal permanent resident, or a visitor to the United States. Examples of PII include the following:

- (1) Name.
- (2) Date of birth.
- (3) Mailing address.
- (4) Telephone number.
- (5) Social Security Number.

- (6) Email address.
- (7) Zip code.
- (8) Account numbers.
- (9) Certificate/license numbers.
- (10) Vehicle identifiers including license plates.
- (11) Uniform resource locators (URLs).
- (12) Internet protocol addresses.
- (13) Biometric identifiers (e.g., fingerprints).
- (14) Photographic facial images.
- (15) Any other unique identifying number or characteristic.
- (16) Any information where it is reasonably foreseeable that the information will be linked with other information to identify the individual.

“Sensitive personally identifiable information (sensitive PII)” means a subset of PII, which if lost, compromised or disclosed without authorization, could result in substantial harm, embarrassment, inconvenience, or unfairness to an individual.

(1) Complete social security numbers, alien registration numbers (A-number) and biometric identifiers (such as fingerprint, voiceprint, or iris scan) are considered sensitive PII even if they are not coupled with additional PII.

(2) Additional examples include any grouping of information that contains an individual’s name or other unique identifier plus one or more of the following elements:

- (i) Driver’s license number, passport number, or truncated social security number (such as last 4 digits);
- (ii) Date of birth (month, day, and year);
- (iii) Citizenship or immigration status;
- (iv) Financial information such as account numbers or electronic funds transfer information;
- (v) Medical information; and/or
- (vi) System authentication information such as mother’s maiden name, account passwords or personal identification numbers.

(3) Other PII may be “sensitive” depending on its context, such as a list of employees with less than satisfactory performance ratings or an unlisted home address or phone number. In contrast, a business card or public telephone directory of agency employees contains PII but it is not sensitive.

(c) *Data Security.*

(1) The Vendor shall limit access to the data covered by this clause to those employees and subcontractors who require the information in order to perform their official duties under this task order.

(2) The Vendor, Vendor employees, and subcontractors must physically or electronically secure sensitive PII when not in use and/or under the control of an authorized individual, and when in transit to prevent unauthorized access or loss.

(3) When sensitive PII is no longer needed or required to be retained under applicable Government records retention policies, it must be destroyed, as specified in the task order, or if not specified in the task order, through means that will make the sensitive PII irretrievable.

(4) The Vendor shall only use sensitive PII obtained under this task order for purposes of the task order; it shall not be disclosed, released, disseminated, or published without the prior written consent of the Contracting Officer.

(5) If it is established elsewhere in this task order that information to be utilized under this task order, or a portion thereof, is subject to the Privacy Act, the Vendor will follow the rules and procedures of disclosure set forth in the Privacy Act of 1974, 5 U.S.C. 552a, and implementing regulations and policies, with respect to systems of records determined to be subject to the Privacy Act.

(6) At expiration or termination of this task order, the Vendor shall turn over all sensitive PII obtained under the task order that is in its possession.

(d) *Systems Access.* Work to be performed under this task order may require the handling of PII. The Vendor shall provide the Government access to, and information regarding those systems handling sensitive PII for the Government under the task order, when requested by the Government, as part of the Vendor's responsibility to ensure compliance with security requirements, and shall otherwise cooperate with the Government in assuring compliance with such requirements. Government access shall include independent testing of controls, system penetration testing by the Government, Federal Information Security Management Act data reviews, and access by agency Inspectors General (IG) for IG reviews.

(e) *Systems Security.*

(1) In performing its duties related to management, operation, and/or access of systems containing PII under this task order, the Vendor, its employees and subcontractors shall comply with all applicable security requirements and rules of conduct applicable to the agency's systems as described in:

- a) NARA Directive 1608;
- b) NARA Notice 2010-045;
- c) NARA Penalty Guide (Personnel 300, Appendix 752A - Penalty Guide); and
- d) [NARA's Media Protection Methodology](#)

(2) In addition, the use of Vendor-owned laptops or other portable storage devices to process or store sensitive PII is prohibited under this task order until the Vendor provides, and the Contracting Officer, in coordination with the Senior Agency Official for Privacy or the SAOP's designee, approves the Vendor's written acknowledgment that the following requirements are met:

(i) Laptops and other portable storage devices must employ encryption that is NIST Federal Information Processing Standard (FIPS) 140-2 validated (or its successor), and approved;

(ii) The Vendor has developed and implemented a process to ensure that security and other applications software are kept current;

(iii) Mobile computing devices utilize anti-virus software and a host-based firewall mechanism;

(iv) Removable media, such as hard drives, flash drives, devices with flash memory, CDs and floppy disks containing sensitive PII shall not be removed from a Government facility unless they are encrypted using a NIST FIPS 140-2 or successor approved product;

(v) When no longer needed, all removable media, hard drives, and flash memory shall be destroyed in accordance with Government security requirements identified in NARA's Media Protection Methodology;

(vi) The Vendor shall maintain an accurate inventory of devices used in the performance of this task order;

(vii) Vendor employee annual training and rules of conduct/behavior shall be developed by NARA as part of its annual PII training program. This training will be completed within 30 days of task order employees beginning work on a sensitive PII project and thereafter annually. Such completion will be acknowledged by employees in writing and reported to NARA's Senior Agency Official for Privacy or the SAOP's designee

(viii) All sensitive PII obtained under this task order shall be removed from Vendor-owned information technology assets upon termination or expiration of Vendor work. Removal must be accomplished in accordance with [NARA's Media Protection Methodology](#), which the Contracting Officer will provide at the outset of work and later upon request. Certification of data removal will be performed by the Vendor's Project Manager and written notification confirming acknowledgment will be delivered to the Contracting Officer within 30 days of termination/expiration of Vendor work.

(ix) Back up of any systems or files containing PII shall be treated in the same manner as the original data containing PII, with the same protections and obligations.

(3) The Vendor shall require FIPS 140-2 (or successor) encryption of any sensitive PII when transmitted electronically across the Internet or other public works.

(f) *Breach Notification to Government.*

(1) The Vendor has been provided with: NARA Directive 1608, and is aware of its roles, responsibilities, and relationship with the Government in case of data breach.

(2) In the event of any actual or suspected breach of sensitive PII, the Vendor shall immediately, and in no event later than one hour of discovery, report the breach to the Contracting Officer, the Contracting Officer's Technical Representative (COTR), the Senior Agency Official for Privacy and the Chief Information Officer in accordance with NARA Directive 1608,

(3) The Vendor is responsible for positively verifying that notification is received and acknowledged by appropriate Government parties identified in subparagraph (2) above.

(g) *Flowdown-of security requirements to subcontractors.*

(1) The Vendor shall incorporate the substance of this clause, its terms and requirements including this paragraph (g), in all subcontracts under this task order, and require written subcontractor acknowledgement of same.

(2) Violation by a subcontractor of any provision set forth in this clause will be attributed to the Vendor.

(End of clause)

8. CONFLICTS OF INTEREST

- a. If during the course of quoting on or performing this task order, the Vendor hires employees, consultants or subcontractors that are concurrently performing other work for NARA, they must notify the TPOC.
- b. The Vendor represents that it has disclosed to the Contracting Officer, prior to award, all facts relevant to the existence or potential existence of organizational conflict of interest as that term is used in FAR Subpart 9.5. The Vendor represents that if it discovers an organizational conflict of interest or potential conflict of interest after award, a prompt and full disclosure must be made in writing to the Contracting Officer. This disclosure must include a description of the action the Vendor has taken or proposes to take in order to avoid or mitigate such conflicts.
- c. The Vendor's employees assigned to work on this task order have an affirmative obligation to disclose to the Contracting Officer any personal or business relationship with Government personnel, or financial interests, which could present the appearance of an existing or potential conflict of interest.

9. CONFIDENTIAL INFORMATION:

- a. Confidential information is any information that, if subject to unauthorized access, modification, loss, or misuse could adversely affect the national interest, the conduct of Federal programs, or the privacy of individuals, but has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense or foreign policy. Confidential information also includes proprietary data and information for which other restrictions on access apply.
- b. The Contracting Officer and the Vendor may, by mutual consent, identify elsewhere in this contract specific information and/or categories of information which the Government will furnish to the Vendor or that the Vendor is expected to generate which is confidential. Similarly, the Contracting Officer and the Vendor may, by mutual consent, identify such confidential information from time to time during the performance of the contract. Failure to agree will be settled pursuant to the "Disputes" clause.
- c. While in the course of performance of this Contract, the Vendor may have access to confidential information and communications, including but not limited to Personally Identifiable Information (PII). Confidential information may be contained in printed material or on electronic media. The Vendor will preserve the confidentiality of all such information and communications and agrees not to disclose, release, disseminate, or publish any such information or communications for any purposes whatsoever without the prior approval of the Contracting Officer. Failure to comply with the provisions of this Paragraph will be grounds for Termination for Default and the Vendor may be liable for damages. This provision shall survive the expiration or termination of the period of performance of this Contract.
- d. If it is established elsewhere in this contract that information to be utilized under this contract, or a portion thereof, is subject to the Privacy Act, the Vendor will follow the rules and procedures of disclosure set forth in the Privacy Act of 1974, 5 U.S.C. 552a, and implementing regulations and policies, with respect to systems of records determined to be subject to the Privacy Act.
- e. During the course of the performance of this Contract, the Vendor may have access to and use of data and information which may be considered proprietary by other Vendors, or which may otherwise be of such a nature that its dissemination or use, other than in performance of this Contract, would be adverse to the interest of NARA and these other Vendors.

- f. Except as may be otherwise agreed to with these other Vendors, the Vendor agrees that it will not use, disclose or reproduce proprietary data and information belonging to these other Vendors other than as required in the performance of this FSS Order; provided, however, that nothing herein shall be construed as: (1) precluding the use of any such data or information independently acquired by the Vendor without such limitation; or (2) prohibiting an agreement at no cost to NARA between the Vendor and these Vendors which provides for greater rights to the Vendor.
- g. When considering a request to disclose, release, disseminate, or publish confidential information, the Contracting Officer will consult with appropriate program and legal officials.
- h. At the discretion of the Contracting Officer, the Vendor's employees may be required to sign a non-disclosure agreement prior to performing any work under this contract.
- i. The terms of this paragraph apply to all Vendor employees, subcontractors and consultants and must be incorporated into any subcontract.

10. THIRD PARTY REQUEST FOR DATA:

The Vendor will:

- a. Immediately notify the Government of any subpoenas, warrants, or other legal orders, demands or requests received by the Vendor seeking Government and/or End User Data maintained by the Vendor;
- b. Consult with the Government regarding its response;
- c. Cooperate with the Government's requests in connection with efforts by the Government to intervene and quash or modify the legal order, demand or request; and
- d. Upon the Government's request, provide the Government with a copy of both the demand or request and its proposed or actual response.

11. OTHER TERMS AND CONDITIONS

- a. Exceptions Taken to any Terms and Conditions Stated in the RFQ. Complete rationale, justification, and cost impact must be included on a separate sheet, titled "Exceptions", within the Vendor's quotation. If this sheet is not included the government may consider your quotation containing no exceptions. The Government advises Vendors that it intends to evaluate quotations and award an order without discussions.

12. REIMBURSEMENT OF TRAVEL COSTS

- a. The Government shall reimburse the Vendor for non-local travel costs only in support of this effort upon the Vendor's submission of an invoice in accordance with the task order's "Invoice Submission Requirements" Clause.
- b. Local Travel. The cost of local travel, meal, and/or incidental expenses will not be reimbursed for Vendor performance within a 60-mile radius of vendor's location in reference to work site or if the vendor or personnel is located within a 60-mile radius of Washington, DC.

- c. Non-Local Travel. Areas of travel, the Vendor must travel to in order to support this effort outside of a 60-mile radius stipulated in paragraph b, Local Travel above.
- d. Requests for travel related to this effort must be submitted to the COR in writing for approval prior to travel. The Vendor must receive written prior approval by the COR before engaging in non-local travel to support this effort.
- e. All non-local travel must be performed in accordance with Federal Travel Regulations (FTR). Reimbursement of non-local travel costs shall be limited to reasonable coach airfare rates and Federal Travel Directory per diem and car rentals, as applicable, in effect for the area at the time of the travel.
- f. No handling charges, indirect costs, profit, or fee shall be reimbursed for the non-local travel costs.
- g. The Vendor shall notify the COR in the event that travel costs are expected to exceed the NTE price set aside for each performance period. The Contracting Officer must approve any change in the NTE travel price.
- h. Travel expenses (with supporting documentation) shall be submitted with the Vendor's Invoice.

**ENCLOSURE 7
QUOTATION SUBMISSION INSTRUCTIONS**

The National Archives and Records Administration (NARA) requires Vendors to provide a written quotation to NARA officials for the purposes of assuring that the prospective Vendor fully understands the scope of this task order and has the capability to successfully accomplish NARA objectives listed in the SOO. NARA intends to issue a Fixed-Price FSS order based on initial quotations. NARA will incorporate the proposed PWS, quotation, and SLA’s into the fixed price order. Therefore, the Vendor's initial quotation should contain the Vendor's best terms from a price and technical standpoint. Accordingly, each offer should be submitted in as complete form as possible.

1. Quotation organization.

Quotation materials will be organized in three volumes: Technical/Management Volume, Relevant Past Performance, and Price Volume. The Volumes are outlined in the table below. Each offer shall provide all Price information they submit in and only in the Price Volume (Volume 3). The Technical/Management and Relevant Past Performance volumes must not include any price or cost information. However, resource information such as data concerning labor hours, categories, material, and subcontracts (if applicable) must be contained in the quotation so that the Vendor’s pricing methodology can be clearly understood. Volume 3, Price, shall be a separate electronic file from any other part of the submission. For evaluation purposes, Vendors shall assume a task order start date of September 28, 2012.

Volume/Tab	Title	Page Limitation
	Technical	
Volume 1	Technical/Management Volume	130
Section I	Technical Approach	
Part A	Performance Requirements Matrix	
Part B	Data Migration Plan	
Part C	Usability and Functionality	
Part D	Resiliency, Redundancy, and Reliability	
Part E	Privacy, Security, and Section 508 Compliance	
Section II	Management Approach	
Part A	Service Level Agreements (Not included in page limitation)	No Limit
Part B	Transition Strategy and Training Plan	
Section III	Performance Work Statement (PWS)	No Limit
Section IV	Optional Service Offerings (Not included in page limitation)	No Limit
	Relevant Past Performance	No Limit
Volume 2	Relevant Past Performance	
Section I	Past Performance Questionnaires	

Volume/Tab	Title	Page Limitation
	Price	
Volume 3	Price Quotation	No Limit

1.1 Instructions for Volume 1 Technical/Management Volume

This volume will be used to evaluate the technical capabilities of the Vendor as well as the functions and features of the services being offered. The Vendor is encouraged to submit innovative solutions that meet NARA’s objectives for this procurement. In formulating its technical and management solution, Vendors should consider all available information from the Statement of Objectives, Attachments to the RFQ, and industry best practices.

A cover letter shall accompany the Technical/Management Volume to set forth any information that the Vendor wishes to bring to the attention of the Government. The cover letter shall also stipulate that the Vendor’s quote is predicated upon all the terms and conditions of this RFQ. In addition, it must contain a statement that the Vendor’s acceptance period is valid for at least 90 calendar days from the date of receipt by the government.

1.1.1 Technical Approach (Volume 1, Section I)

1.1.1.1 Part A: Performance Requirements Matrix

The Vendor shall complete and return Enclosure 4 Performance Requirements Matrix to demonstrate its approach for meeting NARA’s mandatory technical requirements. The Vendor shall use the Performance Requirements Matrix provided in the RFQ to cross-reference desired technical requirements to their proposed solution. Instructions for completing the Performance Requirements Matrix are included in Enclosure 4.

1.1.1.2 Part B: Data Migration Plan and Recommendations

Provide a Data Migration Plan. The Vendor’s Data Migration Plan shall address security and privacy of data, data reconciliation and cleanup, timing, duration and scope of testing and parallel operations, the development of automated tools to support data migration and the responsibilities and authority of persons participating in the data migration. The migration approach shall also address post-migration error correction contingencies. Additionally the Data Migration Plan shall include the Vendor’s method of establishing user accounts and transfer of contact and current calendar information from the existing to the target system. The Plan shall also include proposed methodologies for migrating all e-mail (archived and current) and other applicable data and/or configurations to the target environment.

1.1.1.2 Part C: Usability and Functionality

The Vendor shall include a discussion of their service offerings’ features, functionality, capabilities, and usability and how these are expected to improve the Government’s productivity and user experience. Vendors should focus on NARA’s objectives and performance requirements listed in Enclosure 4 and tailor their solution accordingly. Topics should include but are not limited to the following areas:

- Overall user experience
- Ease of use
- Required training to gain proficiency using service offerings given the Government's "as-is" state
- Overall services' functionality
- Records Management and Email Archiving capabilities
- Offline access to email search capabilities
- File attachment management
- Contact management and synchronization
- Collaboration Features
- Mobile device support
- Dynamic user Search
- Filtering
- Calendar management and synchronization
- Task management and synchronization
- Standard mailbox size
- Interoperability with the Government's installed base of software
- Federal friendly licensing

1.1.1.3 Part D: Resiliency, Redundancy, and Reliability

The Vendor shall describe and demonstrate the robust nature of its technical solution and demonstrate how its particular approach will ensure that the Vendor's Cloud services can deliver the resiliency, redundancy, and reliability defined in the Vendor's SLAs. The Vendor shall provide a description of the infrastructure (hardware and software) architecture and network specifications (including a minimum of two data center facilities at two different and distant geographic locations located within CONUS), access points, and connectivity, or other relevant technical details to show evidence of the ability to provide services required. The Vendor shall describe its solution for redundancy and reliability including disaster recovery and continuity of operations strategies, plans, and tests. The Vendor shall describe its philosophy and approach to technology refresh, patching, and upgrades as well as the Vendor's controls for testing and deployment of new technologies/releases.

1.1.1.4 Part E: Privacy, Security, and Section 508 Compliance

The Vendor shall describe its understanding of and preparation to comply with the Government's requirements for privacy protection, security readiness, and accessibility compliance (Section 508). Vendors shall fully describe their approach to meeting the Privacy/Security Objectives and constraints listed in the SOO. The Vendor will describe the normal methods it uses to clear personnel for access (background checks, etc.)

Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) technical standards, functional performance criteria, and information, documentation, and support requirements from 36 CFR part 1193 Subparts B, C, and D have been determined to apply to this acquisition. Vendors must describe how their proposed Electronic and Information Technology (EIT) solution (deliverables as well as information, documentation, and support proposed in their EIT solution) meet at least those technical provisions, functional performance criteria, and information, documentation, and support requirements identified in the Government Product/Service Accessibility Template (GPAT). The GPAT is found in Enclosure 10 of this RFQ.

1.1.2 Management Approach (Volume 1, Section II)

1.1.2.1 Part A: Service Level Agreements (SLAs)

The Vendor shall provide in this part of its quotation all SLAs related to the comprehensive list of the services that the Vendor proposes to fulfill the objectives of this RFQ. The Vendor shall provide standard industry metrics and measures for establishing performance levels for each service. In addition, the Vendor shall provide SLAs related to notifications of security breaches, compromises of data, and corruption of data, which clearly define who is responsible to provide the remedy to the impacted accounts where individual Personally Identifiable Information (PII) is exposed. The Vendor's SLAs shall include metrics related to resolving issues with service and clearly define the Vendor's escalation policy and procedures. Further, the SLAs shall clearly define how metrics and measures are calculated.

1.1.2.2 Part B: Transition Strategy

Transition Strategy: The Vendor shall include in this part of its quotation a description of its transition support service offerings and a strategy and plan for transitioning NARA to the new e-mail Cloud service with minimal risk and disruption of business. Where appropriate, the Vendor shall address how its service offerings will enable the rapid decommissioning of the associated legacy systems. The Vendor shall describe the proposed schedule and tasks required to implement new capabilities and decommission legacy systems and explain how the schedule and tasks are aligned and integrated with the Vendor's deployment and Training Plan. The Vendor shall propose all necessary support and services to provide a successful and uneventful implementation to include planning, execution, and post implementation.

The Vendor shall include in this section an exit strategy for transitioning and migrating away from the new Cloud services environment should this be required in the future. The Vendor shall affirm that they will exercise its best effort, and cooperate in all activities necessary to coordinate and phase-in task performance by a successor party, such that an orderly and efficient transition occurs between the Vendor and the successor performing party. The Vendor shall explain the approach or options for continued access to archive or litigation hold data. The Vendor will cooperate in a periodic test of the exit strategy on a small percentage of the accounts.

Training Plan: As part of its transition strategy, the Vendor shall provide a Training Plan that describes the standard training or educational tools and mechanisms which are normally provided as part of the base solution (at no additional cost.) The Training Plan should clearly identify the target audiences (technical and system administration staff or end user) for each training approach.

1.1.3 Performance Work Statement (PWS) (Volume 1, Section III)

In this part, the Vendor shall provide its proposed PWS describing the activities and measurable outcomes required to implement and perform its proposed solution. The PWS shall include a level of detail sufficient to manage the work performed as well as producing the associated deliverables and reports. In addition, the Vendor shall provide a milestone schedule for the completion of the mandatory work required to transition to the new, fully operational capability.

1.1.4 Optional Service Offerings (Volume 1, Section IV)

The Vendor may choose to submit optional service offerings in this section of their quotation. This section shall include any additional service offerings related to the e-mail and collaboration base solution proposed by Vendors. NARA will make a business decision as to whether or not to exercise any of these Optional Service Offerings after task order award depending upon considerations such as their cost effectiveness or technical superiority to existing avenues of providing the service. When offering these services, the Vendor shall propose all necessary qualified personnel, facilities, access, equipment, supplies, services, subcontractors, and related administrative, information technology support, and functionality to provide any optional services. These services should be proposed as Optional Service Offerings that the government may exercise in addition to the mandatory requirements and be clearly and separately priced in the Price Volume - **base period only**. As part of the Optional Service Offerings, please indicate whether the Vendor can support data encryption for data at rest and if so, what, if any, impact does such data encryption have on performance. Please also indicate whether date encryption for data at rest can be applied to a subset of email users or must it be applied to all email users. Other examples of optional service offerings include additional training, services for other smart phones, social networking integration, and additional collaboration tools.

NOTE: OPTIONAL SERVICE OFFERINGS WILL BE EVALUATED AS OUTLINED IN ENCLOSURE 8, EVALUATION FACTORS FOR AWARD, BUT PRICING OF OPTIONAL SERVICE OFFERINGS WILL NOT BE EVALUATED.

1.2 Instructions for Volume 2 Past Performance Documentation

The quotation must describe the Vendor's recent and relevant corporate performance on contracts related to the tasks in the PWS. Relevant contracts are those contracts that are of similar scope, magnitude, nature, and work. The Vendor's relevant past performance information must include the following:

- a. Contract Number(s); type of contract; period of performance; total original, present, or final contract dollar value; and specify whether the Vendor was the prime Vendor or the sub-contractor. (Please verify the telephone numbers provided are current and correct).
- b. Company or Agency's name, address, e-mail address, telephone and fax numbers (both contractual and technical personnel) at the Federal, State, Local Government, or Commercial entity for which the contract was performed. If Vendor was performing as a sub-contractor on the contract, they must clearly indicate the extent of involvement of sub-contractor work in the effort such as, 40% of the total labor hours or total contract dollar value.
- c. Detailed description of the work performed and comparability to the quoted effort. Rationale must be provided to demonstrate how contract work is comparable to quoted effort.
- d. Clear statements describing whether the contract services and schedules were completed on time, with a quality product conforming to the contract, without any degradation in performance or customer satisfaction. Provide an assessment of the performance (technical and schedule) on these past programs and support these assessments with metrics, such as award or incentive fees earned.

- e. The number; type; frequency; duration and impact of any quality, delivery or cost problems in performing the contract; the corrective action taken, if any; and the effectiveness of the corrective action.
- f. Vendors must submit similar past performance information on quoted sub-contractors. Sub-contractor past performance must be relevant to that required under this RFQ and to the work to be subcontracted. The quote must describe the amount of work and criticality of the work to be subcontracted. Such sub-contractor work must clearly indicate the extent of involvement of the sub-contractor(s) in the quoted effort such as 20% of the total labor hours and why such sub-contractor experience is relevant considering the sub-contractor effort quoted.
- g. Vendors must either provide the above information or affirmatively state in writing that it possesses no relevant directly related or similar past performance. The affirmative statement of “No Relevant Past Performance” is required to receive the neutral rating for this factor.

1.2.1 Past Performance Questionnaires (Volume 2, Section I)

The Government requests that Enclosure 9, *Relevant Past Performance Questionnaire* be forwarded to your references, completed by your references, and returned by your references directly to the NARA Contract Specialist shown above by no later than the due date of the RFQ (ideally timed to coincide with submission of the Relevant Past Performance volume). It is the responsibility of the Vendor to ensure that the references submit the completed surveys in a timely manner. Vendors are encouraged to verify that references are willing to provide the past performance information prior to designating the person/agency as a reference.

The Vendor shall submit no more than five references for relevant past performance during the last five years. If Vendors have no relevant past performance they must submit a statement affirming they have no relevant past performance.

Failure to submit the required Relevant Past Performance Information by the due date of the RFQ may result in rejection of the quote unless the Vendor has certified that it has no relevant, directly related or similar past performance experiences, and the Vendor submits an affirmative statement verifying this fact to NARA by the RFQ due date.

1.3 Instructions for Volume 3 Price

The price quotation shall be consistent with the Vendor’s GSA Schedule, inclusive of any discounts offered. The Vendor shall provide an excel spreadsheet following the format provided in Enclosure 1 Schedule of prices. Submission of certified cost or pricing data is not required. The Vendor shall provide pricing inclusive of all the mandatory capabilities. If proposing optional services, Vendors must clearly identify and separately price all optional service offerings. Optional service offerings should not be included in the price for the base requirements. Vendors may add rows to the table, as needed.

- a. Performance is for the required services in the schedule of prices, Enclosure 1. For pricing purposes, the Vendor must use a start date of September 28, 2012.

- b. The Vendor must provide the following information on the first page of the pricing quotation:
 - (1) RFQ Number;
 - (2) Name and address of Vendor;
 - (3) Name and telephone number of point of contact;
 - (4) Name of contract administration office (if available);
 - (5) Type of order; and
 - (6) Quoted prices per the Schedule of Prices - best prices offered to the Government (See Enclosure 1).
- c. The Vendor must provide a copy of their GSA Schedule contract and their GSA Schedule Price List with Labor Category definitions.
- d. All other direct costs (ODCs) items must be separately identified and explained. Failure to identify and explain ODCs may result in the rejection of ODCs.
- e. Vendors must submit an electronic copy via email in a format compatible with the Microsoft Excel software program (2003 or later). NARA utilizes these files during the review of quoted prices for such things as math checks, the use of correct escalation, and other evaluation procedures. Vendors must include the formulas and factors used in calculation of the data.

1.4 Quotation Format and Submission

- a. Quotation Format. Vendors shall use only 8.5 inch by 11 inch paper, single-spaced pages with standard margins. Number each page consecutively, except title pages/cover pages, tables of contents, and glossaries. Do not use a type smaller than 12 point, with Times New Roman font. Do not use a type smaller than 10 point for tables and 9 point for graphics.
- b. Quotation Submission. NARA prefers that vendors submit quotations via email to Darell Taylor at darell.taylor@nara.gov. However, it is acceptable for vendors to mail quotations (1 hardcopy and 1 CD) to: National Archives and Records Administration, Acquisitions Division (BA), Attention: Darell Taylor (Contractor), 8601 Adelphi Road, Room 3340, College Park, MD 20740-6001. In person submissions are not allowed as security officers cannot accept packages.

**ENCLOSURE 8
EVALUATION FACTORS FOR AWARD**

The Vendor's quotation will be evaluated in accordance with FAR 8.405-2(d). Selection of the Vendor to perform this task order will be based on NARA's assessment of the best value to the Government when considering the technical evaluation factors and price. The selection decision will be based on the following factors:

- a) Non-Price factors:
 - Factor 1: Technical Approach
 - Factor 2: Management Approach
 - Factor 3: Relevant Past Performance
 - Factor 4: Performance Work Statement
 - Factor 5: Optional Service Offerings

- (b) Price Factor (Factor 6)

Order of Importance: There are five technical, non-price factors. Factors 1,2,3, and 4 are of equal importance. Technical, Non-price factor 5 is the least important of all other technical, non-price factors. The technical non-price factors, when combined, are significantly more important than the price factor.

1.0 NON-PRICE EVALUATION FACTORS

1.1 Factor 1 - Technical Approach

The Vendor will be evaluated on its technical capabilities as well as the capabilities of the offered services. The Vendor will be evaluated on its innovative solutions and approaches to fulfilling NARA's objectives as stated in the SOO. The Government will evaluate the Vendor's Technical Approach to determine the manner and extent to which the Vendor's proposed services (Performance requirements) and infrastructure will meet the government's objectives as described in the Statement of Objectives (SOO) and the requirements in the RFQ. The Government will also evaluate the extent to which the risks associated with the program are identified and mitigated against in the Vendor's proposed solution. Specifically, NARA will focus on the following areas of the quotation:

- (a) *Performance Requirements Matrix:* The Government will evaluate the manner and extent to which the Vendor's Technical Approach fulfills NARA's mandatory performance requirements (see Enclosure 4, Performance Requirements Matrix).

- (b) *Data Migration Plan:* The Government will evaluate the manner and extent to which the Vendor's proposed Data Migration Plan and Recommendations fulfill the program objectives, satisfies the program requirements, and mitigates risk.

- (c) *Usability and Functionality:* The Government will evaluate the Vendor's system features, functionality and capabilities to ensure they meet industry performance and interoperability standards and utilize best practices as indicated in the SOO. The Government will evaluate service offerings interoperability with the Government's installed base of software and hardware, including mobile devices. The Government will ensure that the Vendor demonstrates capabilities to meet objectives and potentially improve user experience and

productivity.

- (d) *Resiliency, Redundancy, and Reliability:* The Government will evaluate the manner and extent to which the Vendor's Technical solution delivers a robust design and demonstrates how its particular approach will ensure that the Vendor's Cloud services can deliver the resiliency, redundancy, and reliability as defined in the Vendor's SLAs. The Government will verify that the Vendor's solution includes the minimum requirement for two geographically separated data centers within CONUS.
- (e) *Privacy, Security, and Section 508 Compliance Readiness:* The Government will evaluate the manner and extent to which the Vendor's Technical Approach fulfills NARA's privacy, security, and accessibility (Section 508) requirements. The Government will evaluate the proposed solution's adherence to requirements for protecting Personally Identifiable Information (PII) and to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations. The Government will evaluate the proposed solution's ability to maintain a secure hosting environment and for meeting the security standard for Moderate Impact systems as described in NIST SP 800-53 as well as the Vendor's approach for obtaining accepted Certification and Accreditation (C&A).

1.2 Factor 2 – Management Approach

The Vendor will be evaluated on its management approach and capabilities for fulfilling NARA's objectives as described in the Statement of Objectives (SOO) and the requirements in the RFQ. The Government will also evaluate the extent to which the risks associated with the program are identified and mitigated against in the Vendor's proposed solution. Specifically, NARA will focus on the following areas of the quotation:

- (a) *Service level Agreements:* The Government will evaluate the manner and extent to which the Vendor's SLAs provide sufficient availability assurance, operational support, customer notification, escalation procedures, and metrics that demonstrate a highly robust offering for NARA that fulfills the program objectives and satisfies the program requirements. The Vendor will be evaluated on the extent and completeness to which the Vendor's SLAs define a basis for guaranteed performance as it relates to their solution and its availability. The Government will evaluate the Vendor's SLAs to determine the extent to which the proposed metrics are meaningful to NARA's business goals and the objectives of this procurement. The Government will evaluate the extent to which the Vendor minimizes NARA's management burden by providing NARA with the tools required to effectively monitor the parameters of service described in the SLAs, identify violations, and calculate related penalties. The Government will evaluate the extent to which the Vendor's SLAs include innovative penalty structures that incentivize performance. The Government will evaluate the Vendor's SLAs to determine the extent to which they reflect industry standards.
- (b) *Transition strategy and Training Plan:* The Government will evaluate the manner and extent to which the Vendor's transition strategy and training plan provide confidence that a smooth transition has been sufficiently designed, has adequately identified and mitigated risks, is feasible, practical, complete, and executable, and fulfills the program objectives and satisfies the program requirements. The Government will evaluate the exit strategy provisions to insure they are adequate and practical and to determine the way in which they

provide access to archive and litigation hold data.

1.3 Factor 3 – Relevant Past Performance

Relevant Past Performance. The Vendor will be evaluated to assess the demonstrated quality of performance on recent and relevant work, to include the ability to control the quality and cost of work, timeliness of performance, and effectiveness at accomplishing goals. Additionally, the Government may evaluate past performance information from outside sources such as information from the Past Performance Information Retrieval System (PPIRS) at www.ppirs.gov to evaluate the Vendor's past performance. The Government reserves the right to interview sources with knowledge of the Vendor's past performance.

1.4 Factor 4 – Performance Work Statement (PWS)

The Government is looking for innovative and feasible solutions. The Government will evaluate the Vendor's Performance Work Statement (PWS) based on its feasibility, practicability, innovativeness, and appropriateness in accomplishing the objectives of this RFQ. The Government will evaluate the manner and extent to which Vendors applied industry standards and benchmarks in the development of the offered services. Additionally, the Government will evaluate the feasibility and innovation applied in the development of the PWS, effectiveness of the schedule, defined milestones and work approach. The Government will also evaluate the Vendors on the clarity of their approach and their ability to convey to the Government their capability to perform the requirements of this RFQ with minimal risk and yet with innovative and cost effective ideas.

1.5 Factor 5 – Optional Service Offerings

Vendors have been given an opportunity to provide optional services (see Enclosure 7, Quotation Submission Instructions, paragraph 1.1.4, Optional Service Offerings (Volume 1, Section IV)). In order for the Government to view these as viable offerings that may add value *to* our requirement or to eventually exercise any of these offerings after award, these offerings must be evaluated. No negative impact will be derived from failing to provide any such offerings nor will there be any negative impact for quoting any optional service that is not deemed advantageous. However, Optional Service Offerings deemed advantageous may provide a positive impact to a Vendor's quotation if they are found to add value. **The Government will not evaluate the pricing of the Optional Service Offerings.** The Government will **only** evaluate the pricing of NUMBERED CONTRACT LINE ITEMS that are presented in RFQ, Enclosure 1, Schedule of Prices.

2.0 PRICE (Factor 6)

Vendors' price quotes will be evaluated to determine realism and reasonableness. Prices that are excessively high or low may be considered unrealistic and unreasonable, and may receive no further consideration. The Government will be evaluating all quotations to determine best value.

**ENCLOSURE 9
RELEVANT PAST PERFORMANCE QUESTIONNAIRE**

Note: To be completed by your references and returned by your references to the Contract Specialist by the date specified. Failure to do so may result in rejection of your quotation.

Your organization has been identified for participation in the past performance evaluation on a current solicitation at the National Archives and Records Administration (NARA), College Park, Maryland. This survey will be used to evaluate the past performance for the Vendor and contracting action identified below.

Your candid response to the questions is important to our evaluation effort and may affect the award outcome. Please indicate "N/A" in any area which is not applicable to work performed on your contracting action. The names of individuals supplying past performance information will remain confidential.

Please take a moment to complete the enclosed survey and email or fax the completed and signed survey to the contact listed below by no later than 2:00 PM ET on August 27, 2012. A representative of NARA may contact you to arrange a time for a phone interview to review the survey. If you have any questions regarding this survey please contact:

Mr. Darell Taylor (Contractor)
Acquisitions Division (BA)
Email: darell.taylor@nara.gov
Fax: 301-837-3227

The following information is being requested:

Evaluators name, position, organization, and role on the contract: _____

Evaluator's phone # and email address: _____

Number of month's Vendor performance was monitored by evaluator: _____

Contract number: _____

Vendor's name, operating unit and address: _____

Type of contract: _____

Program Name: _____

Contract Initiation date: _____

Contract completion date (including extensions): _____

Years Remaining: _____

Describe any schedule changes and reasons for schedule changes (if any):

Award Amount: _____

Current Contract \$ Value (including exercised options and extensions): _____

Projected Final Contract \$ Value (including exercised options and extensions):

Reason why Award Amount and Current or Projected Final Contract \$ Value differs (if they differ): _____

Description of the work performed (include the size, scope, and complexity of the project):

1. Please rate each item listed below (circling is preferable; Use "1" through "5" with "5" being outstanding and "1" being unsatisfactory; N/O means (Not Observed)) and Provide Comments to identify Specific Strengths/Weaknesses in each area							
A1. Quality of Products or Services: Assess the quality of the Vendor's conformance to contract requirements, specifications, and standards of good workmanship (e.g., technical and professional standards).							
	Project planning and management	5	4	3	2	1	N/O
	Problem identification and resolution	5	4	3	2	1	N/O
	Oral and written communications	5	4	3	2	1	N/O
	Thoroughness	5	4	3	2	1	N/O
	Extent deliverables were complete and accurate	5	4	3	2	1	
	Overall Quality	5	4	3	2	1	N/O
Comments (List specific strengths and weaknesses):							

A2. Technical Proficiency in Cloud based Email Services:							
	Quality of Cloud based email Content and Technical Delivery (clarity of content and synchronization)	5	4	3	2	1	NO
	User Friendly Interface	5	4	3	2	1	N/O
	Security/ Privacy Compliance	5	4	3	2	1	N/O
	Overall quality	5	4	3	2	1	N/O
Comments (List specific strengths and weaknesses):							
A3. Management of Personnel: Assess the Vendor’s success selecting and retaining personnel managing sub-contractor staff, and replacing personnel when necessary.							
	Capacity to Assign Qualified Personnel	5	4	3	2	1	N/O
	Ability to Assign the right Personnel for each Position	5	4	3	2	1	N/O
	Ability to Retain Qualified Personnel	5	4	3	2	1	N/O
	Ability to Manage staff, including Subcontractors	5	4	3	2	1	N/O
	Willingness and ability to replace Personnel when necessary.	5	4	3	2	1	N/O
Comments (List specific strengths and weaknesses):							

B. Timeliness of Performance - Assess the timeliness of the Vendor against the completion of the contract, task orders, milestones, delivery schedules, administrative requirements (e.g., efforts that contribute to or affect the schedule variance).

	Extent to which performance objectives were met on schedule	5	4	3	2	1	N/O
	Extent to which deliverables were provided on time	5	4	3	2	1	N/O
	Extent to which Invoices were submitted on time	5	4	3	2	1	N/O

Comments (List specific strengths and weaknesses):

C. Cost Control – Assess the Vendor’s effectiveness in forecasting, managing, and controlling contract costs (*Do not rate this item for Firm Fixed Priced contracts).

	Performed Within Estimates	5	4	3	2	1	N/O
	Cost Consciousness	5	4	3	2	1	N/O

Comments (List specific strengths and weaknesses):

D. Business Relations – Assess the integration and coordination of relationships needed to execute the contract							
	Business/Contracting Relations	5	4	3	2	1	N/O
	Response to Change	5	4	3	2	1	N/O
	Subcontract Management	5	4	3	2	1	N/O
	Interaction with End Users	5	4	3	2	1	N/O
	Extent of End User Satisfaction	5	4	3	2	1	N/O
	Responsiveness	5	4	3	2	1	N/O
	Problem Resolution	5	4	3	2	1	N/O
Comments (List specific strengths and weaknesses):							

2. Overall Assessment: (please circle)
5
4
3
2
1
NOT OBSERVED
Comments (List any major strengths and major weaknesses):
3. Has any <i>adverse</i> past performance information identified above been shared with the Vendor?
() Yes: Written or Oral? Date _____
() No: NARA may provide the Vendor with an opportunity to respond to any adverse past performance information.
() N/A

ENCLOSURE 10
GOVERNMENT PRODUCT ACCESSIBILITY TEMPLATE (GPAT)
CLOUD-BASED EMAIL SERVICE

Government Product Accessibility Template for Cloud-based Email Service

Summary

Column one includes all the Sections of the Standard that may apply to any deliverable. The total number of provisions within each Section of the Standard is shown in parentheses.

Column two identifies the total number of provisions that typically apply to a deliverable of this type. Some of these may not be features of the vendor's deliverable. Conversely, others not noted may be features of the vendor's deliverable. If the deliverable includes additional features, the accessibility of these features must also be considered.

Column three is for general notes about the Sections of the Standard. Some apply to all deliverables and some are specific to the deliverable.

Column four is a summary of the vendor's response to applicable provisions and additional deliverable features from the Sections of the Standard.

Column five is where the vendor can note explanations for any of the preceding columns, e.g. there are differences between expected applicable provisions and actual product features.

CFR 1194 Standard Sections	Total Number of Applicable Provisions	Notes	Total Number of Supported Provisions			Please explain
			Fully	Partial	Not	
Section 1194.21 Software Applications and Operating Systems (12 provisions)	12	<p>Cloud computing typically involves software apps (Business, Productivity, and Social Media).</p> <p>Virtualization software included in Cloud IT Services acts as an Operating System and is covered by provisions in this Section if it provides a direct user interface.</p>				
Section 1194.22 Web-based Internet Information and Applications (16 provisions)	16	<p>Cloud IT Services connect users to each other and to Web and software applications through the Internet or a local intranet.</p>				

<p>Section 1194.23 Telecommunications Products (14 provisions)</p>	<p>4</p>	<p>There are some Cloud Computing applications that include telecommunications services (i.e. call centers). If the application involves federal employees on the receiving end of these services (i.e. hosting the call center) these provisions would apply.</p>				
<p>Section 1194.24 Video and Multi-media Products (5 provisions)</p>	<p>3</p>	<p>Software apps, especially social media may include video and multi-media productions.</p>				
<p>Section 1194.25 Self-Contained, Closed Products (13 provisions)</p>	<p>0</p>					
<p>Section 1194.26 Desktop and Portable Computers (4 provisions)</p>	<p>0</p>					
<p>Section 1194.31 Functional Performance Criteria (6 provisions)</p>	<p>6</p>	<p>Functional performance criteria always apply.</p>				

Section 1194.41 Information, documentation, and support (3 provisions)	3	Cloud Computing services require reports, documents, presentations, etc in electronic formats. These must be accessible.				
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Subpart B -- Technical Standards

Note: If there is a possibility that the provision applies, the default value is “Yes”.

Column one is the full text of the provision from the Standard.

Column two documents the agency’s accessibility requirement based on common characteristics of the EIT deliverable. Place a Yes or No in this column based on program need and actual characteristics of your expected deliverable (i.e., Is this provision seen as applicable to the expected deliverable?)

Column three provides explanatory information about the provision to help both the agency in determining applicability and the vendor in providing accessibility information.

Column four is for the vendor to check off whether the deliverable meets, partially meets or does not meet the specific provision.

Column five is for the vendor to provide an explanation of how the deliverable meets or does not meet the specific provision. It is also an opportunity to explain why a deliverable does not have an applicable feature or why it has a feature that was not identified as applicable.

Section 1194.21 Software applications and operating systems

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Yes	This applies to QWERTY keyboards.	<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	

<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Yes</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Yes</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Yes</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Yes</p>	<p>In this requirement, the term "bitmap" refers to a broad number of image formats, such as .bmp, .gif, .jpeg, .tif and .svg.</p>	<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	

(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Yes	Self-scrolling and moving text are considered animation.	<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Yes	This requirement is also addressed in provision 1194.25(g).	<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Yes	See www.lighthouse.org/color_contrast.htm This requirement is also addressed in provision 1194.25(h).	<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Yes	Other elements include turning graphics on and off or changing between images. This requirement is also addressed in provisions 1194.22(j) and 1194.25(i).	<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	

(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Yes	This requirement is also addressed in provision 1194.22(n).	<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
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Section 1194.22 Web-based intranet and internet information and applications

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(a) A text equivalent for every non-text element shall be provided (e.g., via “alt”, “longdesc”, or in element content).	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	

<p>(g) Row and column headers shall be identified for data tables.</p>	<p>Yes</p>		<p><input type="checkbox"/>Fully <input type="checkbox"/>Partially <input type="checkbox"/>No</p>	
<p>(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</p>	<p>Yes</p>		<p><input type="checkbox"/>Fully <input type="checkbox"/>Partially <input type="checkbox"/>No</p>	
<p>(i) Frames shall be titled with text that facilitates frame identification and navigation</p>	<p>Yes</p>		<p><input type="checkbox"/>Fully <input type="checkbox"/>Partially <input type="checkbox"/>No</p>	
<p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Yes</p>	<p>This requirement is also addressed in provisions 1194.21(k) and 1194.25(i).</p>	<p><input type="checkbox"/>Fully <input type="checkbox"/>Partially <input type="checkbox"/>No</p>	
<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>Yes</p>	<p>This should only be used as a last resort.</p>	<p><input type="checkbox"/>Fully <input type="checkbox"/>Partially <input type="checkbox"/>No</p>	
<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>	<p>Yes</p>		<p><input type="checkbox"/>Fully <input type="checkbox"/>Partially <input type="checkbox"/>No</p>	

(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with Section 1194.21(a) through (l).	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(o) A method shall be provided that permits users to skip repetitive navigation links.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Yes	This requirement is also addressed in provision 1194.25(b).	<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	

Section 1194.23 Telecommunications products

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	

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<p>(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	<p>Yes</p>	<p>This requirement applies to telephony apps hosted by the government.</p>	<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>	<p>Yes</p>	<p>This requirement applies to telephony apps hosted by the government.</p>	<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>	<p>Yes</p>	<p>This requirement applies to telephony apps hosted by the government.</p>	<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	<p>Yes</p>	<p>This requirement applies to telephony apps hosted by the government.</p>	<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Yes</p>	<p>This requirement applies to telephony apps hosted by the government.</p>	<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	

<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>	<p>Yes</p>	<p>This requirement applies to telephony apps hosted by the government.</p> <p>This requirement applies to service provider equipment and software, as well as user equipment and software.</p>	<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	

<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	

Section 1194.24 Video and multimedia products

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
<p>(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, video-tape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	

(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Yes	This provision may apply to Cloud Computing software apps.	<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Yes	This provision may apply to Cloud Computing software apps.	<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Yes	This provision may apply to Cloud Computing software apps.	<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	

Section 1194.25 Self-contained, closed products

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	

<p>(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with Section 1194.23 (k) (1) through (4).</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	

<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(j) (1) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(j)(2) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	

<p>(j)(3) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 40 inches maximum and 15 inches minimum above the floor.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(j)(4) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	

Section 1194.26 Desktop and portable computers

<p>Provision Text</p>	<p>Applicable</p>	<p>Notes</p>	<p>How does the EIT meet this requirement?</p>	<p>Please explain</p>
<p>a) All mechanically operated controls and keys shall comply with Section 1194.23 (k) (1) through (4).</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with Section 1194.23 (k) (1) through (4).</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	
<p>(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>	<p>No</p>		<p><input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No</p>	

(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
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Subpart C -- Functional Performance Criteria
Section 1194.31 Functional performance criteria

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	

(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	

Subpart D -- Information, Documentation, and Support
Section 1194.41 Information, documentation, and support

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Yes		<input type="checkbox"/> Fully <input type="checkbox"/> Partially <input type="checkbox"/> No	

**ENCLOSURE 11
NON-DISCLOSURE AGREEMENT
NATIONAL ARCHIVES AND RECORDS ADMINISTRATION (NARA)**

1. NON-DISCLOSURE OF INFORMATION

I hereby certify that I shall not release to anyone not authorized to perform on this task order any information, regardless of medium (e.g., film, tape, photos, documents, etc.), pertaining to any part of this task order, unless:

- (1) the Contracting Officer has given prior written approval; or
- (2) the information is otherwise in the public domain before the date of release.

2. CONFIDENTIALITY OF SENSITIVE INFORMATION

(a) During the course of performance of this task order, I may have access to information and communications considered sensitive by NARA, including but not limited to Personally Identifiable Information (PII). I hereby certify that I shall preserve the confidentiality of all such information and communications and shall not, in any circumstances, disclose any such information or communications for any purposes without the prior written approval of the Contracting Officer.

(b) My failure to abide by the terms of this provision shall be grounds for my immediate removal in accordance with the terms of this task order.

(c) I shall follow all established security safeguards for the protection of all such information and communications.

(d) The details of any safeguards that may be revealed to me by NARA in the course of performance of this task order shall not be published or disclosed in any manner without the Contracting Officer's express written consent.

3. LIMITED DISTRIBUTION OR USE OF PROPRIETARY INFORMATION

(a) During the course of the performance of this task order, I may have access to and use of data and information which may be considered proprietary by other Vendors or which may otherwise be of such a nature that its dissemination or use, other than in performance on this task order, would be adverse to the interest of the NARA and these other Vendors.

(b) Except as may be otherwise agreed to with these other Vendors, I hereby certify that I will not use, disclose or reproduce proprietary data and information belonging to these other Vendors other than as required in the performance of this task order; provided, however, that nothing herein shall be construed as: precluding the use of any such data or information independently acquired without such limitation.

Name

Signature

Date