



**Department of Energy**  
Bonneville Power Administration  
P.O. Box 3621  
Portland, Oregon 97208-3621



In reply refer to: BPA-2026-00315-F

April 29, 2026

**SENT VIA EMAIL ONLY TO:**

PII [REDACTED]

Erin Welter

PII [REDACTED]

Dear Ms. Welter,

This communication is the Bonneville Power Administration (BPA) final response to your request for agency records made via the Freedom of Information Act, 5 U.S.C. § 552 (FOIA). The agency received your records request on November 24, 2025 and formally acknowledged it on December 18, 2025.

### **Request**

You request states, “ASM Research signed their new contract with Bonneville this year to deliver IT support to the agency. What if anything is mentioned in the contract about whistleblower retaliation, wrongful termination, or retaliation?”

### **Clarification**

The FOIA exists as an avenue for requesters to seek agency records. Your FOIA requests asks questions only and seeks no records. BPA interpreted this as a FOIA request for the ASM contract itself.

### **Response**

BPA has searched for and gathered records responsive to your request. BPA collected 99 pages of responsive records from knowledgeable agency personnel in the Contract & Strategic Sourcing. Those 99 pages accompany this communication with the total number of redactions made under the following exemptions:

- 19 exemptions applied under 5 U.S.C. § 552(b)(4)
- 1 exemption applied under 5 U.S.C. § 552(b)(6)

These contracts include references to the Bonneville Purchasing Instructions (BPI). You can find a copy of the BPI online at BPA.gov, under “Contractor & Vendor Resources.” The direct URL is: <https://www.bpa.gov/energy-and-services/customers-and-contractors/bonneville-purchasing-instructions>

The FOIA generally requires the release of all responsive agency records upon request. However, the FOIA permits or requires withholding certain limited information that falls under one or more of nine statutory exemptions (5 U.S.C. § 552(b)(1-9)). Further, section (b) of the FOIA, which contains the FOIA's nine statutory exemptions, also directs agencies to publicly release any reasonably segregable, non-exempt information that is contained in those records.

#### Exemption 4

Exemption 4 protects “trade secrets and commercial or financial information obtained from a person [that is] privileged or confidential.” (5 U.S.C. § 552(b)(4)). Information is considered commercial or financial in nature if it relates to business or trade. This exemption is intended to protect the interests of both the agency and third-party submitters of information. Prior to publicly releasing agency records, BPA was required by Exemption 4 to solicit objections to the public release of any third party's confidential commercial information contained in the responsive records set. BPA provided Accenture Federal Services, LLC (“Accenture”) with an opportunity to formally object to the public release of their information contained in BPA records. Accenture submitted their objections to BPA. BPA accepted those objections in part, based on guidance available from U.S. Department of Justice, and is withholding Accenture's commercial confidential information from public release. The FOIA does not permit a discretionary release information otherwise protected by Exemption 4.

#### Exemption 6

Exemption 6 serves to protect Personally Identifiable Information (PII) contained in agency records when no overriding public interest in the information exists. BPA does not find an overriding public interest in a release of the information redacted under Exemption 6- specifically, a physical signature. This information sheds no light on the executive functions of the agency and BPA finds no overriding public interest in its release. BPA cannot waive these redactions, as the protections afforded by Exemption 6 belong to the individual and not to the agency.

Lastly, as required by 5 U.S.C. § 552(a)(8)(A), information has been withheld only in instances where (1) disclosure is prohibited by statute, or (2) BPA foresees that disclosure would harm an interest protected by the exemption cited for the record. When full disclosure of a record is not possible, the FOIA statute further requires that BPA take reasonable steps to segregate and release nonexempt information. The agency has determined that in certain instances partial disclosure is possible and has accordingly segregated the records into exempt and non-exempt portions.

#### **Fees**

There are no fees associated with processing your FOIA request.

#### **Certification**

Pursuant to 10 C.F.R. § 1004.7, I am the individual responsible for the records search and information release described above. Your FOIA request BPA-2026-00315-F is now closed with the responsive agency information provided.

**Appeal**

Note that the records release is final. Pursuant to 10 C.F.R. §1004.8, you may appeal the adequacy of the records search, and the completeness of this final records release, within 90 calendar days from the date of this communication. Appeals should be addressed to:

Director, Office of Hearings and Appeals  
HG-1, L'Enfant Plaza  
U.S. Department of Energy  
1000 Independence Avenue, S.W.  
Washington, D.C. 20585-1615

The written appeal, including the envelope, must clearly indicate that a FOIA appeal is being made. You may also submit your appeal by e-mail to [OHA.filings@hq.doe.gov](mailto:OHA.filings@hq.doe.gov), including the phrase "Freedom of Information Appeal" in the subject line. (The Office of Hearings and Appeals prefers to receive appeals by email.) The appeal must contain all the elements required by 10 C.F.R. § 1004.8, including a copy of the determination letter. Thereafter, judicial review will be available to you in the Federal District Court either (1) in the district where you reside, (2) where you have your principal place of business, (3) where DOE's records are situated, or (4) in the District of Columbia.

Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows:

Office of Government Information Services  
National Archives and Records Administration  
8601 Adelphi Road-OGIS  
College Park, Maryland 20740-6001  
E-mail: [ogis@nara.gov](mailto:ogis@nara.gov)  
Phone: 202-741-5770  
Toll-free: 1-877-684-6448  
Fax: 202-741-5769

Questions about this communication may be directed to the FOIA Public Liaison, James King, at [jjking@bpa.gov](mailto:jjking@bpa.gov) or 503-230-7621. Questions may also be directed to BPA FOIA Case Coordinator, Brian Roth, at [bsroth@bpa.gov](mailto:bsroth@bpa.gov) or 503-230-4383. Thank you for your interest in the Bonneville Power Administration.

Sincerely,

Candice D. Palen  
Freedom of Information/Privacy Act Officer

**U.S. DEPARTMENT OF ENERGY  
BONNEVILLE POWER ADMINISTRATION  
SOLICITATION/CONTRACT/ORDER FOR SERVICES AND/OR ITEMS**

**PAPERWORK REDUCTION ACT BURDEN DISCLOSURE STATEMENT**

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching for existing data sources, gathering and maintaining the data needed and completing and reviewing the collection of information. Send any comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Office of the Chief Information Officer, Enterprise Policy Development & Implementation Office, IM-22, Paperwork Reduction Program (OMB), US Department of Energy, 1000 Independence Ave, SW, Washington, DC 20585-1290; and to the Office of Management & Budget (OMB), OIRA, Paperwork Reduction Project (OMB), Washington, DC 20503.

**SOLICITATION/CONTRACT/ORDER NUMBER**

1. Requisition Number <i>(used only in COOP event)</i> :	2. Contract/Order Number: BPA- 25 - A - 96013-000	3. Effective Date: Block 29c
4. FSS Contract/Award Number:	5. Solicitation Number: BPA- ... - ... -	6. Date Solicitation Issued:

**CONTACT INFORMATION**

<b>FOR INFORMATION CONTACT:</b>	7. Name of Contract Specialist: MELISSA PETERSON	8. Phone and Email: 360-619-6088. MJPETERSON@BPA.GOV	9. Offer Due Date/Pacific Time:
	10. Issued By: Bonneville Power Administration 4400 NE 77th Ave, Vancouver, WA 98662	11. Freight Terms: BPA-NA. IDENTIFIED AT TASK ORDER 12. Payment Terms: NET30	
13. Email Invoices To: IDENTIFIED AT TASK ORDER	14. Contract Type: <input checked="" type="checkbox"/> Commercial <input type="checkbox"/> Non-Commercial		
15. Pre-Proposal Site Tour or Conference Info:			

16. Offeror/Contractor Name and Address: Accenture Federal Services LLC 800 North Glebe Road, Suite 300 Arlington, VA 22203	17. Offeror/Contractor Point of Contact Name, Phone and Email: <b>(b) (4)</b>
--	--

**SOLICITATION/CONTRACT/ORDER DETAILS** *(Attach continuation pages as necessary to list all items.)*

18. Item Number	19. Description	20. Quantity	21. Unit	22. Unit Price	23. Amount
	WILL BE IDENTIFIED AT TASK ORDER		...		

24. Accounting and Appropriation Data <i>(used only in COOP event)</i> :	25. Total Award Amount  \$ 0.00
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26. Contractor is <input checked="" type="checkbox"/> is not <input type="checkbox"/> required to sign this document and return this form via email to the Contracting Officer. Contractor agrees to furnish and deliver all items set forth or otherwise identified above and on any additional sheets subject to the terms and conditions specified herein.	27. Offer Dated: Your offer on this solicitation, specified in items: 18-23, including any additions or changes set forth herein, is accepted.
---	---

28a. Name and Title of Signer: <b>(b) (4)</b>	29a. Name of Contracting Officer: MELISSA PETERSON
--	---

28b. Signature of Contractor B <b>(b) (4)</b> <i>(Signature of person authorized to sign.)</i>	28c. Date Signed: 01/21/2025	29b. Signature of Contracting Officer: KRISTA By: MCCRACKEN  <i>(Signature of Contracting Officer.)</i>	29c. Date Signed:
--	---------------------------------	--	-------------------

**B. SCHEDULE OF ITEMS/CONTINUATION PAGE**

Line Item No.	Description	Quantity	Unit	Unit Price	Amount
0001	All Line Items will be identified at Task Order.	0		\$0.00	\$0.00

**C. SUBMISSION OF INVOICES & CONTACT INFORMATION**

1. Invoices should be sent electronically to: IPP.GOV
2. Payment Terms: Net 30
3. If Insurance is required send electronically to: bpainsurancercertificates@bpa.gov
4. Bonneville Contact Information:
 

Bonneville Office:	<u>NSSF-4400-2</u>
Attention:	<u>Melissa Peterson</u>
Contact Email:	<u>mjpeterson@bpa.gov</u>
5. Contractor Contact Information:
 

Company Name:	<u>Block 16</u>
Attention:	<u>Block 17</u>
Contact Email:	<u>Block 17</u>

**D. DELIVERY INFORMATION**

<b>Line Item No.</b>	<b>Period of Performance</b>	<b>Quantity</b>	<b>Unit</b>	<b>Delivery Terms</b>	<b>Place of Performance</b>
All Items	02/01/2025 - 01/31/2030	1.00	Job	Block 11	Identified at Task Order

**Special Delivery Instructions:**

**E. INSPECTION AND ACCEPTANCE TERMS**

All line item(s) in Section B will be inspected and accepted by the COR at the address specified in Section C unless otherwise stated in the table below.

<b>Line Item No.</b>	<b>Inspection At/Inspection By</b>		<b>Acceptance At/Acceptance By</b>		<b>Additional Info</b>
All Items	Government	Government	Government	Government	

## F. ATTACHMENTS

	Description
F1	Statement of Work - dated 11/20/2024
F2	Contract Clauses
F3	Wage Determination - Will be Identified at Task Order
F4	Additional Attachments - Will be Identified at Task Order
F5	Solicitation Provisions - N/A

**F1 STATEMENT OF WORK**  
**11/20/2024**

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## **1. Background**

### **1.1 General**

The Bonneville Power Administration (Bonneville) is a federal agency headquartered in Portland, Oregon that markets wholesale electricity to the Pacific Northwest's public utilities, private utilities, and to various commercial entities. Bonneville's service territory covers all of Washington, Oregon, Idaho, and western Montana, as well as small contiguous portions of California, Nevada, Utah, Wyoming and eastern Montana. The agency has approximately 4,850 workers and provides about half the electricity used in the Northwest and operates over three-fourths of the region's high-voltage transmission.

While Bonneville is part of the U.S. Department of Energy, it is not tax-supported through government appropriations. Instead, Bonneville recovers all costs through sales of electricity and transmission and repays the U.S. Treasury, with interest, for any money it borrows. Since Bonneville markets energy and transmission at cost, the agency provides some of the lowest priced electricity in the nation. This low-cost power has been a cornerstone of the Northwest economy, stimulating growth and new jobs. Bonneville also funds measures to protect and enhance fish and wildlife populations affected by hydropower development. In addition, the agency provides numerous public benefits such as incentives for energy conservation programs, research and development of renewable resources, and promising technologies such as fuel cells. Bonneville works with other federal agencies to coordinate operations of the Federal Columbia River Power System to ensure maximum efficiency in the system and minimum environmental impacts. More information can be found at <http://www.bpa.gov>.

This Blanket Purchase Agreement, Bonneville Power Administration Chief Information Officer Business Operation Support Services (CBOSS), will encompass a flexible and substantial part of the Information Technology Support Services (ITSS) acquisition for the agency. CBOSS offers support services in five (5) areas:

- Shared Services
- General IT Support Services
- Telecommunications
- Cybersecurity
- Analysis and Studies

Each represents a general category of services. This structure is provided to broadly define the scope of potential BPA Orders to be issued under the BPA.

This BPA provides a flexible ordering mechanism that any technology entity within the Bonneville Power Administration may use to create a customized BPA Order to fulfill their requirements, regardless of the area in which those requirements are grouped in this Master Scope of Work. Each BPA Order comprises a Performance Work Statement (PWS), a Statement of Work (SOW), or Statement of Objectives (SOO) and a Quality Assurance Surveillance Plan (QASP) that together will define specific performance standards, Service Level Agreements (SLAs), and Operational Level Agreements (OLAs). The Government reserves the right to provide similar services from other sources during the performance of this BPA.

## **1.2 Enterprise-wide Collaboration and Solutions**

To meet the challenges of the rapidly evolving technology landscape, the Bonneville Power Administration recognizes the value in implementing a broad and flexible Blanket Purchase Agreement with the capability to enable attainment of strategic technology goals. The contractor will be required to assist Bonneville's Office of the Chief Information Officer (OCIO) in assessing current states, defining goal states, and developing implementation plans across the entire spectrum of IT functions, products, and services. This requirement will also include supporting the OCIO in analyzing and developing responses to directives and guidance from Federal organizations outside Bonneville (e.g., DOE, OMB, OFPP, etc.).

## **1.3 Partnering Philosophy**

Bonneville's CIO desires to develop an open and strong working relationship with a contractor supporting strategic technology goals, systems design and integration, operations and maintenance, and program management. Therefore, the primary objective of CBOSS is to create a strategic "partnership" between the Government and the Contractor. The Bonneville Power Administration intends to structure this contract in such a manner that ensures that the Contractor's goals and objectives are in alignment with those of Bonneville's. Superior performance on the Contractor's part will directly influence superior mission accomplishment on the Government's part through the economic and efficient use of information technology.

Within the context of the Government/Contractor partnership, the terms "partner" and "partnership" are not intended as legal terms. The Government/Contractor partnership will reflect the attributes of an open, collaborative, cooperative, outcome-oriented, and professional relationship.

The Bonneville Power Administration anticipates the Contractor to use best practices, lessons learned, and past experiences to act as a guide in all specified and implied actions incumbent within every BPA Order, project, initiative, and task assigned to the Contractor.

## **2. Objectives**

Bonneville's Office of the Chief Information Officer (OCIO) is the primary user of the CBOSS vehicle. The OCIO comprises several divisions and offices, each of which manages different aspects of the IT and OT lifecycle within Bonneville. CBOSS provides the OCIO the means to outsource these services, including all requisite enabling services, to a qualified service provider. In keeping with Bonneville's governing and organic statutes, Bonneville must run a business as well is accountable to the region's rate payers and must maintain accurate cost-tracking when outsourcing IT services.

The CBOSS BPA includes a broad spectrum of requirements speaking to nearly all aspects of technology planning and delivery. Key examples of performance objectives the Contractor shall address include:

- Improved utilization of cloud-based Services (including FedRAMP)
- Enhanced cybersecurity posture and continuous monitoring

Scalable capacity to enable attainment of strategic objectives, particularly in FY26 and beyond, the Bonneville Power Administration anticipates the Contractor to support the increase in resource capacity, improvement in IT flexibility, and an overall reduction of redundant infrastructure and commodity services, while simultaneously strengthening the

overall security and reliability of the Bonneville's Information Technology and Operational Technology (OT) environments.

## **2.1 Cloud-Based Services**

Bonneville Power Administration's OCIO intends to continue and improve use of cloud-based IT service(s) model based upon *commercially available, FedRAMP authorized*, products and services.

This is defined by the following objectives:

- Bonneville Power Administration's IT solutions should emphasize a preventive approach to operations and maintenance.
- In order to take advantage of economies of scale, Bonneville Power Administration requires a partner able to implement commercially available, scalable solutions that satisfy the needs of Bonneville's enterprise.
- Use only SaaS that have been FedRAMP authorized or are sponsored through the Department of Energy's FedRAMP program to become FedRAMP authorized.
- Maintain compliance with all federal regulations regarding the use of IT and OT.
- Bonneville requires that the Contractor respond to the needs of customers with IT service delivery of consistently high quality.
- Bonneville requires that the Contractor be accountable for the processes, standards, and tools it supports.

Any necessary technology design and planning will be proposed by the Contractor and approved by the Federal Government at the BPA Order level.

The proposed upgrades and enhancements shall be scalable, implementing solutions capable of meeting the needs of stakeholders throughout Bonneville's enterprise, allowing Bonneville to conduct such upgrades with minimum or no service interruption.

## **2.2 Cybersecurity**

To meet the challenges of the rapidly evolving cyber landscape, Bonneville has crafted a comprehensive cyber strategy rooted in enterprise-wide collaboration, accountability, and transparency which Bonneville embraces.

- Bonneville intends to strengthen Information System and Operational Technology continuous monitoring capabilities across Enterprise such that both threat detection performance and incident response are elevated to the highest possible degree.
- Bonneville requires a disciplined approach to identify and use current, new, and emerging technologies and industry best practices that are best suited to the management and transmission of energy in respect to federal government regulations and the North American Electric Reliability Corporation Critical Infrastructure Protection (NERC CIP) standards.
- Bonneville requires strengthened, centralized, cybersecurity monitoring across the entire technology stack and business units (Power, Business Enterprise,

Transmission, etc.), such that awareness of security threats, compliance with security policy, implementation of security measures, and reporting of security metrics comprise a unified, Bonneville wide effort.

- The contractor may be required to provide expert guidance in providing executive-level cybersecurity support for the Chief Information Security Officer (CISO), and CIO.

### **2.3 Customer-Centric Solutions**

Bonneville requires that the Contractor bring a high level of quality in its end user support services and all underlying IT operations and maintenance activities. With respect to Customer-centric solutions, quality is defined by meeting the following objectives:

- The Contractor shall help set customer expectations and shall respond to the needs of customers with agile, flexible, IT service delivery, meeting or exceeding established standards of timeliness and responsiveness.
- The Contractor shall consider the customer experience and relevant customer input in the design, development, and roll out of any new product, service, or business process.
- The Contractor shall regularly collect and provide all customer feedback on all end user products and services in a tool which will consistently measure the effectiveness of the products and services using both quantitative and qualitative rating mechanisms. The Contractor shall regularly incorporate customer feedback and other lessons learned into improvements of those end user products and services.

## **3. Scope**

The following service support areas encompass the planning, day-to-day operations, and continuous maintenance/support for Cybersecurity and Enterprise IT services. Performance Requirements identify specific services the Contractor must provide and may include standards that the service delivery must meet.

Further details on specific performance requirements will be provided at the BPA Order level. The purpose of this document and section is to provide the scope of potential work to be issued under subsequent BPA Orders.

### **3.1 Shared Services**

#### **3.1.1 Managed Seat Services**

The Contractor may be required to provide IT services within a managed seat service environment. Services shall follow industry standard approaches - ITIL v3, Configuration Maturity Model Integration (CMMI) dev, CMMI svc, ISO/IEC 20000-1:2011, ISO/IEC 27001, or a comparable service delivery methodology - with the goal of continuous improvement. The Contractor may be required to propose, subject to Government approval, the methodology or methodologies it will follow for each service performed at the BPA Order level.

These services may include any of the following requirements:

- Provide zero client or thin client, desktop, laptop, and high-performance end user computing services.
- Provide remote access for all seat service end users.

- Provide comprehensive customer service, including remote support, deskside support, self-service, and walk-up service with the opportunity to receive loaner equipment.
- Provide access to customer support through a wide variety of channels including email, internet, chat, and telephone.
- Act as a broker to provide FedRAMP-authorized cloud infrastructure.
- Ensure that end users have access to the Bonneville Power Administration network, and access to the requisite cloud and on-premises shared resources and services.
- Provide Identity, Credential, and Access Management (ICAM) services.
- Provide Voice over Internet Protocol (VoIP) phones and associated services.
- Provide end user training prior to deploying new technologies and service offerings.
- Provide an offsite delivery center capability for handling the day-to-day logistics of deploying packaged solutions, including, but not limited to the scheduling, provisioning, imaging, patching, securing, sanitizing, testing, tracking, distribution, storage, and transportation of assets.
- Handle the full asset management lifecycle from acquisition to disposition in accordance with Bonneville policies.
- Provide comprehensive tracking and reporting of the performance metrics that measure the quality of seat service delivery.

### **3.1.2 Managed Print Services**

The Contractor may be required to manage all aspects of Bonneville Power Administration printing devices, including printers, scanners, fax machines, and copiers. This service may include the following requirements:

- Analyze printing needs and provide the appropriate devices to optimize efficiency and minimize cost of resources.
- Repair or replace devices as needed.
- Deliver necessary supplies such as paper, toner cartridges, and incidentals.

### **3.1.3 Collaboration Services**

The Contractor may be required to support Bonneville’s collaboration services, which include Microsoft SharePoint, Bonneville Power Administration wikis, and any collaboration service Bonneville Power Administration may acquire in the future. The Contractor may also be required to support and maintain Bonneville’s messaging through Microsoft Office 365, as well as Global Address List synchronization and other email-related services. Requirements may include:

- Provide operational and maintenance support of collaboration infrastructure, including evaluating and upgrading future releases, and ensuring all collaboration sites are stable and secure.
- Perform setup, testing, and migration of the customer’s current data repositories to the collaboration environment, or to another service as required.

- Provide backup and restoration services.
- Provide service desk support, troubleshooting, and problem resolution to end users using collaboration services.
- As required, the Contractor shall support the implementation of Microsoft Project Server as a part of SharePoint service.

#### **3.1.4 Core UC Video Teleconferencing**

The Contractor may be required to provide such core UC (Unified Communications) video teleconferencing (VTC) services as:

- Management of Bonneville Power Administration VTC equipment, including placement, setup, and maintenance.
- Testing and troubleshooting of VTC equipment to ensure its proper operation.
- Asset management of VTC equipment.
- Repair or replacement of inoperable VTC equipment.
- End user support and training for VTC users.
- VTC hosting capability to support VTC connections by multiple simultaneous participants, including conference room VTC, desktop VTC, and internal and external connections.

#### **3.1.5 Core UC IP Voice**

The Contractor may be required to provide core UC IP (Internet Protocol) voice services, including:

- Management of Bonneville Power Administration IP voice equipment, including placement, setup, and maintenance.
- Testing and troubleshooting of IP voice equipment to ensure its proper operation.
- Asset management of IP voice equipment.
- Repair or replacement of inoperable IP voice equipment.
- End user support for IP voice users.
- Installation, operation, and management of UC software that enables end users to manage their IP voice service from either their computer or their IP voice equipment. Supported services include:
  - Setting, activating, and deactivating out-of-office messages
  - Forwarding calls to another number
  - Transferring calls to another number
  - Activating and deactivating Do-not-disturb
  - Bonneville telephone directory lookup

#### **3.1.6 Web Conferencing**

The Contractor may be required to provide web conferencing services, including:

- Screen sharing and collaboration by multiple simultaneous participants.
- End user support for web conferencing users.
- Web conference hosting capability to support dial-in by multiple simultaneous participants, using toll-free or toll-based service.
- Access to government-rate web conferencing capabilities on non-government carrier networks.

### **3.1.7 Service Desk**

Service Desk provides full end user support during normal business hours, with less service after normal business hours. Specific hours and closure requirements will be specified at the BPA Order level.

The Contractor's standard Service Desk support may include, but not be limited to, the following requirements:

- Establish end user support operations to accommodate the geographic dispersal and diverse IT infrastructure requirements of customers distributed throughout Bonneville Power Administration.
- Provide courteous, prompt, high-quality end user support services. Both the appropriate level of technical expertise and the presence of professional demeanor shall define the Contractor's end user support personnel.
- Develop and maintain support practices that elevate Service Desk activity to the level of a first-class service provider.
- Provide a Service Desk Tier 1 capability using the Information Technology Infrastructure Library (ITIL) management framework, providing IT support services and call triage, including routing for support services beyond the scope of CBOSS requirements.
- Differentiate requests for changes (Service Requests) and break fix (Incidents) routing changes through the Bonneville change management process.
- Ensuring continuous improvements in first call resolution, and identification of necessary enhancements to IT Service to improve incident response and reduce break fix scenarios.
- Provide a Service Desk Tier 2 and/or Tier 3 capability using the ITIL management framework, providing IT support services and call triage where such Tier 2 and/or Tier 3 support services are within the scope of CBOSS BPA Order requirements.
- Ensure customer satisfaction by performing the following:
  - Provide a customer satisfaction tracking and reporting capability that surveys customer satisfaction, tracks customer feedback, and compiles results.
  - Provide a method to receive, investigate, and correct end user complaints.

### **3.1.8 Networking**

The Contractor may be required to perform the following requirements to support network

infrastructure and security:

- Maintain a Network Operations Center (NOC) capability that supports network communications, including data, voice, and video services, at Bonneville Power Administration locations throughout the continental United States.
- Manage and operate Bonneville's NOC and move to a commercially operated NOC facility according to a schedule outlined in the Contractor's technology migration plan. See Section 3.2.9, *Technology Migration Planning*, for more information.
- Provide continuous (24 hours/day, 7 days/week) network performance monitoring, incident detection, and problem resolution.
- Propose network solutions that meet the bandwidth needs of the as-is environment and can scale appropriately in the event of a surge.
- Configure network routes to ensure efficient flow of data.
- Manage installs, moves, adds, changes, and de-installs (IMACD) among Bonneville's networks.
- Maintain Bonneville's network infrastructure, in accordance with current technology standards and all applicable Federal and Department regulations.
- If required, install cables to accommodate changes in Bonneville physical infrastructure.
- Provide managed wide area network (WAN) services, encompassing access layer, distribution layer, and network core components. The Contractor shall provide the network configuration for WAN services.
- Provide managed local area network (LAN) services. This support shall include but not be limited to addition and maintenance of infrastructure, network configuration services, network monitoring and management, and incident management and response.
- Provide managed wireless LAN services, including guest internet access within headquarters locations at Portland, Oregon and Vancouver, Washington and in other locations throughout the United States (to be specified at the order level). The Contractor shall maintain and monitor all wireless infrastructure.
- Ensure that all managed internet services are provided through a Trusted Internet Connection Access Point (TICAP) or Managed Trusted Internet Protocol Services (MTIPS) solution and are in compliance with all applicable requirements.

For each of these services, the Contractor shall engage in continuous troubleshooting, evaluation, and improvement of capabilities to provide a continuously improving network environment.

### **3.1.9 Infrastructure Services**

The Contractor may be required to provide solutions to provide and/or support solutions capable of supporting physical and virtual servers for Bonneville Power Administration application and data storage needs, to potentially include datacenter-as-a-service (DaaS) and FedRAMP-authorized commercial cloud capabilities.

In providing this solution, the Contractor shall perform the following requirements:

- Ensure the solution can scale compute capabilities appropriately in terms of central processing unit (CPU) processing power, available memory, and available storage space, to accommodate surges in usage or data.
- Provide server management, including underlying hardware, Operating System (OS), and virtualization/hypervisor layer. Management expectations include installation, configuration, maintenance, upgrades, database administration, and refresh.
- Provide security management, including virus protection, host intrusion protection, infrastructure A&A, compliance review and auditing, vulnerability scanning and reporting, and incident response and management.
- Include Unix/AIX servers, Linux servers, and Windows servers.
- Ensure that all DaaS service needs are adequately provided including, but not limited to cooling, power supply, server components, backups, disaster recovery, bandwidth, capacity, and storage.
- Support data center metering, energy efficiency, and risk assessments.
- Support the development of data center optimization and consolidation strategy.
- Support data center infrastructure management.
- Support the Department's data center cloud migration strategy.

When providing FedRAMP authorized cloud capabilities, the Contractor shall perform the following:

- Provide FedRAMP cloud-based file and data storage for Bonneville end users, with ability to access files remotely, across devices, and offline.
- Provide FedRAMP cloud virtual machine services.
- Provide FedRAMP cloud physical dedicated machine services.

All systems are currently at the Moderate level based on FIPS 199 categorization. However, the Government expects to have a FISMA-High environment as a part of the longer-term solution.

With respect to assuming the as-is operating environment, the Contractor shall satisfy the following requirements:

- Accommodate 100% of the operating environment, including but not limited to file storage requirements, print services requirements, database application requirements, web application requirements, and all system appliance requirements.
- Ensure all hosted servers are maintained according to the most current vendor release levels, and that all hosted servers comply with Federal and Departmental standards for cybersecurity.
- Support the timely, ongoing deployment of security patches for all networks and server applications.
- Build a practice of preventive maintenance by identifying potential-for-error conditions or gaps in server security and taking action to mend the hosted server

environment.

- Ensure that vigilant monitoring standards apply to all hosted servers, and actively engage in maintenance of hosted server environments.

### **3.1.10 Security Operations Support**

Bonneville Power Administration requires Security Operations Center support and security operations and compliance support. The Contractor may be required to perform the following security operations requirements:

- Maintain a Security Operations Center (SOC) capability to monitor and respond to security risks and issues, identify and mitigate risks, and protect Bonneville Power Administration information that is stored on or transmitted by the network infrastructure. Manage and operate Bonneville Power Administration's SOC and migrate to a commercially available SOC facility according to a schedule outlined in the Contractor's technology migration plan. See Section 3.2.9, *Technology Migration Planning*, for more information.
- Provide continuous (24 hours/day, 7 days/week) monitoring of network activity to identify potential threats and respond with the appropriate incident response and problem management activities.
- Conduct regular risk assessments and take action to mitigate risks to the network.
- Configure network firewalls to prevent access by unauthorized users.
- Ensure that all IT systems within the Contractor's managed services solution comply with all applicable Federal regulations and guidelines for IT operations, cybersecurity, and information sharing and safeguarding.
- Ensure that all IT systems within its managed services solution integrate with Bonneville's information assurance processes and systems, to provide complete transparency into the status of the operating environment.

### **3.1.11 Identity, Credential, and Access Management (ICAM)**

The Contractor may be required to support Federal-compliant Identity, Credential, and Access Management (ICAM) services for the management of digital identities, credentials, and access to Bonneville systems and applications. These services shall include the following requirements:

- Support the development and implementation of a Single Sign-On (SSO) user authentication solution for end users. This solution shall use a multifactor authentication (MFA) process to grant the user access to the Bonneville network, as well as linked applications such as Bonneville email account and document storage. The Contractor shall ensure the security of the authentication process. Although many Bonneville-developed applications may not support SSO, the Government may request the Contractor to assess the difficulty of adapting these applications to fit the SSO framework.
- Support a Role-Based Access Control (RBAC) user authentication solution for end users, which grants levels of access to users based on their position within Bonneville.
- Support the public key infrastructure (PKI) that enables a trust model of internally

issued PKI certificates for secure websites, web services authentication, code signing and any other necessary uses.

- Support the provisioning of customers with PKI tokens enabling secure remote access to the public key infrastructure.
- Support the Enterprise Entitlements Management Service (EEMS), an enterprise-wide solution that centrally manages the identity, entitlements, and roles of Bonneville personnel.
- Support application programming interface (API) security with strong API authentication, controlled access to APIs, API traffic management, and any other necessary measures.
- Work with customers to integrate systems and applications with ICAM capabilities. This shall include integration design, implementation of security policies, and deployment of ICAM software in the customer environment.

### **3.1.12 Secure Information Messaging**

The Contractor may be required to perform all operations and maintenance services associated with Secure Information Management and Exchange (SIMEX) messaging. These requirements may include:

- Provide onsite and offsite service maintenance, and upgrades and repairs of hardware and software associated with the secure information messaging system.
- Perform regular security testing and evaluation.
- Perform vulnerability scanning, patch management, and continuous monitoring.
- Maintain detailed system architecture diagrams, configuration settings documentation, and backup images.
- Act as the network Information System Security Officer (ISSO) for the Bonneville secure messaging service and perform all required services for maintaining all certifications and accreditations required for the secure messaging solution.

## **3.2 General IT Support Services**

### **3.2.1 Program Management Planning**

The Contractor may be required to perform the following program management requirements:

- From a Project Management Office (PMO) to ensure quality of service, compliance with Federal regulations and policies, customer satisfaction, and SLA performance. The PMO shall be headed by a Program Manager and will interface with the Contracting Officer (CO), Contracting Officer's Representatives (CORs), Field Inspectors (FIs) and Quality Assurance Evaluators (QAEs). Specific responsibilities and roles of these positions will be defined at the BPA Order level.
- Develop and execute a Program Management Plan. The Contractor shall provide updates to the plan throughout the BPA performance period as changes in strategies or priorities occur. The Project Management Plan shall include plans for management of cost, schedule, risk, personnel, and quality, as well as cost estimates, milestones, and a summary of the project management approach.

- Propose a comprehensive set of Service Level Agreements (SLAs) that define key performance indicators for the services performed under the CBOSS BPA Orders.

### **3.2.1.1 Program Management Implementation**

The Contractor may be required to perform the following Program Management requirements:

- Implement and operate a PMO consistent with the requirements outlined in Section C-3.2.1 Program Management Planning.
- Monitor Contractor performance according to established SLAs, AQLs, and other performance metrics. When performance quality falls below standard, develop and implement a performance improvement plan.
- Perform trend analysis on performance data. Upon identifying trends that indicate risks to performance, implement appropriate mitigation strategies.
- Regularly provide a high-level briefing of BPA health, including financial status, progress toward milestones, status of performance measured against SLAs and metrics, and any changes, issues, or risks. This briefing may take the form of an in-person presentation or a written report.
- Continuously analyze and evaluate the resources required to provide IT services and propose upgrades and innovations that will improve performance and security while lowering costs.
- Ensure customer satisfaction by performing the following:
  - Provide a customer satisfaction tracking and reporting tool to continually survey customer satisfaction, track customer feedback, and compile results.
  - Provide a method to receive, investigate, and correct end user complaints.
- At all times remain aware of customer needs and cultivate an attitude of customer service among Contractor personnel.

### **3.2.1.2 ITSM Service Delivery**

- Provide ITIL Service Portfolio Management functions and processes to include, but not limited to incident management, problem management, change management, release management, and configuration management.
- Configuration management support to include a logical (application layer) and physical/virtual (data layer) Configuration Management Database (CMDB) capability for IT Service Delivery.

### **3.2.1.3 Solution Planning Services**

In addition to the Program Management Plan, the Contractor may be required to develop plans that define how the Contractor's IT solution will operate and adapt to changes throughout the course of BPA performance. The Contractor may be required to provide the following:

- A plan for the Contractor's solution to operate with a minimum surge capacity of current operating volume, to be determined at the BPA Order level.

- A comprehensive supply chain management plan that will ensure the quality, availability, and security of all resources the Contractor procures.
- A work integration plan describing how the Contractor will work together with other contractors providing service to Bonneville Power Administration, to provide seamless service delivery with respect to CBOSS requirements.
- A personnel training plan addressing personnel responsibilities in all areas of work that satisfy CBOSS requirements.
- A communication plan to ensure the lines of communication between the Contractor and the Government remain open and available, to include regular and ad hoc reports, meetings, and briefings with OCIO stakeholders.
- A Disaster Recovery (DR) plan and a Continuity of Operations (COOP) plan to ensure support for essential functions and activities during a DR or COOP event.
- Establish process documentation (e.g., Playbooks, Standard Operating Procedures (SOPs), desk instructions as necessary).

### **3.2.2 Project Management Support**

IT projects are initiated on an as-needed basis. The Contractor may be required to provide Project Management support to ensure that Government and contractor-assigned projects are managed for timely and resource-efficient execution. The Contractor shall:

- Develop project plans to accomplish specified projects. Depending on the type of project and Government's needs for transparency and coordination, project plans may include:
  - Description of the work to be performed.
  - Schedule of activities, including significant milestones, with delineation of responsibilities and planned deliverable completion dates.
  - Budget projections for work to be performed.
  - List of anticipated project risks and issues, with strategies for actions to be taken to mitigate, avoid, or accept risks and actions to be taken in the event of risk occurrence.
  - Registry of project stakeholders, including their involvement or ability to influence project performance.
  - Communications plan to keep all stakeholders informed of project status and issues.
- Provide project execution monitoring and progress reporting, including:
  - Coordination of project activities based on the project plan and budget.
  - Management of contractor personnel responsible for performing project activities and timely notification to Government personnel as needed to support project work.
  - Routine reporting of project status and activities on a regularly scheduled basis, as determined by the Government.

- Ad hoc reporting of emergent project issues to keep the Government informed of problems and enable timely decision-making by the Government.
- Timely update of project dashboards and information radiators to support ongoing project oversight.
- Ongoing updates to risk and issues logs to identify emerging risks and issues and to plan risk management responses.
- Conduct project close-out activities, including:
  - Implementation of project results into the Bonneville Power Administration environment, as appropriate.
  - Publication of final project deliverables as specified by the Government.
  - Release of resources allocated to the project for reuse or disposal, as appropriate.
  - Archival of project data and results, as directed by the Government.
- Implement an efficient procurement management capability which ensures selection of competent suppliers, recommends unbiased purchase decisions, establishes compliant contracts, and negotiate competitive prices for goods and services.

### **3.2.3 Direct Materials Purchasing Support**

The Government may require the Contractor to perform Direct Materials purchasing on behalf of the Government (in other words, direct purchasing of IT-related equipment / hardware / software licenses which would be the primary purpose of a BPA Order) in support of Departmental activities.

### **3.2.4 Software and Hardware Asset Management Support**

Bonneville Power Administration requires complete hardware and software asset management solutions that account for all assets supporting the operating environment. The Contractor may be required to perform the following:

- Document and track the hardware Bonneville Power Administration uses, including what hardware is in use, where it is deployed, and how it is configured. The Contractor shall maintain an accurate hardware inventory.
- Provide access to asset management documentation and data including regular reports of equipment assignment data, supply levels of necessary bench stock hardware, inventory lifecycle management data, and equipment repair data. The Contractor shall use report data to perform trend analyses on Bonneville resources.
- Perform hardware lifecycle management, including property receipt, inventory control, equipment staging and distribution, warranty repair coordination, erasure and cleansing, and transfer or destruction of hardware assets.
- Perform hardware lifecycle asset services, including packing, labeling, and transportation.
- Maintain physical security property and asset lockdown kits. Manage asset lockdown kit distribution and implementation.
- Perform software lifecycle management, including monitoring for end of life/outdated

software, purchasing, license inventory management, license and support acquisition and renewal, requirements gathering, systems analysis, manual and automated distribution, patch and update management, removal, and auditing activities for compliance and performance optimization.

- Provide automated software detection and license monitoring services for all software.
- Provide automated software installations, upgrades, and patches to individual end user workstations. This service shall include configuration, compatibility, and integration testing in advance, and all necessary remediation services in the event an upgrade or patch fails.
- Provide software maintenance and renewal reports that document software in need of maintenance or license renewal, and that note software or applications that would benefit from upgrade, with a cost/benefit analysis for each upgrade.
- Provide software security reports that details software patch information and an assessment of the associated vulnerabilities to be patched.
- Document all software asset management processes and procedures.
- Integrate hardware and software asset management components, which will allow the Contractor to track which software assets are being used on specific hardware assets.

### **3.2.5 Legacy Support**

The Contractor may be required to assume responsibility of the current, Government-owned end user environment, which shall include IT infrastructure and services. Requirements for supporting the current environment shall include:

- Manage and maintain existing infrastructure.
- Ensure legacy IT systems and business applications interoperate and work seamlessly with Contractor-provided services.
- Maintain established SLAs and ensure end users receive the same high level of service.
- Provide housing for existing servers owned by the Government.

### **3.2.6 Enterprise Architecture Support**

The Contractor may be required to provide Enterprise Architecture support, to include the following requirements:

- Support external efforts and the implementation of federal policy initiatives.
- Define and maintain Enterprise Architecture principles, standards, and policies.
- Identify service domains.
- Work with Enterprise Architects to analyze the current architecture and business needs and to identify deficiencies.
- Issue recommendations on new and emerging trends in the information technology industry and the Federal Government.
- Identify and develop new service domains for Bonneville Power Administration,

analyzing the impact on current IT infrastructure and identifying new service opportunities.

- Plan and develop Enterprise Architecture artifacts.
- Analyze and form direction regarding technology and industry trends.
- Draft information, technology, security, and application architectures artifacts.
- Leverage Enterprise Architecture standards such as the Federal Enterprise Architecture Framework (FEAF) and the National Information Exchange Model (NIEM).
- Create a consolidated view of future state architecture and an EA roadmap.
- Coordinate the activities supporting Bonneville Power Administration's contribution to the federal Data Center Optimization Initiative.
- Provide IT sustainability support.

Support greening efforts to consolidate IT infrastructure, reducing Bonneville Power Administration's energy footprint.

### **3.2.7 Technology Migration Planning**

The Contractor may be required to support the migration from an as-is IT environment to a to-be environment. The Contractor shall note that some elements of the as-is environment are ongoing and will not be phased out, and the Contractor shall continue to support these elements. This support may include the following requirements:

- Support the development of a Technology Roadmap in conjunction with key stakeholders).
- Propose a plan to migrate from the current to a future-state environment, including a timeline for the migration and stakeholder-focused change management plan.
- Work with stakeholders to decommission the current service(s) and migrate to the Contractor's service, minimizing disruptions to end users and ensuring that SLAs and customer satisfaction are measured and maintained.

### **3.2.8 Solutions Planning**

The Contractor may be required to support any combination of the following solutions planning activities:

- Manage a vendor database, serving as an entry point for industry to contact the Bonneville Power Administration with products and services.
- Coordinate engagement between vendors and other Bonneville Power Administration partners based on knowledge of industry trends, emerging technologies, and proven IT solutions.
- Advocate IT modernization through strategic outreach activities.
- Perform requirements intake for stakeholders, acting as the primary interface for the initiation and management of in-house IT Programs, Projects, or Initiatives.
- Assess emerging technologies and disruptive technologies to determine their

suitability for the Bonneville Power Administration operating environment.

- Identify advanced solutions to satisfy Bonneville Power Administration mission requirements.
- Document industry trends, including third-party assessment tools.
- Support the development of proofs-of-concept and pilot programs in order to explore the viability and potential effectiveness of new technologies for use within the Bonneville Power Administration IT environment.
- Conduct and document analysis of alternatives before presenting a recommended solution.
- Administer the Spectrum Management Program, which is responsible for all Bonneville Power Administration radio communications.

### **3.2.9 Data Center Optimization**

- Secure Cloud Interconnect – Establish secure cloud interconnect, allowing Bonneville Power Administration to connect Cloud Service Providers over private Multiprotocol Label Switching (rather than over the public Internet), enabling Bonneville to utilize multiple Infrastructure as a Service (IaaS) offering.
- Data Center Migration – To the greatest extent possible, reallocate workloads to commercial providers.

### **3.2.10 DevOps Support**

The Contractor may be required to provide Development-Operational (DevOps) support, including:

- Establish software baselines based on code identified as ready for deployment.
- Build executable code from source code in preparation for code migration according to the migration instructions provided by developers.
- Migrate executable code and data from the Development Environment to the Test Environment in support of testing, according to the documented instructions provided by the development team.
- Deploy certified baseline code and data from the Test Environment to the Production Environment, according to the documented instructions provided by the development team.
- Maintain the Development and Test Environment hardware and software to ensure that all security and operational patches are applied as necessary while maintaining a controlled environment that minimizes disruption to development and testing activities.
- Provide 24x7 software support for Bonneville systems as part of an existing DevOps team.
- Document operational and troubleshooting instructions for existing systems, including configuration guides, installation manuals, and internal knowledge base articles sufficient to support system operations and knowledge transfer to new staff.

### **3.2.11 Software Development and Maintenance Support**

The Contractor may be required to develop new software or provide maintenance programming support for existing software applications, including:

- Elicit, analyze, and document software requirements.
- Design software solutions to meet requirements or modify existing software designs to incorporate new requirements.
- Code software in conformance with design specifications and standards or modify existing software to meet business and design requirements.
- Perform unit, system, and integration testing of software to ensure that all software meets all applicable business and technical requirements.
- Create and/or update software documentation, including requirements specifications, design documents, user manuals, and training materials to accurately reflect the operation and use of software.
- Perform training of users and operational staff to ensure that new and/or modified software can be used effectively in the Bonneville environment.
- Develop detailed scripts and instructions for migrating software and associate data from the development environment to test and production environments.
- Perform market analysis of commercial off-the-shelf (COTS) and government off-the-shelf (GOTS) products for applicability to customer needs.
- Perform build vs. buy analyses.
- Analyze solution alternatives and recommend the best implementation to meet customer requirements.
- Synthesize requirements and software capabilities into a useable graphical user interface with design elements that are easy to access, understand, and use.

### **3.2.12 Software Testing Support**

To ensure that software performs as specified, the Contractor may be tasked to provide software testing support, including:

- Develop testing scenarios that mirror the use of software in a production setting.
- Specify detailed test cases that demonstrate software meets requirements.
- Specify detailed test cases that demonstrate the usability and accessibility of software features and functions.
- Conduct usability tests that evaluate and document the quality of the end user experience using the software.
- Create detailed test scripts for use with test automation tools to enable consistent execution of software tests.
- Execute test cases and test scripts as appropriate for each software build.
- Create detailed test incident reports that enable developers to understand the actions

taken and steps required to recreate testing failures.

- Prioritize test incidents by severity to guide developers on where to focus their correction efforts.
- Prepare test summary reports needed to inform developers, management, and other stakeholders of the status of test execution.

### **3.2.13 Security Assessment and Authorization (A&A) Support**

The Contractor may be required to perform the following:

- Provide all documentation necessary to prepare a complete Security Assessment Package in support of its Authority to Operate (ATO) declarations for IT systems. Perform Penetration Tests. Support the development of Plans of Action and Milestones (POA&Ms) for correcting vulnerabilities that may prevent systems from achieving ATO. Submit final Security Assessment Report (SAR) and authorization recommendations to the Authorizing Official (AO).
- Review, update, and maintain all System Security Plans (SSPs) according to changes in infrastructure or in Federal system security guidelines and ensure that all SSPs are in compliance with all Federal and Department guidelines and policies.
- Ensure that all systems operate in accordance with their corresponding SSP.
- Ensure the system has a Contingency Plan, and conduct a Contingency Plan Test.
- Upon request, provide all documentation necessary for security A&A processes.
- Provide an automated vulnerability scanning capability and conduct a monthly risk assessment of infrastructure. Document, evaluate, and mitigate all risks identified by this assessment according to specified timelines. Report results in a standardized Vulnerability Assessment Report (VAR).
- Perform independent System Test & Evaluation (ST&E) of systems, report results in SARs, and make recommendations in risk management reports.
- Acquire, implement, and sustain A&A automation tools.
- Provide timely support to audit inquiry responses.
- Support the design and documentation of new A&A policies, plans, processes, and procedures.
- Assist system owners with understanding and meeting A&A requirements.
- Utilize FedRAMP and 3rd Party Assessment Organizations (3PAOs) to authorize Bonneville Power Administration systems.
- Perform operating system, network, web application, and database application vulnerability scans.
- Validate the compliance of information systems with all Federal and Departmental security guidelines and regulations.
- Audit data in the operating environment to ensure that all Personally Identifiable Information (PII) and other sensitive data is transmitted and stored

securely.

- Document and report any threats and vulnerabilities discovered and ensure that they are promptly remediated.
- Provide written assurance of security, including confirmation of compliance with FedRAMP standards.
- Conduct annual reviews and work with the system owner to initiate recertification if required. Report ATO status to the AO as required.
- As systems are decommissioned, ensure that the A&A documentation is updated to reflect decommissioned status, and that the system owners and ISSOs have taken actions to shut down and disconnect the system.

### **3.2.14 Continuity of Operations and Emergency Management Support**

Provide support to the OCIO, Continuity of Operations (COOP) and Emergency Management (EM) programs in compliance with federal regulations.

Contractor may be required to perform the following:

- Maintain the OCIO COOP and implementation plans.
- Annual review and update of the OCIO COOP Plan.
- Annual Self-assessment of the IM COOP Program and Plan.
- Bi-annual independent assessment of the IM COOP Program.
- Execution and submission of the annual Continuity Readiness Assurance Report.
- Coordination and support with NA-40 Continuity Program Office.
- Support for the Government Emergency Telecommunications System (GETS) and Wireless Priority Service (WPS).
- Bi-annual review and update of Mission Essential Function(s) Business Impact Analysis (BIA) and Business Process Analysis.
- Disaster Recovery planning includes development, review, and updates to DR and Contingency Plans.
  - Test, Training, and Exercises including Tabletop exercises and accountability drills.
- Lessons Learned and Corrective Action Planning and execution.
- Support for the Emergency Management program includes:
  - Maintain the OCIO EM program and implementation plans,
  - Maintain, test, and exercise the OCIO EM program,
  - Test, Training, and Exercises including: UCG/UCS support for Bonneville Tabletop and Functional exercises; Coordination and tracking of core ICS training.
- Support for working groups internal and external to Bonneville Power Administration.

- Resilient Communications.

### **3.2.15 Website Development**

The Contractor may be required to perform website development, including:

- Design and develop static web pages.
- Create web page content, including text, images, and graphics, accurately reflecting Bonneville messaging.
- Provide editorial support for web content.
- Create dynamic web pages using a content management system. Develop dynamic user interface features, including animations, motion graphics, and interactive elements.
- Define website display standards to ensure a consistent appearance and style for all pages on a site and promote the strategic objectives of Bonneville communications.
- Create website style sheets using Cascading Style Sheets (CSS).
- Design page templates to define standard website page formats.
- Develop database queries to populate web pages based on dynamic data.
- Ensure that all websites and content are in compliance with Bonneville's Public Affairs (PA) website standards.

### **3.2.16 Systems Engineering Support**

The Contractor may be required to provide the following systems engineering support:

- Analyze the impact of emerging technologies on current strategies and develop a vision for the technological future of Bonneville.
- Track the alignment of IT and information management (IM) trends with Bonneville's mission requirements.
- Influence the deployment of technology.
- Lead activities to investigate, plan, and manage the deployment of products and services into Bonneville's operating environment.
- Identify customer and stakeholder needs, capture, and evaluate customer requirements, IT performance gaps, and technology overlaps throughout the Bonneville operating environment.
- Conduct technology feasibility assessments.
- Conduct comprehensive evaluations of technology solutions, and documents findings in the appropriate repository of record.
- Support the establishment and management of an Enterprise engineering service brokerage model.
- Provide expert knowledge and skill in planning and designing engineering solutions required to support systems engineering and integration efforts, and implementation integrated with cybersecurity to meet customer requirements. Produce associated

documentation requirements, templates for deliverable artifacts, forms, and checklists.

### **3.2.17 Systems Integration Support**

The Contractor may be required to provide system integration support using COTS, GOTS, and custom-developed integration software, including:

- Implement and test hardware and software solutions to meet specific requirements.
- Use industry standard hardware and software, and network protocols, such as USB, Wi- Fi, and Bluetooth, to communicate data among devices.
- Use published application program interfaces (APIs) to communicate data among software programs.
- Code scripts pipelines and transfer files to transfer data produced as output by one application to be used as input by another application.
- Create extract, transform, load (ETL) processes to transfer data among databases for integration and reporting.
- Test and deploy system integrations throughout the Bonneville Power Administration enterprise.
- Develop APIs based on existing design patterns and technology in Bonneville environments.
- Provide 24x7 integration platform support.

### **3.2.18 Database Administration**

The Contractor may be required to provide database administration services including:

- Model logical data to define entities and attributes needed and used by applications.
- Normalize data to reduce redundancy and simplify data storage.
- Model physical data to convert logical data models to table structures that can be implemented in a database management system.
- Improve database performance through the creation of indexes and denormalization to support application performance requirements.
- Create data warehouses and data marts to provide rapid database performance for specialized data needs, such as reporting and query.
- Develop and enforce data naming standards during application development and in production.
- Configure and manage table spaces.
- Monitor database performance; pro-actively prevent database problems.
- Manage and archive database logs to maintain database operations.
- Perform database backup, archive, and restoration services.

### **3.2.19 End User Training**

If requested in conjunction with the administration, development, release, or replacement of systems, the Contractor may be required to support the training required for end users. This support may include the following:

- Evaluate knowledge gaps; determine knowledge gain required for successful project/system implementation.
- Assess, design, and conceptualize training scenarios, approaches, objectives, plans, tools, aids, curriculums.
- Develop a training plan.
- Design, develop, coordinate, implement and deliver training curriculum and training materials, including, but not limited to presentations and learning aids for online, classroom, and informal brown bag style sessions.
- Maintain repositories of training documentation in formats widely accessible to stakeholders.
- Provide and regularly update a pricing matrix for all training materials.
- Conduct an end user survey of training and trainings materials provided. Survey data shall be used to improve subsequent training and training materials. Survey data shall be provided to the Government as a quantitative tool.

### **3.3 Telecommunications**

Bonneville requires ongoing telecommunications support in the areas of audio conferencing, analog voice communications, and mobile devices including pagers. For each telecommunications support area, the Contractor shall conduct end user surveys. Survey data shall be used to improve delivery service. Survey data shall be provided to the Government as a quantitative tool.

Detailed activities for telecommunications support are provided below.

#### **3.3.1 Audio Conferencing**

The Contractor may be required to provide such audio-conferencing services as:

- Management of Bonneville Power Administration audio conferencing equipment, including placement, setup, and maintenance.
- Testing and troubleshooting of audio-conferencing equipment to ensure its proper operation.
- Asset management of audio-conferencing equipment.
- Repair or replacement of inoperable audio-conferencing equipment.
- End user support for audio conferencing users.
- Audio conference hosting capability to support dial-in by multiple simultaneous participants, using toll-free or toll-based service.
- Access to government-rate audio conferencing capabilities on non-government carrier networks.

### **3.3.2 Mobile Communications Services**

The Contractor may be required to provide support to Bonneville's comprehensive mobile communications solution. The Contractor shall support a mobile device management (MDM) solution, such as Microsoft Intune, that encompasses a complete service lifecycle, which includes provisioning of mobile devices, technical support, activation of mobile communications plans, deactivation of mobile communications plans, any requisite adds, moves, or changes, and the eventual replacement and disposal of mobile devices.

### **3.3.3 Mobile Devices**

The Contractor may be required to provide the following mobile device services:

- Establish a Telecommunications Expense Management Service (TEMS) that meets the approval of the Federal Government.
- Provide smart phones, tablets, and other portable devices approved secure Wi-Fi mobile broadband services, security features, and Virtual Private Network (VPN) configuration.
- Integrate mobile devices with Government messaging and calendar applications.
- Ensure all mobile devices support encryption, digital signatures, and secure/multipurpose internet mail extensions (S/MIME) capabilities.
- Track mobile device usage statistics and report all requisite financial data.

## **3.4 Cybersecurity**

Bonneville Power Administration requires cybersecurity support in promoting federal and departmental requirements and initiatives across the Bonneville Power Administration enterprise. Support provided will be sensitive to the unique construct of the Department, the distributed risk approach to cybersecurity, and the necessity for a holistic, "One Bonneville" persona in external engagement. Support under BPA Orders issued pursuant to this BPA Scope of Work will require the ability to deconstruct federal and departmental requirements and guidelines; develop strategies to address requirements and guidance; develop programs, projects, and initiatives to implement established strategies; measure and monitor progress to meeting established milestones and objectives; and provide scheduled and ad hoc reports as part of the deliverables and in monitoring effectiveness of a program, project, or initiative.

Cybersecurity support under BPA Orders issued pursuant this BPA Scope of Work will include enterprise cybersecurity program management, information security continuous monitoring, enterprise supply chain risk management, cybersecurity awareness and training, Federal analysis and reporting support, and enterprise cybersecurity assessment and authorization. Each of these areas is further discussed in detail below and is representative of the type of support being solicited under this BPA. Further detail and specific requirements will be provided in subsequent BPA Orders.

### **3.4.1 Cybersecurity Strategy and Program Management Support**

The Contractor may be required to provide strategic, programmatic support toward providing suitable, feasible, and affordable cybersecurity strategies that result in measurable improvement of the Department's cybersecurity posture and that are in line with the Department's goals and objectives. Emphasis should be placed on the skills necessary to monitor Federal legislation,

analyze changes in requirements, assess those changes' applicability to Bonneville Power Administration, and provide sound and feasible recommendations to update, revise, and/or develop cybersecurity policies and programs. Bonneville Power Administration focuses program management efforts in terms of "cost, scope, and schedule" as it relates to the intended objectives. Risk management to the program, project, or initiative is also considered as part of the program management. More specifically, the support will require a blend of the following activities:

- Support Bonneville's mission and functions as related to enterprise cybersecurity and ensure compliance with laws, regulations, and recommended practices.
- Working independently or as part of a team, ensure deliveries are submitted in complete, consistent, and comprehensive manner, supportive of the Department's position, and properly coordinated with identified stakeholders.
- Develop, integrate, and implement Bonneville's cybersecurity programs and initiatives as they pertain to the Bonneville Power Administration Cyber Strategy and enterprise cybersecurity requirements.
- Plan and manage cybersecurity programs, projects, and initiatives in support of Bonneville's mission.
- Manage cybersecurity programs to address enterprise cybersecurity strategies that are efficient, cost-effective, and allow for the timely dissemination of relevant information.
- Support the development and coordination of strategic initiatives into established operations or programs.
- Draft Bonneville's cybersecurity policies, white papers, and briefings as they pertain to the Department's overall enterprise cybersecurity program.
- Assist in compiling, analyzing, and reporting of departmental cybersecurity statistical data with additional content on trends and recommendations for improvement.
- Communicate cybersecurity threat and incident response activities to Bonneville Power Administration management and stakeholders at all levels.
- Provide liaison support on behalf of the Bonneville Power Administration with internal and external stakeholders including Headquarters Programs, Field Offices and Management and Operating Contractors on enterprise cybersecurity efforts.
- Support the completion and submission of all internal and external Bonneville Power Administration Cybersecurity reporting. Analyze reports to ensure content fidelity, accuracy, and completeness.
- Prepare talking points, white papers, briefings on Bonneville Power Administration positions for Bonneville Senior Leadership participation at various cybersecurity meetings with various other external agencies and governance boards.
- Monitor requests for participation in external cyber related meetings including. Prepare

briefing binders for participants that contain logistical information, agenda, available briefing material, discussion points, and support.

- Support and contribute to various internal and external cybersecurity committees and working groups.
- Support the preparation and justification of cybersecurity budget requests to include Department briefings to OMB and Congress.
- Support the development and maintenance of cybersecurity policy as required by Departmental direction and initiatives.
- Assist in developing and executing strategies for maintaining up-to-date cybersecurity policy.

### **3.4.2 Federal Cybersecurity Initiatives**

The Contractor may be required to provide support for various Federal cybersecurity initiatives, including United States Government Configuration Baseline, Controlled Unclassified Information, FedRAMP, Secure DNS (DNSSEC), and any others that launch during the period of performance. This support may include the following requirements:

- Monitor proposed changes in Federal initiative programs and perform analyses to determine impact on Bonneville Power Administration. Notify the Bonneville Power Administration of any potential impact and provide recommendations to change policies if necessary.
- Develop and document requirements for compliance.
- Research, draft, and edit final versions of related documentation, white papers, and position papers as required.
- Provide project planning, scheduling, and coordination.
- Coordinate and attend meetings, workshops, and conferences as requested and required.
- Manage program data collection and reporting requirements.
- Assist in the development and documentation of the program, including, but not limited to processes and procedures and maintenance of program records.
- Develop documents such as strategic plans, program and project plans, and implementation plans.
- Implement and manage project or program activity in accordance with planning documents.
- Develop metrics and monitor project/program performance.

### **3.4.3 High Value Asset Program Support**

The Contractor may be required to support the Bonneville Power Administration in ensuring that all Bonneville Power Administration High Value Assets (HVAs) are managed in compliance with OMB Memo M-17-09, which contains guidance for the planning, identification, categorization, prioritization, reporting, assessment, and remediation of Federal HVAs. This support may include the following requirements:

- Identify and maintain an inventory of Bonneville Power Administration HVAs. This inventory shall specifically identify all HVAs that deal with PII in any way.
- Determine the physical location and stakeholders of systems identified as HVAs, and notify the system owners of the designation of their systems as HVAs.
- Perform risk assessments on HVAs, considering not only risk to Bonneville Power Administration but also possible risk to other agencies, the Federal Government, and the American public.
- Rank HVA systems in terms of risk, considering threat, vulnerability, and consequence.
- Support the development of POA&Ms and the mitigation of identified risks.

#### **3.4.4 Cyber Risk Management Support**

The Contractor may be required to provide risk management support, including program, implementation, and management support for Enterprise-Level Cyber Risk Management initiatives. This support may include:

- Provide subject matter expertise to assist in the development of a risk management program and associated plans.
- Coordinate, implement, and manage cyber risk management framework initiatives.
- Identify and implement Federal mandates affecting cyber risk policies.
- Develop metrics, measures, and analytics to evaluate cyber risk posture.
- Establish cyber risk tolerances; monitor and manage risk to those acceptable tolerances.
- Develop a cyber-risk assessment capability.
- Provide foundational guidance and strategies that improve cyber risk posture.
- Incorporate industry best practices to enhance cyber risk management situational awareness.
- Identify techniques and methodologies to assess information system-related security risks.
- Develop methods and procedures to evaluate the significance of the risks identified in assessments.

#### **3.4.5 Information Assurance**

The Contractor may be required to provide information assurance (IA) services for Bonneville Power Administration information systems and information assets. This support may include the following requirements:

- Provide project management and planning for each IA project.
- Provide technical expertise to support IA architecture, including analyzing architecture for weaknesses or deficiencies and suggesting and implementing improvements.
- Support the implementation and integration of new IA products and capabilities as well as the integration of existing IA products with new hardware and software.

- Act as a liaison for all independent audits by external entities, such as the Inspector General (IG) and General Accountability Office (GAO). Assist in the analysis and explanation of audit findings and provide recommendations for improvement and mitigation.
- Provide risk assessment services for customers' infrastructure and information systems, including:
  - Regular vulnerability scanning.
  - Penetration testing.
  - Risk management for system configuration and changes.
  - Support for correcting identified vulnerabilities.

### **3.4.6 Information Security Continuous Monitoring**

The Information Security Continuous Monitoring (ISCM) Program implements the Department of Homeland Security (DHS) Continuous Diagnostic and Mitigation (CDM) Program for Bonneville Power Administration. The Contractor may be required to support the Bonneville's ISCM program, including:

- Research continuous monitoring methods and tools.
- Develop strategies for Enterprise ISCM approaches that meet Federal requirements.
- Propose improvements to Bonneville's ISCM Program and its related documentation.
- Collaborate with Bonneville to develop project plans and resources to support the ISCM Program and CDM Program.
- Promote the implementation of continuous monitoring programs and initiatives throughout Bonneville.
- Work with cybersecurity groups and technical teams throughout the Enterprise to implement the DHS CDM Program.
- Participate in DHS CDM Working Groups (WGs).
- Provide subject matter expertise throughout the Enterprise to bolster the Department's continuous monitoring capabilities.
- Track the progress of DHS CDM Program implementation throughout the Enterprise
- Develop metrics to evaluate Enterprise implementation of the CDM program and provide detailed analyses of the results.
- Provide executive-level briefings and reports on continuous monitoring programs and initiatives.
- Support the preparation and justification of budget and fiscal execution of the program as it relates to meeting requirements, return on investment, value, and outcome.

### **3.4.7 Supply Chain Risk Management Support**

The Contractor may be required to support Bonneville's enterprise Supply Chain Risk Management (SCRM) program and provide additional SCRM support where needed, including:

- Identify changes in Federal legislation, policies, and initiatives and analyze the operational impact on the information and communications technology (ICT) SCRM Program.
- Create an ICT SCRM Program Management Plan that aligns with Bonneville's objectives.
- Document SCRM Program scope, functions, and structure, including threat analysis center and resource center functions.
- Assist Bonneville Power Administration in building an effective SCRM threat analysis capability, and contribute processes, tools, and technical information to a continuously updated SCRM Library.
- Review the effectiveness of Bonneville Power Administration threat analysis capabilities and develop measurements that accurately depict ICT SCRM Program performance.
- Process research requests from customers across Bonneville and perform research into SCRM issues.
- Conduct risk-based component and vendor assessments to support acquisition decisions and determine the viability of adding components and associated services to the Bonneville Power Administration operating environment.
- Coordinate activities of the Supply Chain Risk Management Interest Group (SCRMIG) and participate in SCRM WGs.
- Evaluate gaps in SCRM awareness; develop and implement SCRM awareness and training.
- Develop metrics for determining the accuracy, completeness, and effectiveness of risk assessments.
- Provide executive briefings and reports on the ICT SCRM Program.
- Report performance measures to external oversight groups, following receipt of Bonneville Power Administration approval.
- Provide research reports and briefings to risk owners.
- Support the preparation and justification of budget and fiscal execution of the program as it relates to meeting requirements, return on investment, value, and outcome.

### 3.4.8 Cybersecurity Awareness and Training Support

The Contractor may be required to provide Cybersecurity Awareness and Training (CSAT) support, including:

- Identify cybersecurity trends and cyber events and analyze their potential impact on the CSAT Program.
- Assess enterprise cybersecurity awareness and training needs for each Departmental Element (DE) and develop recommendations for CSAT Program development.
- Conduct analyses/surveys of cybersecurity trends and Federal training/education requirements and make written recommendations on proposed role-based training courses to meet changing needs, satisfy National Initiative for Cybersecurity Education (NICE) Workforce requirements, and meet Federal requirements.
- Assist in the development of Bonneville Power Administration Annual Cybersecurity Training Strategy and associated Training Program Plan and prepare documentation, including but not limited to objectives, milestones, deliverables, and any processes and procedures and tracking mechanisms related to execution of the strategy and program plan.
- Solicit input from senior information security and privacy officials and consult with Bonneville Power Administration stakeholders to generate consensus training strategies and plans.
- Research training resources (e.g., FedVTE and other open government-wide sources) to identify courses available to meet identified training gaps and develop and maintain a roster of these courses on the Cyber Security Training Website.
- Develop creative solutions to satisfy the Department's cybersecurity awareness and training needs including role-based training courses/modules that are not satisfied by other training sources.
- Promote the Enterprise implementation of the CSAT Program.
- Deliver Enterprise training on cybersecurity legislation, policies, orders, and directives using appropriate delivery mechanisms and media.
- Provide support for the review and administration of Bonneville Power Administration's Information System Security Line of Business (ISSLoB) solution for an Annual Cyber Security Refresher Briefing (ACSRB).
- Participate in Federal and Departmental cybersecurity training working groups.
- Develop metrics to evaluate the CSAT Program and provide detailed analyses of the results.
- Conduct an end user surveys of training and trainings materials provided. Survey data shall be used to improve subsequent trainings and training materials. Survey data shall be provided to the Government in a quantitative tool.
- Provide executive briefings and reports on the CSAT Program.
- Report performance measures to external oversight groups.

- Support the preparation and justification of budget and fiscal execution of the program as it relates to meeting requirements, return on investment, value, and outcome.

### **3.4.9 Cybersecurity Analysis and Reporting Support**

The Contractor may be required to provide support in administering the Bonneville Power Administration Enterprise Cybersecurity Reporting and Analysis Program, which reports to the Office of Management and Budget (OMB) as a unified Department, providing consistent and complete documentation that satisfies Federal requirements, and shall provide additional cybersecurity analysis and reporting support where required. The Contractor's support shall include the following requirements:

- Monitor the legislative landscape for changes to Federal reporting requirements, and adapt these requirements to Bonneville Power Administration data collection, analysis, and reporting practices.
- Work with the Enterprise Data Collection, Validation, Analytics, and Reporting function to complete scheduled and ad hoc data calls, including both internal and external data calls required by Department and Federal initiatives.
- Provide subject matter expertise in the preparation of data calls, including, but not limited to quarterly and annual FISMA data calls.
- Provide validation expertise in the performance of Enterprise cybersecurity data calls.
- Submit cybersecurity reports to Federal oversight groups.
- Work with DEs to develop and manage POA&Ms.
- Participate in FISMA working groups, Federal requirements meetings, and Department data call meetings, and shall recommend improvements to Enterprise data collection practices.
- Track compliance with Federal mandates in conjunction with reporting requirements.
- Support the preparation and justification of budget and fiscal execution of the program as it relates to meeting requirements, return on investment, value, and outcome.
- Create and maintain a Bonneville Power Administration internal and external cybersecurity dashboard, identifying the data reported to the dashboard relative to each DE, as well as the frequency at which these data are reported.

### **3.4.10 Department Cybersecurity Operations**

The Bonneville Power Administration requires technical and operational support for Enterprise-level Cybersecurity Operations as oversight to the entire Bonneville Power Administration complex. This effort will be focused on the coordination and reporting on ongoing monitoring of Cybersecurity Operations throughout the Department.

Support services may include:

- Identify and recommend points of automation in data collection and analytic workflows, and, pending available resources, implement workflow automation.
- Support the management of an unclassified department SOC, including:
  - Assist in the installation of cybersecurity sensors both inside and outside

- discrete Bonneville Power Administration networks, improving the automation of data collection.
- Monitor Bonneville Power Administration network activity to identify potential threats and respond with the correct mitigation strategies and problem management processes.
  - Provide tiered cybersecurity service desk call center support.
  - Collaborate with the intelligence community for information that reveals potential vulnerabilities within Bonneville Power Administration, and scan Bonneville Power Administration networks sensor information to identify potential matches.
    - Provide a cyber-threat intelligence capability. Working with other cybersecurity and intelligence entities to integrate automated information sharing Indicators of Compromise (IoC).
    - Integrate both internal and external sensor and network scan data into a holistic cyber threat intelligence view.
    - Provide threat-informed, data-driven, actionable intelligence and information.
  - Provide detection, containment, and remediation of threats to the unclassified enterprise environment.
    - Provide leadership with a clear view of the cybersecurity risk posture for the Department.
    - Operate a continuous (24 hour/day, 7 day/week) unclassified SOC to monitor, assess, and defend the enterprise.
    - Manage the Department's cybersecurity awareness databases, dashboards, and reporting systems.
    - Manage and provide all federally required cybersecurity reporting both internally and externally.
    - Act as the central point for all cybersecurity incident reporting both internally and externally.
  - Provide a Bonneville incident response capability to include local and non-local travel, support, and advice to sites to support DEs requesting assistance in remediating incidents.
  - Provide an integrated data repository capability for the aggregation of both internal and external network and security sensor data to include unclassified, classified, ISC/SCADA/OT systems.
    - Provide sensor deployment, management, and collection of sensor data.
    - Provide for data cleansing, removal of duplicate data, and manage the lifecycle of collected data.
    - Provide for the confidentiality, access, availability, and confidentiality of collected sensor data.

- Provide data analytics of collected network and cybersecurity data to include unclassified, classified, ICS/SCADA/OT systems.
- Provide analysis of malware, network, and host forensics to include forensic analysis and forensic protection of suspect system for turnover to intelligence and/or law enforcement entities.
- Provide cybersecurity compliance site inspections, tracking of remediation, and associated reporting to include unclassified, classified, ICS/SCADA/OT systems.
- Provide management of data loss prevention to include implementation of hardware, software, data collection and reporting.
- Provide specific ICS/SCADA/OT cybersecurity expertise.

#### **3.4.11 Cybersecurity Automation Support**

The Contractor may be required to provide support in procuring, developing, and maintaining solutions to automate necessary cybersecurity processes. The support may include:

- Perform automation readiness assessments for current cybersecurity infrastructure.
- Plan and design new cybersecurity automation capabilities.
  - Identify requirements and develop an Automation Capability Project Plan, including tasks and schedule for the implementation of the automation capability.
  - Develop a Migration Project Plan, including tasks and schedule for migration from the current processes to the automated processes.
  - Identify costs such as for the application, services, and deployment.
  - Maintain, document, and manage the repository of ongoing requirements for future releases of automation capabilities.
- Develop or procure and implement new cybersecurity automation capabilities.
  - Develop, test, prototype, and rollout the automation capability according to the approved plan.
  - Develop any requested Operational Support documentation for prototype and production releases, such as Standard Operating Procedures.
  - Develop appropriate documentation, including primary Project Management documentation.
- Support, coordinate and manage (complete) any A&A requirements.
- For each new automation capability, develop and execute a training program to train users on new functions and capabilities.
- Provide project management for each automation project.

#### **3.4.12 Enterprise Assurance Incident Response Team**

The Bonneville Power Administration Enterprise Assurance Incident Response Team (EAIRT)

is responsible for developing, implementing, and managing a highly efficient Enterprise cybersecurity incident response capability that provides reporting, response, analysis, and recovery for infrastructure. The Contractor may be required to perform the following requirements to administer the EAIRT program:

- Develop actionable information and events in support of Bonneville Power Administration's network defense.
- Support iJC3 operations by providing continued analysis of network events, detailed threat reports, and escalation of suspicious activity.
- Perform forensic or analysis activity in support of Bonneville cybersecurity operations.
- Identify, propose, and implement new analysis techniques to detect, prevent, and mitigate cybersecurity incidents.
- Coordinate with cybersecurity operations centers throughout the Federal Government to share tactical information, learn new analysis techniques, and contribute to or lead the development of detection tools to mitigate events.
- Provide a variety of reports and technical briefings to Bonneville leadership and incident responders across the Department, and to other agencies as requested.
- Provide detection of information security events and weaknesses associated with information systems and communicate these events and weaknesses in a manner that allows for timely corrective action.
- Establish and implement management responsibilities and procedures to ensure a quick, effective, and orderly response to information security incidents.
- Provide feedback processes that ensure those who report information security events are notified of the results of mitigation efforts.
- Provide awareness training of the established reporting procedures for different types of security events and weaknesses.
- Develop, maintain, and update information security event reporting forms to support reporting actions, and to help respondents remember all necessary actions in case an information security incident is verified as credible.
- Provide, enhance, and implement procedures to conduct ethical penetration testing.
- Provide penetration testing results and analysis to Federal management.
- Provide, enhance, and implement incident response procedures on an ongoing basis, reviewing all procedures on a quarterly basis at a minimum.
- Provide, enhance, and implement procedures for the remote wiping and sanitization of systems. Use as-is, Bonneville-approved tools if feasible, recommend alternative solutions if not.
- Regularly review EAIRT program effectiveness and submit findings to the Bonneville Power Administration.
- Conduct Lessons Learned cybersecurity event evaluations and develop After Action Reports, using them to identify recurring incidents and high-impact

incidents.

- Conduct table-top exercises and other related exercises to enhance and improve weaknesses in current incident response capabilities.
- Provide Incident Response Test Reports that document the compile the sum of the Contractor's incident reporting activities.

### **3.5 Analysis and Studies**

Bonneville requires various studies and analyses to be tasked on an as-needed basis. Orders may be issued under this BPA for the following types of studies and analyses (further detail and specific requirements will be provided at the BPA Order level).

#### **3.5.1 Business Process Engineering**

The Contractor may be required to provide business process engineering and organizational change management to support the Government in defining and maintaining efficient business processes. The Contractor may be required to:

- Support assessments and analysis of organizational effectiveness, employee engagement, and change readiness.
- Support Workforce Development studies and initiatives
- Facilitate the implementation of organizational realignments, improved business processes, and the application of performance management strategies. Track progress and evaluate to recommend additional improvements.
- Work with process stakeholders to document existing business processes and process requirements and integrate current processes into re-engineered processes.
- Analyze business processes and recommend quality improvements that address efficiency, compliance, and performance.
- Design business processes, procedures, desk instructions, and/or playbooks to incorporate the use of new hardware, software, or network capabilities.
- Develop and deliver training to Bonneville Power Administration and contractor personnel on new or modified business processes.
- Provide coaching and other change management support to help users learn and use new processes effectively.

#### **3.5.2 Requirement Analysis Support**

The Contractor may be required to provide requirement analysis support to determine business and technical requirements for such applications as software, business process re-engineering, and resource utilization analyses. The Contractor may:

- Elicit requirements from stakeholders through such techniques as interviews and joint requirements planning sessions.
- Identify internal and external sources and consumers of data or materials.
- Identify and document required transformations of data or materials in business or technical processes.

- Document business and technical processes and data needs to create process maps and flowcharts.
- Derive requirements from documented sources, such as regulatory and procedural documentation.
- Decompose complex requirements into multiple simple requirements.
- Assign unique identifiers to requirements to enable tracking and grouping of requirements.
- Aggregate related requirements using cluster analysis or other methods of affinity assessment.
- Develop data, process, and object models that illustrate the movement and transformation of data or materials.
- Identify and define object states and map the changes of data or materials from one state to another throughout the lifecycle of an object.
- Group and normalize or de-normalize data for efficient processing.
- Determine reporting dimensions and data aggregation needed to inform stakeholders of process status and results.
- Develop information architecture(s) focused on how information is organized, structured, and presented to end users.

### **3.5.3 Special Studies**

The Contractor may be required to plan and execute special studies and other IT-related technical and advisory services in support of existing or emerging requirements. These studies may include:

- Cost-benefit analysis to assess the value planned or created by an initiative, including the review and assessment of draft or proposed implementation plans from Government and private industry sources.
- Feasibility analyses, risk assessments, assessments of net present or net future value, and/or calculation of project payback periods.
- Analyses of alternatives, with recommendations, including a review and assessment of best practices, lessons learned, and benchmarking methodologies (including useful data sets) within the Federal and private industry IT environments.
- Readiness assessments from a technical or end-user perspective for implementation of alternatives.
- Development of technical or financial models.
- Performance assessments of organizational effectiveness, process efficiency, or resource utilization.
- Support Workforce Development studies and initiatives
- System capacity and performance analyses
- Development of strategies, plans, assessments, and analyses related to IT

operations, cyber operations, or cyber coordination.

#### **4. General Requirements**

The Contractor shall satisfy all requirements specified below; these requirements apply to all partners who team with the Contractor, and to all subcontractors employed by the Contractor who perform work under this BPA. These requirements automatically flow down to the Order level and shall apply across all BPA Orders issued pursuant to this BPA Scope of Work.

##### **4.1 Key Personnel**

At the BPA level, the Contractor's key personnel shall consist of three (3) primary points of contact (POCs) who will be responsible for ensuring that all Government requests are met in a timely, compliant, and comprehensive fashion. The responsibilities of the three (3) POCs are as follows:

1. The CBOSS *Program Manager* is the overall manager and single POC for all Contractor activities related to the CBOSS BPA and subsequent BPA Orders. The Program Manager manages programmatic risks and dependencies, Contractor-to-Contractor work integration, and ensures proper integration amongst all CBOSS work units and CBOSS delivered services. The CBOSS Program Manager ensures consistent, constant, and proactive communications with the Government throughout the execution of all BPA Orders.
2. The CBOSS *Performance Manager* is the single POC for overall Contractor performance and quality assurance as specified in the performance measures and metrics contained in each BPA Order. The Performance Manager is responsible for service support and service delivery adjustments, corrections, and improvements by developing, implementing, and maintaining continual service improvement processes. The Performance Manager will report Contractor performance on a regularly scheduled basis and provide corrective action plans for any IT service that performs below its established standard. The Performance Manager ensures that customer feedback is collected and utilized to develop customer centric IT solutions, enabling continuous improvement of the customer experience.
3. The CBOSS *Financial Manager* is the single POC for all financially related actions, reports, and inquiries. The Financial Manager is responsible for: forecasting, monitoring, and reporting the costs of all IT services delivered under the CBOSS BPA; performing data analysis to develop strategies and plans to optimize costs; ensuring all invoices are properly constructed and submitted in a timely manner; and ensuring that all financially related reports meet the specified requirements of the Government. The CBOSS Financial Manager will monitor the financial health of the CBOSS BPA to also ensure overall alignment with the Bonneville's budget formulation and capital planning process.

##### **4.2 Transition Management**

In the general sense of the term "transition," the Government can move active services to a CBOSS BPA Order from any contract or agreement other than CBOSS, or from a CBOSS BPA Order to another contract or agreement. However, for the purposes of the CBOSS BPA, transition is more narrowly and specifically defined to allow clear and effective tracking of transition progress from certain expiring contracts or BPA Orders. Therefore, CBOSS

addresses two types of transition, “transition in” and “transition out,” which are defined as follows:

- “Transition in” is the initiation or transfer of requirement from another contract, agreement, or BPA Order to a CBOSS BPA Order.
- “Transition out” is the transfer of requirement from a CBOSS BPA Order to a follow-on contract, service provider/arrangement, or another BPA Order in a coordinated, minimally disruptive manner.

During transition in and transition out periods, there is a need for constant and proactive involvement from all Key Personnel. Requirements for contractor transition will be described in more detail within the SOW of each individual BPA Order.

#### **4.3 Subcontractor Management**

The Contractor shall make any and all requirements defined in this Scope of Work—to which its own staff are held accountable—the binding responsibility of all subcontracted personnel.

All CBOSS BPA Order requirements, and all performance standards defined in CBOSS BPA Order QASPs, shall flow down to any and all personnel tasked to the CBOSS BPA Order requirement without limitation.

#### **4.4 Subcontractor Information Security Services**

All security requirements established for the direction of the Contractor’s managed services shall flow down to any subcontractor the Contractor engages to perform work on any CBOSS BPA Order requirement. In the event the Contractor engages a subcontractor to perform work under a CBOSS BPA Order requirement, the Contractor shall further include in its Order to the subcontractor the required clauses related to protection of CBOSS information.

#### **4.5 Identification of Contractor Employees**

All Contractor personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression that they are Government officials.

#### **4.6 Quality Assurance**

This BPA requires the Contractor to maintain a thorough quality assurance/quality control (QA/QC) program in compliance with Capability Maturity Model® Integration (CMMI) Level III or International Organization of Standards (ISO) 9001:2008 with the aim of preventing, identifying, and correcting deficiencies in the quality of both development and services provided to the Government. The Contractor shall have proof of their appraised CMMI or ISO level.

As part of the QA/QC Program, the Contractor shall develop a BPA-level Quality Assurance Plan (QAP) that describes the Contractor’s procedures for monitoring the overall performance on the BPA, as well as QAPs for individual BPA Orders as specified. At a minimum, QAPs shall include the following:

- The practices and protocols for compliance with CMMI Level III or ISO 9001:2008 to be utilized at Bonneville Power Administration
- A description of the practices, protocols, and inspection system to cover all services

listed in the SOW. The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis and frequency of these inspections.

- A description of follow-up procedures to ensure that deficiencies are corrected, and the time frames involved in correcting these deficiencies.
- A description of the records to be kept to document inspections and corrective or preventive actions taken.

The records of inspections shall be kept and made available to the Government, when requested, throughout the performance period, and for the period after completion, until final settlement of any claims under this agreement. The CBOSS Performance Manager shall be the Contractor POC for BPA-level quality assurance/quality control.

#### **4.7 Quality Standards**

The requirement for this BPA shall be performed under conditions of process management to ensure the quality of deliverables and services are managed at every stage of development in conformance with either ISO 9001:2008 or CMMI Level III. The Contractor shall describe and document their CMMI or ISO process management approach throughout the software/systems development life cycle and IT services processes demonstrating the utilization of process management through either CMMI level III or ISO 9001:2008.

The Contractor will enforce CMMI Level III or ISO 9001:2008 practices, provide CMMI Level III or ISO 9001:2008 training, and ensure deliverables meet the CMMI Level III or ISO 9001:2008 requirements. Subcontractors not at the CMMI Level III or ISO 9001:2008 may work on tasks requiring CMMI Level III or ISO 9001:2008.

#### **4.8 Financial Management**

The Contractor shall track all direct and indirect expenditures, which shall include those incurred daily, at varying levels, related to the projects, deliverables, and activities that support the satisfaction of CBOSS requirements.

For Time and Material (T&M) orders, the Contractor shall provide Bonneville Power Administration with six (6) months burn rate projections for each BPA Order and notify the COR immediately if the need to shift funding arises. The Contractor shall monitor its expenses against approved funding levels and shall report on its expenses monthly. The Contractor shall report expenditures in an invoice with a level of detail that aligns with the Government's established line items.

#### **4.9 Staff Time Tracking and Reporting**

For Time and Material (T&M) orders, the Contractor shall track the time its staff, including subcontracting staff, are engaged in the completion of CBOSS requirements at all levels deemed sufficient by Bonneville, and shall report staff hours in accordance with the awarded BPA Order.

#### **4.10 Contractor Upkeep and Training Requirements**

The Government may, from time to time, provide Government arranged IT-based, task specific, program policy-oriented training for Contractor personnel, as appropriate for individuals to perform their duties and to comply with Government regulations and Bonneville Power Administration mandated policies. The Contractor shall ensure compliance of

Bonneville Power Administration mandated training for all employees supporting this BPA. The Contractor shall maintain a record of compliance and provide a report to the Government on a bi-annual basis. The Contractor shall work with the COR to obtain a list of technical or Bonneville Power Administration's mandated training.

## ATTACHMENT F2

### CONTRACT CLAUSES INCORPORATED BY REFERENCE

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at the following link.

**Bonneville Purchasing Instructions provisions and clauses; including Interim Policies:** [Bonneville Purchasing Instructions - Bonneville Power Administration \(bpa.gov\)](https://www.bpa.gov)

\*\*indicates clause applicability will be identified in Task Orders

- 28-1.4 Blanket Purchase Agreement – Basic Terms (FEB 2020) (28.3.4)
- 28-3 Invoice (OCT 2014) (28.3.4)
- 28-4.1 Payment – Firm-Fixed-Price (FEB 2020) (28.3.4) \*\*
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- 28-5.1 Inspection/Acceptance – Firm-Fixed-Price (MAR 2018) (28.3.4) \*\*
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- 28-6 Changes (JUL 2013) (28.3.4)
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- 5-1 Privacy Assurance (MAR 2018) (5.1.4) \*\*
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- 10-6 Notification of Employee Rights Under the National Labor Relations Act (OCT 2014) (10.1.7.2) \*\*
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- 17-10 Commercial Software Contractor License (MAR 2018) (17.4.1.2) \*\*
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- 17-22 Non-Disclosure During Contract Performance (MAR 2018) (17.8.2.2.2)
- 19-1 Bonneville-Furnished/Contractor-Acquired Property (MAR 2018) (19.4) \*\*
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### CONTRACT CLAUSES INCORPORATED BY FULL TEXT

#### LIQUIDATED DAMAGES – SUPPLIES, SERVICES, OR RESEARCH AND DEVELOPMENT (6-2) (MAR 2018) (6.15.4) \*\*

- (a) If the Contractor fails to deliver the supplies or perform the services within the time specified in this contract, the Contractor shall, in place of actual damages, pay to Bonneville liquidated damages of *\$identified at task order per calendar* day of delay.
- (b) If Bonneville terminates this contract in whole or in part under the Termination for Default clause, the Contractor is liable for liquidated damages accruing until Bonneville reasonably obtains delivery or performance of similar supplies or services. These liquidated damages are in addition to excess costs of repurchase under the Termination clause.

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- (c) The Contractor will not be charged with liquidated damages when the delay in delivery or performance is beyond the control and without the fault or negligence of the Contractor as defined in the Termination for Default clause in this contract.

### **ORDER LIMITATIONS (7-19M) (NOV 2024) (7.7.6)**

- (a) Maximum order.
  - (1) Any single order in excess of \$50,000,000.00;
  - (2) Total orders that exceed \$200,000,000.00.

### **OPTION TO EXTEND SERVICES (7-39) \*\* (APR 2024) (7.10.8)**

- (a) Bonneville may require continued performance of any services within the limits and at the rates specified in the contract. 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 Contractor within 30, calendar days.

### **OPTION TO EXTEND THE TERM OF THE CONTRACT (7-40) \*\* (APR 2024) (7.10.8)**

- (a) Bonneville may extend the term of this contract by written notice to the Contractor within 5 calendar days before contract expiration; provided that Bonneville gives the Contractor a preliminary written notice of its intent to extend at least 30, calendar days before the contract expires. The preliminary notice does not commit Bonneville to an extension.
- (b) If Bonneville 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 5 years.

### **SERVICE CONTRACT LABOR STANDARDS (10-3) \*\* (MAR 2018) (10.2.2.3)**

- (a) Definitions. As used in this clause-

"Act" means the Service Contract Labor Standards statute (41 U.S.C. § 6701-6707, et seq.).

"Contractor" when used in any subcontract, shall include the subcontractor, except in the term "Bonneville Prime Contractor."

"Service employee" means any person engaged in the performance of this contract other than any person employed in a bona fide executive, administrative, or professional capacity, as these terms are defined in Part 541 of Title 29, Code of Federal Regulations, as revised. It includes all service persons regardless of any contractual relationship that may be alleged to exist between a Contractor or subcontractor and such persons.

- (b) Applicability. This contract is subject to the following provisions and to all other applicable provisions of the Act and regulations of the Secretary of Labor (29 CFR Part 4). This clause does not apply to contracts or subcontracts administratively exempted by the Secretary of Labor or exempted by 41 U.S.C. 6702, as interpreted in Subpart C of 29 CFR Part 4.
- (c) Compensation.
  - (1) Each service employee employed in the performance of this contract by the Contractor or any subcontractor shall be paid not less than the minimum monetary wages and shall be furnished fringe benefits in accordance with the wages and fringe benefits determined by the Secretary of Labor, or authorized representative, as specified in any wage determination attached to this contract.

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(2)

- (i) If a wage determination is attached to this contract, the Contractor shall classify any class of service employee not listed therein which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination) so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed class of employees shall be paid the monetary wages and furnished the fringe benefits which are determined pursuant to the procedures in this paragraph (c).
- (ii) This conforming procedure shall be initiated by the Contractor prior to the performance of contract work by the unlisted class of employee. The Contractor shall submit Standard Form (SF) 1444, Request for Authorization of Additional Classification and Rate, to the Contracting Officer (CO) no later than 30 days after the unlisted class of employee performs any contract work. The CO shall review the proposed classification and rate and promptly submit the completed SF 1444 (which must include information regarding the agreement or disagreement of the employees' authorized representatives or the employees themselves together with the agency recommendation), and all pertinent information to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor. The Wage and Hour Division will approve, modify, or disapprove the action or render a final determination in the event of disagreement within 30 days of receipt or will notify the CO within 30 days of receipt that additional time is necessary.
- (iii) The final determination of the conformance action by the Wage and Hour Division shall be transmitted to the Contracting Officer who shall promptly notify the Contractor of the action taken. Each affected employee shall be furnished by the Contractor with a written copy of such determination or it shall be posted as a part of the wage determination.
- (iv) Establishing rates.
  - (A) The process of establishing wage and fringe benefit rates that bear a reasonable relationship to those listed in a wage determination cannot be reduced to any single formula. The approach used may vary from wage determination to wage determination, depending upon the circumstances. Standard wage and salary administration practices which rank various job classifications by pay grade pursuant to point schemes or other job factors may, for example, be relied upon. Guidance may also be obtained from the way different jobs are rated under federal pay systems (Federal Wage Board Pay System and the General Schedule) or from other wage determinations issued in the same locality. Basic to the establishment of any conformable wage rate(s) is the concept that a pay relationship should be maintained between job classifications based on the skill required and the duties performed.
  - (B) In the case of a contract modification, an exercise of an option or extension of an existing contract, or in any other case where a contract succeeds a contract under which the classification in question was previously conformed pursuant to paragraph (c) of this clause, a new conformed wage rate and fringe benefits may be assigned to such conformed classification by indexing (i.e., adjusting) the previous conformed rate and fringe benefits by an amount equal to the average (mean) percentage increase (or decrease, where appropriate) between the wages and fringe benefits specified for all classifications to be used on the contract which are listed in the current wage determination, and those specified for the corresponding classifications in the previously applicable wage determination. Where conforming actions are accomplished in accordance with this paragraph prior to the performance of contract work by the unlisted class of employees, the Contractor shall advise the CO of the action taken, but the other procedures in paragraph (c)(2)(ii) of this section need not be followed.
  - (C) No employee engaged in performing work on this contract shall in any event be paid less than the currently applicable minimum wage specified under section 6(a)(1) of the Fair Labor Standards Act of 1938, as amended.

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- (v) The wage rate and fringe benefits finally determined under this subparagraph (c)(2) of this clause shall be paid to all employees performing in the classification from the first day on which contract work is performed by them in the classification. Failure to pay the unlisted employees the compensation agreed upon by the interested parties and/or finally determined by the Wage and Hour Division retroactive to the date such class of employees commenced contract work shall be a violation of the Act and this contract.
- (vi) Upon discovery of failure to comply with subparagraph (c)(2) of this clause, the Wage and Hour Division shall make a final determination of conformed classification, wage rate, and/or fringe benefits, which shall be retroactive to the date such class or classes of employees commenced contract work.
- (3) Adjustment of compensation. If the term of this contract is more than one year, the minimum monetary wages and fringe benefits required to be paid or furnished thereunder to service employees under this contract shall be subject to adjustment after one year and not less often than once every two years, under wage determinations issued by the Wage and Hour Division.
- (d) Obligation to furnish fringe benefits. The Contractor or subcontractor may discharge the obligation to furnish fringe benefits specified in the attachment or determined under subparagraph (c)(2) of this clause by furnishing equivalent combinations of bona fide fringe benefits, or by making equivalent or differential cash payments only in accordance with Subpart D of 29 CFR Part 4.
- (e) Minimum wage. In the absence of a wage determination for this contract, neither the Contractor nor any subcontractor under this contract shall pay any person performing work under this contract (regardless of whether the person is a service employee) less than the minimum wage specified by section 6(a)(1) of the Fair Labor Standards Act of 1938. Nothing in this clause shall relieve the Contractor or any subcontractor of any other obligation under law or contract for the payment of a higher wage to any employee.
- (f) Successor contracts. If this contract succeeds a contract subject to the Act under which substantially the same services were furnished in the same locality, and service employees were paid wages and fringe benefits provided for in a collective bargaining agreement, in the absence of the wage determination for this contract setting forth such collectively bargained wage rates and fringe benefits, neither the Contractor nor any subcontractor under this contract shall pay any service employee performing any of the contract work (regardless of whether or not such employee was employed under the predecessor contract), less than the wages and fringe benefits provided for in such collective bargaining agreements, to which such employee would have been entitled if employed under the predecessor contract, including accrued wages and fringe benefits and any prospective increases in wages and fringe benefits provided for under such agreement. No contractor or subcontractor under this contract may be relieved of the foregoing obligation unless the limitations of 29 CFR Part 4.1b(b) apply or unless the Secretary of Labor or the Secretary's authorized representative finds, after a hearing as provided in 29 CFR Part 4.10, that the wages and/or fringe benefits provided for in such agreement are substantially at variance with those which prevail for services of a character similar in the locality, or determines, as provided in 29 CFR Part 4.11, that the collective bargaining agreement applicable to service employees employed under the predecessor contract was not entered into as a result of arm's-length negotiations. Where it is found in accordance with the review procedures provided in 29 CFR 4.10 and/or 4.11 and Parts 6 and 8 that some or all of the wages and/or fringe benefits contained in a predecessor Contractor's collective bargaining agreement are substantially at variance with those which prevail for similar services in the locality, and/or that the collective bargaining agreement applicable to service employees employed under the predecessor contract was not entered into as a result of arm's-length negotiations, the Department will issue a new or revised wage determination setting forth the applicable wage rates and fringe benefits. Such determination shall be made part of the contract or subcontract, in accordance with the decision of the Administrator, the Administrative Law Judge, or the Administrative Review Board, as the case may be, irrespective of whether such issuance occurs prior to or after the award of a contract or subcontract (53 Comp. Gen. 401 (1973)). In the case of a wage determination issued solely as a result of a finding of substantial variance, such determination shall be effective as of the date of the final administrative decision.
- (g) Notification to employees. The Contractor and any subcontractor under this contract shall notify each service employee commencing work on this contract of the minimum monetary wage and any fringe benefits required

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to be paid pursuant to this contract, or shall post the wage determination attached to this contract. The poster provided by the Department of Labor (Publication WH 1313) shall be posted in a prominent and accessible place at the worksite. Failure to comply with this requirement is a violation of section 2(a)(4) of the Act and of this contract.

- (h) Safe and sanitary working conditions. The Contractor or subcontractor shall not permit any part of the services called for by this contract to be performed in buildings or surroundings or under working conditions provided by or under the control or supervision of the Contractor or subcontractor which are unsanitary, hazardous, or dangerous to the health and safety of the service employees. The Contractor or subcontractor shall comply with the safety and health standards applied under 29 CFR Part 1925.
- (i) Records.
  - (1) The Contractor and each subcontractor performing work subject to the Act shall make and maintain for three years from the completion of the work, and make them available for inspection and transcription by authorized representatives of the Wage and Hour Division, Employment Standards Administration, a record of the following:
    - (i) For each employee subject to the Act:
      - (A) Name, address and social security number;
      - (B) Correct work classification or classifications, rate or rates of monetary wages paid and fringe benefits provided, rate or rates of payment in lieu of fringe benefits and total daily and weekly compensation;
      - (C) Daily and weekly hours worked by each employee; and
      - (D) Any deductions, rebates, or refunds from the total daily or weekly compensation of each employee.
    - (ii) For those classes of service employees not included in any wage determination attached to this contract, wage rates or fringe benefits determined by the interested parties or by the Administrator or authorized representative under the terms of paragraph (iii) of this clause. A copy of the report required by subdivision (c)(2)(iv)(B) of this clause will fulfill this requirement.
    - (iii) Any list of the predecessor Contractor's employees which had been furnished to the Contractor as prescribed by paragraph (n) of this clause.
  - (2) The Contractor shall also make available a copy of this contract for inspection or transcription by authorized representatives of the Wage and Hour Division.
  - (3) Failure to make and maintain or to make available these records for inspection and transcription shall be a violation of the regulations and this contract, and in the case of failure to produce these records, the CO, upon direction of the Department of Labor and notification of the Contractor, shall take action to cause suspension of any further payment or advance of funds until the violation ceases.
  - (4) The Contractor shall permit authorized representatives of the Wage and Hour Division to conduct interviews with employees at the worksite during normal working hours.
- (j) Pay periods. The Contractor shall unconditionally pay to each employee subject to the Act all wages due free and clear and without subsequent deduction (except as otherwise provided by law or regulations, 29 CFR Part 4), rebate, or kickback on any account. These payments shall be made no later than one pay period following the end of the regular pay period in which the wages were earned or accrued. A pay period under this Act may not be of any duration longer than semi-monthly.
- (k) Withholding of payments and termination of contract. The CO shall withhold or cause to be withheld from the Bonneville prime contractor under this or any other Government contract with the prime contractor such sums as an appropriate official of the Department of Labor requests, or such sums as the CO decides may be necessary to pay underpaid employees employed by the Contractor or subcontractor. In the event of failure to pay any employees subject to the Act all or part of the wages or fringe benefits due under the Act, the CO may, after authorization or by direction of the Department of Labor and written notification to the Contractor, take action

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to cause suspension of any further payment or advance of funds until such violations have ceased. Additionally, any failure to comply with the requirements of this clause may be grounds for termination of the right to proceed with the contract work. In such event, the Bonneville may enter into other contracts or arrangements for completion of the work, charging the Contractor in default with any additional cost.

- (l) Subcontracts. The Contractor agrees to include this clause in all subcontracts subject to the Act.
- (m) Collective bargaining agreements applicable to service employees. If wages to be paid or fringe benefits to be furnished any service employees employed by the Bonneville prime contractor or any subcontractor under the contract are provided for in a collective bargaining agreement which is or will be effective during any period in which the contract is being performed, the Bonneville prime contractor shall report such fact to the CO, together with full information as to the application and accrual of such wages and fringe benefits, including any prospective increases, to service employees engaged in work on the contract, and a copy of the collective bargaining agreement. Such report shall be made upon commencing performance on the contract, in the case of collective bargaining agreements effective at such time, and in the case of such agreements or provisions or amendments thereof effective at a later time during the period of contract performance, such agreements shall be reported promptly after negotiation thereof.
- (n) Seniority Lists. Not less than ten days prior to completion of any contract being performed at a Bonneville facility where service employees may be retained in the performance of the succeeding contract and subject to a wage determination which contains vacation or other benefit provisions based upon length of service with a contractor (predecessor) or successor (29 CFR Part 4.173), the incumbent prime contractor shall furnish to the CO a certified list of the names of all service employees on the Contractor's or subcontractor's payroll during the last month of contract performance. Such list shall also contain anniversary dates of employment on the contract either with the current or predecessor contractors of each such service employee. The CO shall provide this list to the successor contractor at the commencement of the succeeding contract.
- (o) Rulings and interpretations. Rulings and interpretations of the Act are contained in 29 CFR Part 4.
- (p) Contractor's certification
  - (1) By entering into this contract, the Contractor (and officials thereof) certifies that neither it (nor he or she) nor any person or firm who has a substantial interest in Contractor's firm is a person or firm ineligible to be awarded Government contracts by virtue of the sanctions imposed under section 5 of the Act.
  - (2) No part of this contract shall be subcontracted to any person or firm ineligible for award of a Government contract under section 5 of the Act.
  - (3) The penalty for making false statements is prescribed in the U.S. Criminal Code. 18 U.S.C. 1001.
- (q) Variations, tolerances and exemptions involving employment. Notwithstanding any of the provisions in paragraphs (b) through (o) of this clause, the following employees may be employed in accordance with the following variations, tolerances, and exemptions, which the Secretary of Labor, pursuant to section 4(b) of the Act prior to its amendment by Pub. L. 92-473, found to be necessary and proper in the public interest or to avoid serious impairment of the conduct of Government business.
  - (1) Apprentices, student-learners, and workers whose earning capacity is impaired by age, physical or mental deficiency, or injury may be employed at wages lower than the minimum wages otherwise required by section 2(a)(1) or 2(b)(1) of the Act without diminishing any fringe benefits or cash payments in lieu thereof required under section 2(a)(2) of the Act, in accordance with the conditions and procedures prescribed for the employment of apprentices, student-learners, handicapped persons, and handicapped clients of sheltered workshops under section 14 of the Fair Labor Standards Act of 1938, in the regulations issued by the Administrator (29 CFR Parts 520, 521, 524, and 525).
  - (2) The Administrator will issue certificates under the Act for the employment of apprentices, student-learners, handicapped persons, or handicapped clients of sheltered workshops not subject to the Fair Labor Standards Act of 1938, or subject to different minimum rates of pay under the two acts, authorizing appropriate rates of minimum wages (but without changing requirements concerning fringe benefits or supplementary cash

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payments in lieu thereof), applying procedures prescribed by the applicable regulations issued under the Fair Labor Standards Act of 1938 (29 CFR Parts 520, 521, 524, and 525).

- (3) The Administrator will also withdraw, annul, or cancel such certificates in accordance with the regulations in 29 CFR Parts 525 and 528.
- (r) Apprentices. Apprentices will be permitted to work at less than the predetermined rate for the work they perform when they are employed and individually registered in a bona fide apprenticeship program registered with a State Apprenticeship Agency recognized by the U.S. Department of Labor, or if no such recognized agency exists in a State, under a program registered with the Office of Apprenticeship Training, Employer, and Labor Services (OATELS) U.S. Department of Labor. Any employee who is not registered as an apprentice in an approved program shall be paid the wage rate and fringe benefits contained in the applicable wage determination for the journeyman classification of work actually performed. The wage rates paid apprentices shall not be less than the wage rate for their level of progress set forth in the registered program, expressed as the appropriate percentage of the journeyman's rate contained in the applicable wage determination. The allowable ratio of apprentices to journeymen employed on the contract work in any craft classification shall not be greater than the ratio permitted to the Contractor as to his entire work force under the registered program.
- (s) Tips. An employee engaged in an occupation in which the employee customarily and regularly receives more than \$30 a month in tips may have the amount of these tips credited by the employer against the minimum wage required by section 2(a)(1) or section 2(b)(1) of the Act, in accordance with section 3(m) of the Fair Labor Standards Act and regulations, 29 CFR Part 531. However, the amount of the credit shall not exceed \$1.34 per hour beginning January 1, 1981. To use this provision—
  - (1) The employer must inform tipped employees about this tip credit allowance before the credit is utilized;
  - (2) The employees must be allowed to retain all tips (individually or through a pooling arrangement and regardless of whether the employer elects to take a credit for tips received);
  - (3) The employer must be able to show by records that the employee receives at least the applicable Service Contract Act minimum wage through the combination of direct wages and tip credit; and
  - (4) The use of such tip credit must have been permitted under any predecessor collective bargaining agreement applicable by virtue of section 4(c) of the Act.
- (t) Disputes concerning labor standards. The U.S. Department of Labor has set forth in 29 CFR Parts 4, 6, and 8 procedures for resolving disputes concerning labor standards requirements. Such disputes shall be resolved in accordance with those procedures and not the Disputes clause of this contract. Disputes concerning labor standards requirements within the meaning of this clause include disputes between the Contractor (or any of its subcontractors) and the contracting agency, the U. S. Department of Labor, or the employees or their representatives.

### **SERVICE CONTRACT WAGE DETERMINATION (10-5) \*\* (OCT 2014) (10.2.2.3)**

The wage determination(s) referred to in the clause 10-3, Service Contract Labor Standards, are incorporated into the contract, and are identified as follows:

See Attachment F3

### **SYSTEM FOR AWARD MANAGEMENT (11-18) (APR 2024) (11.10)**

A contractor is required to be registered in SAM as soon as possible. If the contractor is unable to register prior to award, the Contractor shall be registered in SAM within 60 days after award. If the contractor is unable to comply, the contractor shall immediately notify the CO and provide a written explanation.

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**MINIMUM INSURANCE COVERAGE (16-8) \*\*  
(FEB 2022) (16.4.8.2)**

The Contractor shall obtain and maintain insurance coverage as follows for the performance of this contract. The Contracting Officer shall check all that apply and insert amounts as they pertain to each individual contract.

- (a) Workers' compensation and employer's liability. Worker's compensation and employer's liability insurance as required by applicable Federal and State workers' compensation and occupational disease statutes. If occupational diseases are not compensable under those statutes, they shall be covered under the employer's liability section of the insurance policy, except when contract operations are so commingled with the Contractor's commercial operations that it would not be practical to require this coverage. The employer's liability coverage shall be at least \$1,000,000, except in States with exclusive or monopolistic funds that do not permit workers' compensation to be written by private carriers.
- (b) Commercial general liability. Comprehensive general (bodily injury) liability insurance of at least \$1,000,000 per occurrence.
- (c) Property damage liability. Additional property damage liability insurance shall be required when the contractor is engaged in the handling and/or transportation and/or disposal of hazardous wastes
- (d)  Automobile liability. Motor vehicle liability insurance written on the comprehensive form of policy which provides for bodily injury and property damage liability covering the operation of all motor vehicles used in connection with performing the contract. Policies covering motor vehicles operated in the United States shall provide coverage of at least \$2,000,000 per occurrence. The amount of liability coverage on other policies shall be commensurate with any legal requirements of the locality and sufficient to meet normal and customary claims.
- (e)  Watercraft liability. When watercraft is used in connection with performing the work, watercraft liability insurance of at least \$1,000,000 per occurrence coverage is required.
- (f)  Pollution liability. The Contractor shall provide environmental impairment liability insurance of at least \$1,000,000 per occurrence. Such insurance will include coverage for the clean-up, removal, storage, disposal, transportation and/or use of pollutants. The insurance policy shall name BPA, its officials, officers, employees and agents as additional insureds. The contractor's policy shall be primary and shall not seek any contribution from any insurance or self-insurance programs of Bonneville.
- (g)  Professional liability. The Contractor shall provide professional liability insurance. Coverage shall be at least \$1,000,000 per occurrence for claims arising out of negligent acts, errors or omissions.
- (h)  Medical malpractice liability. The Contractor shall maintain medical malpractice liability insurance of at least \$1,000,000 per occurrence.
- (i) The Contractor's policy shall be primary and shall not seek any contribution from any insurance or self-insurance programs of Bonneville. The Contractor's insurance certificate shall contain a waiver of subrogation in favor of Bonneville. Where allowable, Contractor's insurance will name Bonneville and its agents, officers, directors and employees as additional insured's.

**KEY PERSONNEL (23-2) \*\*  
(SEP 1998) (23.1.7)**

The personnel listed below are considered to be essential to the work being performed hereunder. No diversion shall be made by the Contractor without the written consent of the Contracting Officer.

**(b) (4)**

## ATTACHMENT F2

### ADDITIONAL REQUIREMENTS

#### LIMITATION ON TRAVEL COSTS \*\*

- (a) Costs incurred for lodging, meals, and incidental expenses shall be reimbursed on an actual cost basis to the extent that they do not exceed, on a daily basis, the per diem rates in effect at the time of travel as set forth in the Federal Travel Regulation, prescribed by the General Services Administration, for travel in the conterminous 48 United States. Per Diem shall be authorized for travel in excess of 12 hours and shall not exceed 75% of the daily rate for the first and last day of official travel. Lodging and other expenses exceeding \$75.00 must be supported with receipts, which shall be submitted with the request for payment.
- (b) Airline costs will be reimbursed on an actual cost basis to the extent determined reasonable and allocable under the Bonneville Purchasing Instructions, Appendix 13, "Contract Cost Principles for Commercial Organizations". Generally, airline costs will be limited to coach or economy class. Any variation from these requirements must be approved by the Contracting Officer. Contractors may request a letter from the Contracting Officer, authorizing access to an airline, lodging, or other rates negotiated for government travel to the extent such authorization is honored by the service providers.
- (c) Per Diem rates are available at: [Per Diem Rates | GSA](#)
- (d) Mileage rates are available at: [Privately Owned Vehicle \(POV\) Mileage Reimbursement Rates | GSA](#)

#### DELIVERY \*\*

#### DELIVERY TERMS AND SHIPPING MARKS (SUPPLY)

- (a) All items shall be shipped (DDP or DAP) as follows:
  - All Items: Bonneville Power Administration  
J.D. Ross Complex/Ross Warehouse  
3101 NE Minnehaha Street  
Vancouver, WA 98663
- (b) Due to heightened security, ALL shipments to Bonneville (including the Ross Warehouse and all other Bonneville destinations) must be coordinated through the Bonneville Traffic Office. Effective October 12, 2020 Bonneville Power Administration Ross Warehouse will be changing hours of operation. The Traffic Office will be open for business Monday to Thursday. The vendor MUST contact the Traffic Office at 360-418-2829, or by e-mail at [traffic@bpa.gov](mailto:traffic@bpa.gov) at least four (4) working days prior to anticipated shipping date with the carrier's name and phone number. The carrier must call at least 48 hours prior to delivery so that the Traffic Office can verify with the carrier the destination and to coordinate a specific date and time in advance of making the actual delivery.
- (c) Bonneville purchase order and/or deliver order number along with the PO line item numbers must be included on all packing slips.
- (d) Within two (2) days after each shipment, one copy of the signed Bill of Lading/Manifest and packing slips shall be e-mailed to [traffic@bpa.gov](mailto:traffic@bpa.gov). Upon receipt of email from contractor, Bonneville Traffic Office will provide the Carrier, Carrier contract number, and estimated pick-up time and date.
- (e) All shipping packages shall be plainly marked by indelible stencil or firmly fastened weatherproof tag with the following information:
  - (1) Bonneville Power Administration (Bonneville)
  - (2) Destination
  - (3) Purchase Order Number and Delivery Order Number (when applicable)
  - (4) Purchase Order Line Item Number(s)
  - (5) Quantity & Bonneville Catalog ID Number

**ATTACHMENT F2**

**U.S. DEPARTMENT OF ENERGY  
BONNEVILLE POWER ADMINISTRATION  
SOLICITATION/CONTRACT/ORDER FOR SERVICES AND/OR ITEMS**

**PAPERWORK REDUCTION ACT BURDEN DISCLOSURE STATEMENT**

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching for existing data sources, gathering and maintaining the data needed and completing and reviewing the collection of information. Send any comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Office of the Chief Information Officer, Enterprise Policy Development & Implementation Office, IM-22, Paperwork Reduction Program (OMB), US Department of Energy, 1000 Independence Ave, SW, Washington, DC 20585-1290; and to the Office of Management & Budget (OMB), OIRA, Paperwork Reduction Project (OMB), Washington, DC 20503.

**SOLICITATION/CONTRACT/ORDER NUMBER**

1. Requisition Number <i>(used only in COOP event)</i> :	2. Contract/Order Number: BPA- 25 - A - 96013-001	3. Effective Date: Block 29c
4. FSS Contract/Award Number:	5. Solicitation Number: BPA- 25 - RFP - 5990	6. Date Solicitation Issued: 04/25/2025

**CONTACT INFORMATION**

<b>FOR INFORMATION CONTACT:</b>	7. Name of Contract Specialist: MELISSA PETERSON	8. Phone and Email: 360 619 6088. MJPETERSON@BPA.GOV	9. Offer Due Date/Pacific Time: 05/19/2025 1:00 pm
	10. Issued By: Bonneville Power Administration 4400 NE 77th Ave, Vancouver, WA 98662		11. Freight Terms: N/A 12. Payment Terms: NET30
13. Email Invoices To: IPP.GOV		14. Contract Type: <input checked="" type="checkbox"/> Commercial <input type="checkbox"/> Non-Commercial	
15. Pre-Proposal Site Tour or Conference Info: Clarification Questions Due: 05/09/2025, send to mjpg Peterson@bpa.gov. BPA response on or around: 05/14/2025.			

16. Offeror/Contractor Name and Address: ACCENTURE FEDERAL SERVICES LLC 800 NORTH GLEBE ROAD SUITE 300 ARLINGTON, VA 22203	17. Offeror/Contractor Point of Contact Name, Phone and Email: <b>(b) (4)</b>
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**SOLICITATION/CONTRACT/ORDER DETAILS** *(Attach continuation pages as necessary to list all items.)*

18. Item Number	19. Description	20. Quantity	21. Unit	22. Unit Price	23. Amount
	REFERENCE SECTION B. SCHEDULE OF ITEMS		...		

24. Accounting and Appropriation Data <i>(used only in COOP event)</i> :	25. Total Award Amount \$ 5,694,000.00
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26. Contractor is <input checked="" type="checkbox"/> is not <input type="checkbox"/> required to sign this document and return this form via email to the Contracting Officer. Contractor agrees to furnish and deliver all items set forth or otherwise identified above and on any additional sheets subject to the terms and conditions specified herein.	27. Offer Dated: 06/02/2025 Your offer on this solicitation, specified in items: 18-23, including any additions or changes set forth herein, is accepted.
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28a. Name and Title of Signer: <b>(b) (4)</b>	29a. Name of Contracting Officer: MELISSA PETERSON
28b. Signature of Contractor By <b>(b) (6)</b> <i>(Signature of person authorized to sign.)</i>	28c. Date Signed: 6/23/2025
29b. Signature of Contracting Officer: By: MELISSA PETERSON <i>(Signature of Contracting Officer.)</i>	29c. Date Signed: Digitally signed by MELISSA PETERSON Date: 2025.06.23 11:51:01 -07'00'

**B. SCHEDULE OF ITEMS/CONTINUATION PAGE**

Line Item No.	Description	Quantity	Unit	Unit Price	Amount
0001	Services Non Personal. IT Service Desk Operations and Management. FFP	12	Month	<b>(b) (4)</b>	<b>(4)</b>
0002	Services Non Personal. Remote Telecommunication Administrator (Phone Operator) Services. FFP	12	Month		
0003	Services Non-Personal. Surge Support Services. All invoicing will be in accordance with issued Task Assignments. T&M Not-to-Exceed	1	Year		
0003.1	Services Non Personal. After Hours "On-Call" Support. FFP		Hour	<b>(b) (4)</b>	
0003.2	Services Non Personal. Surge Support Staff (Tier I) Call Center. FFP		Hour		
0003.3	Services Non Personal. Surge Support Staff (Tier II) Deskside Support. FFP		Hour		
0003.4	Services Non Personal. Surge Support Staff (Tier II) Misc. Services. FFP		Hour		
0003.5	Services Non Personal. 24X7 Services (Tier II). FFP		Hour		
0003.6	Services Non Personal. Surge Support Staff (Tier III) Deskside Support. FFP		Hour		
0003.7	Services Non Personal. Surge Support Staff (Tier III) Misc. Services. FFP		Hour		
1001	Services Non Personal. IT Service Desk Operations and Management. FFP	12	Month	<b>(b) (4)</b>	<b>(4)</b>
1002	Services Non Personal. Remote Telecommunication Administrator (Phone Operator) Services. FFP	12	Month		
1003	Services Non-Personal. Surge Support Services. All invoicing will be in accordance with issued Task Assignments. T&M Not-to-Exceed	1	Year	TBDB	TBDB
1003.1	Services Non Personal. After Hours "On-Call" Support. FFP		Hour	<b>(b) (4)</b>	
1003.2	Services Non Personal. Surge Support Staff (Tier I) Call Center. FFP		Hour		
1003.3	Services Non Personal. Surge Support Staff (Tier II) Deskside Support. FFP		Hour		
1003.4	Services Non Personal. Surge Support Staff (Tier II) Misc. Services. FFP		Hour		
1003.5	Services Non Personal. 24X7 Services (Tier II). FFP		Hour		
1003.6	Services Non Personal. Surge Support Staff (Tier III) Deskside Support. FFP		Hour		
1003.7	Services Non Personal. Surge Support Staff (Tier III) Misc. Services. FFP		Hour		
2001	Services Non Personal. IT Service Desk Operations and Management. FFP	12	Month	<b>(b) (4)</b>	<b>(4)</b>
2002	Services Non Personal. Remote Telecommunication Administrator (Phone Operator) Services. FFP	12	Month		
2003	Services Non-Personal. Surge Support Services. All invoicing will be in accordance with issued Task Assignments. T&M Not-to-Exceed	1	Year	TBDB	TBDB
2003.1	Services Non Personal. After Hours "On-Call" Support. FFP		Hour	<b>(b) (4)</b>	
2003.2	Services Non Personal. Surge Support Staff (Tier I) Call Center. FFP		Hour		
2003.3	Services Non Personal. Surge Support Staff (Tier II) Deskside Support. FFP		Hour		
2003.4	Services Non Personal. Surge Support Staff (Tier II) Misc. Services. FFP		Hour		
2003.5	Services Non Personal. 24X7 Services (Tier II). FFP		Hour		
2003.6	Services Non Personal. Surge Support Staff (Tier III) Deskside Support. FFP		Hour		

2003.7	Services Non Personal. Surge Support Staff (Tier III) Misc. Services. FFP		Hour	(b) (4)			
3001	Services Non Personal. IT Service Desk Operations and Management. FFP	12	Month	(b) (4)			
3002	Services Non Personal. Remote Telecommunication Administrator (Phone Operator) Services. FFP	12	Month				
3003	Services Non-Personal. Surge Support Services. All invoicing will be in accordance with issued Task Assignments. T&M Not-to-Exceed	1	Year	TBDB	TBDB		
3003.1	Services Non Personal. After Hours "On-Call" Support. FFP		Hour	(b) (4)			
3003.2	Services Non Personal. Surge Support Staff (Tier I) Call Center. FFP		Hour				
3003.3	Services Non Personal. Surge Support Staff (Tier II) Deskside Support. FFP		Hour				
3003.4	Services Non Personal. Surge Support Staff (Tier II) Misc. Services. FFP		Hour				
3003.5	Services Non Personal. 24X7 Services (Tier II). FFP		Hour				
3003.6	Services Non Personal. Surge Support Staff (Tier III) Deskside Support. FFP		Hour				
3003.7	Services Non Personal. Surge Support Staff (Tier III) Misc. Services. FFP		Hour				
4001	Services Non Personal. IT Service Desk Operations and Management. FFP	12	Month			(b) (4)	
4002	Services Non Personal. Remote Telecommunication Administrator (Phone Operator) Services. FFP	12	Month				
4003	Services Non-Personal. Surge Support Services. All invoicing will be in accordance with issued Task Assignments. T&M Not-to-Exceed	1	Year			TBDB	TBDB
4003.1	Services Non Personal. After Hours "On-Call" Support. FFP		Hour	(b) (4)			
4003.2	Services Non Personal. Surge Support Staff (Tier I) Call Center. FFP		Hour				
4003.3	Services Non Personal. Surge Support Staff (Tier II) Deskside Support. FFP		Hour				
4003.4	Services Non Personal. Surge Support Staff (Tier II) Misc. Services. FFP		Hour				
4003.5	Services Non Personal. 24X7 Services (Tier II). FFP		Hour				
4003.6	Services Non Personal. Surge Support Staff (Tier III) Deskside Support. FFP		Hour				
4003.7	Services Non Personal. Surge Support Staff (Tier III) Misc. Services. FFP		Hour				
						Total Base	\$5,694,000.00
				Total Executed Options	\$0.00		
				<b>Total Award</b>	<b>\$5,694,000.00</b>		

**VOICES & CONTACT INFORMATION**

1. Invoices should be sent electronically to:

IPP.GOV

2. Payment Terms:

Net 30

3. If Insurance is required send electronically to:

bpainsurancecertificates@bpa.gov

4. Bonneville Contact Information:

Bonneville Office:  
Attention:  
Contact Email:

NSSF-4400-2

Melissa Peterson

mjpeterson@bpa.gov

5. Contractor Contact Information:

Company Name:  
Attention:  
Contact Email:

Accenture Federal Services

(b) (4)

**D. DELIVERY INFORMATION**

<b>Line Item No.</b>	<b>Period of Performance</b>	<b>Quantity</b>	<b>Unit</b>	<b>Delivery Terms</b>	<b>Place of Performance</b>
0001-0002	07/01/2025 - 06/30/2026	12.00	Month	n/a	Reference SOW
1001-1002	07/01/2026 - 06/30/2027	12.00	Month	n/a	Reference SOW
2001-2002	07/01/2027 - 06/30/2028	12.00	Month	n/a	Reference SOW
3001-3002	07/01/2028 - 06/30/2029	12.00	Month	n/a	Reference SOW
4001-4002	07/01/2029 - 06/30/2030	12.00	Month	n/a	Reference SOW

**Special Delivery Instructions:**

**E. INSPECTION AND ACCEPTANCE TERMS**

All line item(s) in Section B will be inspected and accepted by the COR at the address specified in Section C unless otherwise stated in the table below.

<b>Line Item No.</b>	<b>Inspection At/Inspection By</b>		<b>Acceptance At/Acceptance By</b>		<b>Additional Info</b>
All Items	Government	Government	Government	Government	

**F. ATTACHMENTS**

	<b>Description</b>
F1	Statement of Work, Dated June 10, 2025
F2	Contract Clauses 96013-000 Clauses + Supplemental
F3	Wage Determination, 2015-5563, Revision 24, Date 12/23/2024
F4	Additional Attachments F4.1 Task Assingment Template
F5	Solicitation Provisions - N/A

## **F1 Statement of Work 06/10/2025**

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### **Part A General**

#### **A.1 Objective**

The primary objective is to obtain comprehensive IT Service Desk, Asset Management support, and Remote Telecommunication Administrator (Phone Operator) Services that meet Bonneville's operational needs, improve customer satisfaction with accordance to agreed measurable standards, and adhere to federal standards.

#### **A.2 Background**

The Bonneville Power Administration (Bonneville) is a federal agency headquartered in Portland, Oregon that markets wholesale electricity to the Pacific Northwest's public utilities, private utilities, and to various commercial entities. Bonneville's service territory covers all of Washington, Oregon, Idaho, and western Montana, as well as small contiguous portions of California, Nevada, Utah, Wyoming and eastern Montana. The agency has approximately 4,850 workers and provides about half the electricity used in the Northwest and operates over three-fourths of the region's high-voltage transmission.

The agency seeks a Contractor to provide a comprehensive Information Technology (IT) Service Desk and telecommunication administration services to support its mission of delivering reliable, low-cost electricity. Bonneville envisions the Service Desk to feature three tiers of support, including locally managed on-site support, with IT Communications, Knowledge Management, Incident Management and Asset Management responsibilities. Occasionally, the organization may need additional support with special projects and services, such as deployments of new technology or unforeseen technology challenges.

In addition to the operation of the IT Service Desk, Bonneville requires Remote Telecommunication Administrator (Phone Operator) Services. These positions will be responsible for answering multiple incoming calls, directing calls to correct groups, organizations and people, and prioritizing calls for importance and urgency, as well as providing routine technical assistance and training to users and assisting Voice and Video technical staff with basic equipment maintenance and documentation.

#### **A.3 Location of Project**

This project will be performed at the following locations:

- Bonneville Headquarters 905 NE 11<sup>th</sup> Ave., Portland, OR 97208.
- Bonneville Ross Complex 5411 NE Highway 99, Vancouver, WA 98663.
- Bonneville Van Mall/One Park Place 7600 NE 41<sup>st</sup> Street, Vancouver, WA 98662.
- Office Forrestal Bldg. Room 8G-061, 1000 Independence Ave., SW, Washington, D.C. 20585 (remote support, with approximately two site visits per year).

#### **A.4 BPA-Furnished Property or Services**

Bonneville will provide facilities, equipment, supplies, and materials for on-site support, and will provide remote access badging and/or tokens for offsite support services. Bonneville will provide access to the appropriate enterprise software systems required to perform these services.

#### **A.5 Contractor-Furnished Property or Service**

The Contractor shall provide all property and services to perform the work of this contract, except the items mentioned under A.4 above.

#### **A.7 Documentation**

Exhibit A: Cherwell ITSM Incident and New Request history (Feb 2023 - Feb 2024)

Exhibit B: Bonneville Phone Operator Call Volume for 2023

Exhibit C: IT Service Desk Phone Statistics (Mar 2023 - Feb 2024)

Exhibit D: First Call Resolution

Exhibit E: Asset Management Plan

Exhibit F: Standard software included with Bonneville's Windows 11 upgrade

Exhibit G: IT Service Desk: Required Service Desk performance measures

## **Part B Technical Approach/Tasks**

### **B.1 General Requirements**

The Contractor shall be equipped to meet Bonneville's operational needs for a multi-tiered desktop support model based on the Information Technology Infrastructure Library (ITIL) framework and International Organization for Standardization (ISO) 20000 standards. This model is scalable and effective in enhancing service delivery across various federal agencies. The approach should include a fully staffed Service Desk from 6:00 AM to 6:00 PM (PST) as well as after-hours on-call support for Tier II. The Contractor shall provide skill-based routing processes, efficiently categorize, prioritize, and assign incidents to the appropriate specialized teams, ultimately improving response and resolution times. Furthermore, the Contractor shall possess experience in asset management and support reliable tracking and maintenance of IT assets, helping BPA achieve its hardware management goals.

For Remote Telecommunication Administrator Services (Phone Operators), the Contractor shall employ seasoned operator staff proficient in handling multiple calls and providing prompt assistance while maintaining federal compliance. Upon award, the Contractor shall analyze and evaluate the existing Phone Operator service and provide a plan for improvement.

The Contractor's work ethic shall strive to improve the ITIL-based continual service improvement (CSI) process supporting the goal to exceed service level agreements and customer expectations. By utilizing a data-driven approach to identify, measure, analyze, and implement improvements, the Contractor would drive sustained enhancements in IT service delivery and customer satisfaction for Bonneville. Their comprehensive and integrated IT Service Desk and telecommunication routing services shall provide Bonneville with a robust and reliable solution to fulfill its mission of delivering dependable, low-cost electricity to the Pacific Northwest.

### **B.2 Methods to be Used**

#### **B.2.1 IT Service Desk Operations & Management**

##### **B.2.1.1 Multi-Tiered Service Desk Support Model**

The Contractor shall implement a comprehensive, multi-tiered IT Service Desk support model encompassing Tiers I through III to effectively manage IT Service Desk operations and management for Bonneville. The approach is as follows:

- **Tier I:** Serves as the initial point of contact for all user incidents and requests via phone and email. Service Desk Technicians would identify, document, categorize, prioritize, and attempt to resolve basic incidents and service requests. Utilizing skill-based routing, tickets would be assigned to the most suitable resolver teams based on the complexity of the issue.
- **Tier II:** Handles escalations from Tier I that require more specialized knowledge or tools. This tier would resolve more complex issues, conduct root cause analyses, and update the Knowledge Base with new resolutions. Provides endpoint lifecycle support for Refresh projects and O&M.
- **Tier III:** Engages in expert-level support for the most complex issues that cannot be resolved by Tier II. This tier would coordinate with third-party vendors, system owners, and perform advanced troubleshooting and resolution.

### **B.2.1.2 Incident, Request Fulfillment, and Knowledge Management Processes**

- **Incident Management:** The ITIL-aligned incident management process includes identification, categorization, prioritization, and resolution of incidents. The Contractor would leverage BPA's ITSM ticketing system, Cherwell's, escalation process based on incident priority and impact for timely resolution.
- **Problem Management:** Problem Management is managed by Bonneville IT. The Contractor would work with Bonneville's Problem Management team in the capacity as an Incident Manager, transferring critical information regarding adverse events in the environment. The Bonneville Problem Management team will coordinate with relevant IT system owners to investigate root causes and provide the Service Desk with updated guidance.
- **Request Fulfillment:** Service requests would be logged, categorized, and managed through the centralized ITSM tool, Cherwell. Where applicable, the Contractor would maintain end-to-end ownership of requests, providing users with regular updates and ensuring seamless resolution.
- **Knowledge Management:** The Knowledge Base (KB) would be updated with resolutions, FAQs, and self-help articles derived from incident trends and resolutions. This shared resource would enhance the efficiency of all support tiers and empower users to resolve common issues independently. The Contractor will focus on capturing and maintaining knowledge that enhances Tier 1 First Call Resolution. A Knowledge Manager would be assigned to administrate the Knowledge Management Database (KMDB), supporting BPA in updating and regularly reviewing all articles, while overseeing and directing new documentation efforts.

### **B.2.1.3 Aligning with ITIL and ISO 20000 Principles**

The Contractor shall Maintain Capability Maturity Model Integration (CMMI) Level 4 certifications for both the Development (DEV) and Support Vector Classifier (SVC) models as well as ISO 9001. The CMMI certification shall be provided, and maintenance of those certifications shall meet BPA's ISO20000 requirements.

The Contractor's Delivery Methods (ADM) shall incorporate leading industry practices based on Project Management Body of Knowledge (PMBOK), CMMI and the IT Infrastructure Library (ITIL) v3 and are applied to enhance the success of the project. The ADM operations processes shall align with ITIL v3, incorporating the leading practice concepts of service management and providing BPA with an established structure for managing a service from introduction through operations and improvement.

### **B.2.1.4 SLA Monitoring, Escalation Handling, and Performance Tracking**

The strategy for Service Level Agreement (SLA) management includes:

- **SLA Monitoring:** Real-time dashboards and monitoring tools would track SLA compliance, service performance, and environment health, supporting adherence to SLAs.
- **Escalation Handling:** A pre-defined escalation model would guide the timely escalation of unresolved incidents through appropriate tiers, ensuring rapid resolution and communication with stakeholders.
- **Performance Tracking:** Utilizing data-driven analytics and routine performance reviews, our Service Delivery Managers would track incident resolution times, assist in problem tracking, and implement continuous service improvements. Weekly reports detailing insights and trends would be shared with Bonneville to maintain transparency and accountability.

## **B.2.2 IT Asset Management**

### **B.2.2.1 Comprehensive Lifecycle Support**

The Contractor shall support and enhance BPA's existing end-to-end IT Asset Management (ITAM) services. The approach includes:

- **Tracking/Tagging:** Throughout the custody cycle of a device, our technicians would inspect, verify technical compliance, and update the Asset Tracking system, Sunflower, at every step.
- **Deployment:** Configure, image, and deploy devices based on Bonneville's deployment standards. For mobile devices, each device would be enrolled in Mobile Device Management's (MDM) tool, InTune, and prepared for end-user distribution with predefined user profiles and security configurations.
- **Returns and Disposal:** Manage device recovery through the established request management process. Returned devices would be inspected, sanitized as necessary, and processed for either redeployment or decommissioning.

### **B.2.3 Remote Telecommunication Administrator (Phone Operator) Services**

#### **B.2.3.1 Call Handling Procedures, Escalation Workflows, and Customer Interaction Approach**

- **Call Handling Procedures:** The Contractor will implement standardized and efficient call-handling procedures. The team would leverage BPA's directory and knowledge systems to intelligently identify, categorize, prioritize, and route incoming calls to the most suitable parties. This approach allows calls to be managed by agents with the appropriate experience, resulting in faster resolutions and higher customer satisfaction.
- **Customer Interaction Approach:** The Contractor will prioritize excellent customer service. They should utilize knowledge-based articles (KBAs) and continuous training to equip the Telephone Operators with the information and skills necessary to provide impeccable service. This approach provides that operators are well-informed and capable of resolving many issues on the first contact.

### **B.2.4 Special Projects & Surge Services**

#### **B.2.4.1 Capability to Respond to Ad Hoc Needs, Special Projects, and After-Hours Support**

The Contractor shall have extensive experience and a ready infrastructure to promptly address ad-hoc needs, special projects, and after-hours support. To meet those requirements, the Contractor should leverage a multi-faceted approach characterized by flexibility, highly skilled personnel, and robust teaming relationships.

**Surge Capabilities:** The Contractor shall demonstrate FAST framework which allows for the scalable and rapid deployment of agile teams across different workstreams.

**Cross-Training and Resource Optimization:** Regular cross-train of staff to reduce costs and rapid response time for surging resources when necessary.

**Task Assignment Issuance Process:** To establish a standardized process for issuing and managing Task Assignments (TAs) under an executed contract to ensure proper scope alignment, funding control, accountability, and timely delivery.

#### **1. Task Assignment Request Initiation**

Responsible Party: Program Office / COR / Technical Lead

Steps:

- Identify a need within the scope of the executed contract.
- Draft a Task Assignment Request (TAR) utilizing F4.1 Task Assignment that includes:
  - Description of work
  - Performance period
  - Desired deliverables
  - Estimated level of effort or hours
  - Government point of contact

- Any required due dates

## 2. Contracting Officer Review

Responsible Party: Contracting Officer (CO)

Steps:

- Confirm that the work is within scope of the base contract.
- Confirm the availability of funds (coordinate with budget office if needed).
- Ensure the contractor's capacity and contract ceiling have not been exceeded.
- Determine whether the task requires pricing negotiation, especially if not pre-priced.

## 3. Contractor Proposal (if applicable)

Responsible Party: Contractor

Steps:

- Submit a proposal or quote in response to the TAR, including:
  - Breakdown of labor categories and hours
  - Materials (if any)
  - Subcontractor involvement (if applicable)
  - Total cost estimate
  - Timeline for completion

## 4. Government Evaluation and Negotiation

Responsible Party: Primarily the COR. The COR will be delegated Ordering Authority to allow for obligating the government for in-scope, funded Task Assignments within a dollar threshold. If the COR is not available, the CO will be responsible for awarding the Task Assignment.

Steps:

- Evaluate contractor proposal for reasonableness and consistency with contract rates.
- Negotiate terms, if necessary.
- Finalize scope, cost, and schedule.

## 5. Task Assignment Issuance

Responsible Party: COR in accordance with the delegated Ordering Authority.

Steps:

- Issue a formal Task Assignment (TA) in writing, referencing the base contract.
- Include all agreed-upon details:
  - Statement of Work (SOW)
  - Period of performance
  - Total not-to-exceed amount or firm-fixed price
  - Deliverables and milestones
- Assign a unique Task Assignment Number (e.g., TA-01, TA-02).

## 6. Contractor Acknowledgment

Responsible Party: Contractor

Steps:

- Acknowledge receipt of TA in writing.
- Begin work as outlined in the assignment.

## 7. Task Oversight & Performance Monitoring

Responsible Party: COR / Program Office

Steps:

- Monitor performance, review deliverables, and ensure compliance with terms.
- Document progress, issues, and any modifications needed.

## 8. Completion & Closeout

Responsible Party: COR / CO

Steps:

- Confirm all deliverables have been received and accepted.
- Validate incurred costs (if T&M or cost-reimbursable).
- Provide final approval of work.
- Close out the TA in the official contract file.

## 9. Documentation & Recordkeeping

Responsible Party: CO / COR

Steps:

- Retain all documentation (TARs, proposals, communications, TAs, modifications, approvals) in the contract file.
- Track obligations and expenditures by Task Assignment.

### **B.2.5 Transition Plan**

The Contractor shall develop and implement a comprehensive Transition Plan to support a seamless 90-day phase-in and phase-out, ensuring accurate knowledge transfer and resource onboarding for Bonneville's IT Service Desk operations, Asset Management support, and Remote Telecommunication Administrator (Phone Operator) services.

Pre-Planning Phase

#### **Day 0-5: Initial Setup and Planning**

##### **1. Collaborate on Transition Plan:**

- Engage with Bonneville stakeholders to finalize and maintain a comprehensive Phase-In Plan.
- Define the entry and exit criteria for the transition process.

##### **2. Schedule Meetings:**

- Conduct initial introductory meetings with all relevant Bonneville stakeholder groups.
- Establish daily standups and regular checkpoints for status updates and issue resolution.

### 3. **Resource Onboarding Preparation:**

- Begin acquiring necessary tools and system access for all onboarding resources.
- Schedule a system demo to acclimate the new team to the roles and system.

Phase-In (Days 6-90)

#### **Days 6-30: Knowledge Transfer**

##### 1. **Conduct Knowledge Transfer (KT):**

- Identify and schedule KT sessions, focusing on deep dives and job shadowing.
- Review current procedures and documentation to inform KT sessions.

##### 2. **Establish Transition Metrics:**

- Identify key metrics to track the transition process, including task completion percentages.
- Maintain transparency through the approved tracking and reporting methods.

#### **Days 31-60: Operational Readiness**

##### 1. **Gap Analysis:**

- Perform a detailed analysis of existing processes to identify any potential gaps.
- Develop and initiate action plans collaboratively to address these gaps.

##### 2. **Service Readiness Testing:**

- Conduct readiness checkpoints to confirm all processes are refined and ready for full operations.
- Validate the completion of necessary actions to enable smooth site transitions.

#### **Days 61-90: Full Assumption and Validation**

##### 1. **Final Preparations:**

- Close any remaining knowledge gaps through additional training and documentation reviews.
- Validate the readiness of all systems and processes to assume full operational control.

##### 2. **Transition to Full Operations:**

- Move from transition phase to full operations, ensuring that all deliverables and services meet the required standards.
- File a transition completion report summarizing the outcomes and any opportunities and considerations for the future.

Phase-Out (Final Month of Contract)

#### **Days 270-360: Transition Out**

##### 1. **Develop Transition-Out Plan:**

- Prepare a detailed transition-out plan including all dependencies, milestones, and roles.
- Thorough knowledge transfer to the succeeding contractor or back to Bonneville.

##### 2. **Communication and Coordination:**

- Maintain regular meetings with all relevant stakeholders for a smooth transition.
- Implement risk mitigation strategies to address and manage potential transition challenges.

### 3. Data and Information Transfer:

- Facilitate the transfer of all necessary data, equipment, and documentation.
- Transition of all physical and digital assets effectively while maintaining operational integrity.

Through this comprehensive transition approach, the Contractor shall enable Bonneville to maintain continuous and effective operations, ensuring that critical services are upheld to the agreed upon standards during both the phase-in and phase-out periods.

#### B.2.6 Communication & Reporting

##### B.2.6.1 Internal Coordination Processes and Proposed Cadence of Operational and Performance Reporting

The Contractor shall establish a robust framework for internal coordination and reporting to meet Bonneville's objectives effectively. The team shall implement a comprehensive Coordination & Communication Plan that clearly defines the internal coordination processes and cadence of operational and performance reporting.

##### Internal Coordination Processes

1. **Agreed-Upon Roles and Responsibilities:** Clear delineation of roles within the team to support accountability and seamless workflow.
2. **Established Handoffs:** Defined protocols for handoff points within processes to maintain continuity and efficiency.
3. **Quality and Status Reviews:** Regular quality checks and status reviews to maintain high standards and track progress.

##### Cadence of Operational and Performance Reporting

1. **Formal Communication Mechanisms:** Regular scheduled meetings and reports, including:
  - **Daily Status Report:** Including Service Desk call and ticket statistics, Open Major Incidents and upcoming changes.
  - **Weekly Status Meetings:** To review weekly progress, address issues, and plan upcoming tasks.
  - **Monthly Performance Reports:** Detailed reports outlining performance against established SLAs.
  - **Quarterly Performance Reviews:** Comprehensive reviews of performance metrics and strategic objectives.
2. **Informal Communication Mechanisms:** Ongoing informal touchpoints to promptly address any immediate concerns or updates.
3. **Dashboards and Analytics Tools:** Utilization of advanced dashboards to provide near real-time visibility into operations, enabling proactive management of risks and issues.

#### B.3 Specific Requirements

The Contractor shall operate and maintain services per the requirements provided in the Statement of Objectives, each of which are measured by a set of deliverables and performance measures. SLA targets are determined by Bonneville, and in most cases are configured in the Cherwell ITSM system. These targets include:

- **Service Desk (Tiers I-III)**
  - **Deliverables**
    - Daily Status Report

- Weekly Trends Report
  - Monthly SLA report
- **SLAs**
  - 80% of High Priority tickets are resolved in under 4 hours
  - 80% success rate on Incident and Request SLA targets
  - 70% success rate in First Call Resolution (80% by the end of Year 2)
  - 4.25 out of 5.00 average or higher score on Customer Satisfaction Surveys
- **Print Administration**
  - **Deliverable** – Monthly Print Uptime Report
  - **SLA** – 99.9% Printer availability uptime
- **IT Communications**
  - **Deliverable** – Monthly IT Communications Report
  - **SLA** – 99.9% of IT Notifications sent to the intended audience at least 48 hours before the relevant change occurs

#### B.4 Summary of Deliverables

A table summarizing the specific material items which are to be delivered to BPA should be listed in this section.

Description	Format	Due Date	Days for BPA Review
Kick-off meeting minutes	Electronic	20 days of award	3 Business Days
Onboarding: Badged Contractor Staff - Approval	N/A	As required	2 Business Days
Onboarding Process (SLMO)	Electronic	Weekly	4-6 Weeks
Weekly service summary report	Electronic	Weekly	3 Business Days
Quality Assurance Surveillance Plan	Electronic	30 days of award	3 Business Days
Performance metric reports	Electronic	Monthly	3 Business Days
Revised Staffing Plan	Electronic	As required	3 Business Days
Final Onboarding Training Plan	Electronic	30 days of award	3 Business Days

This table is for summary purposes only. Omissions or alteration of requirements from this table do not relieve the contractor of the responsibility for timely delivery of items required in Section B.3 Tasks or elsewhere in this contract.

#### B.5 Technical Assumptions

1. The performance of the IT Service Desk reflects the totality of BPA IT performance. A significant number of calls received at the Service Desk are directly related to changes made by BPA IT to the infrastructure and applications.

2. The change management process for BPA IT is dictated by BPA. Changes are not approved by the Service Desk.
3. The Contractor assumes onsite support for 3,750 users in the Portland metro throughout the period of performance for this task order.
4. The Contractor assumes the number of contacts received at the Service Desk will remain consistent with the number of calls reported in the solicitation (approximately 750/week).
5. The number of clients supported of approximately 4,200, and the call volume as stated in the Statement of Objectives (SOO) will remain constant throughout the period of performance for this task order.
6. Asset Management is a BPA provided service. The Contractor cannot deliver new equipment before it is issued by the BPA Asset Management Team.
7. The Contractor would commence performance of this contract using existing BPA defined processes. During the performance of the task order, the Contractor would recommend changes to existing processes and tools with the objective of improving customer service and call response times. Process improvements would be coordinated with BPA prior implementation. Similarly, the Contractor would evaluate process improvement recommendations from BPA to confirm likely improvements in service and alignment with the Statement of Work (SOW), SOO, and other applicable information provided or referenced by BPA.
8. The Service Desk provides support during core business hours of 6:00AM to 6:00PM Monday – Friday (Pacific Standard Time).
9. The Contractor is required to use BPA provided tools and systems including Cherwell Service Management (ITSM System: Incident, Request Fulfillment, Configuration Management for covered services, Continuous Service Improvement, Change, and Knowledge Management), Cisco Finesse (Telephone Call Distribution System), and Sunflower (Asset Management System). It is understood that Cherwell is at the end of life and would be replaced at some point during the period of performance. Support for the activities to replace Cherwell are not included in the scope of this task order.
10. The Contractor is not responsible for failure to achieve target Tier 1 First Call Resolution (FCR) service level agreements (SLAs) during occurrence of events beyond the control of the Contractor. Examples of such events include unexpected surges in call volume due to weather events, acts of God, or technology upgrades for which the Contractor was not given sufficient advance notice. The Contractor would document the date, time and duration of event occurrences and inform BPA accordingly. Monthly FCR metrics would be adjusted to indicate the Contractor FCR with and without the documented event(s).

## **B.6 General Assumptions**

1. Tier 1 work performed under this task order can be remotely delivered. Tier 2 support would principally occur at the three Bonneville locations identified under A.3. Tier 3 work would be hybrid as needed to support mission needs.
2. The Government would commit resources and management involvement as described in the Contract or as required by the work effort to support the Contractor's delivery of the services or products and to perform the agreed upon acceptance procedures in a timely manner.
3. Resources will be U.S. citizens eligible to hold a clearance and must have DOE Public Trust clearance to perform work on the program. The timely completion of government activities affects the ability of the program to onboard staff without significant delay in adding or replacing staff.
4. The Government would provide timely access to all necessary tools, infrastructure, endpoints, and environments to the Contractor's team in a timely manner to avoid delays to the project timeline. This

includes network access and application access (including, but not limited to, hardware, software, firewall, vendor agreements, system access, etc.).

5. The Contractor assumes that all resources would be equipped with Government Furnished Equipment (GFE) in a timely manner to support the work on the task order as required by the program.

### **Part C Inspection and Acceptance (Quality Assurance)**

Approval and acceptance of deliverables would be the responsibility of the Bonneville Contracting Officer's Representative in collaboration with the project team. A Field Inspector (FI) or the COR would review all completed deliverables and performance measures referenced in the QASP and coordinate with the Contractor to address any deficiencies. The COR would then administer deliverable acceptance and payment processes as defined by the contract.

The government shall evaluate the Contractor's performance in accordance with the QASP. This plan is primarily focused on what the Government must do to ensure that the Contractor has performed in accordance with the performance standards. It shall define how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

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All other terms and conditions not required to be identified in the Task Order are located in the CBOSS Blanket Purchase Agreement (BPA) contract.

**CONTRACT CLAUSES INCORPORATED BY REFERENCE**

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at the following link.

**Bonneville Purchasing Instructions provisions and clauses; including Interim Policies:** [Bonneville Purchasing Instructions - Bonneville Power Administration \(bpa.gov\)](http://BonnevillePurchasingInstructions-BonnevillePowerAdministration.bpa.gov)

Yes	No	Applicable Task Order Clauses - Incorporated by Reference	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	28-4.1	Payment – Firm-Fixed-Price (FEB 2020) (28.3.4)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	28-4.2	Payment – Time-and-Materials/Labor Hour (FEB 2020) (28.3.4)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	28-5.1	Inspection/Acceptance – Firm-Fixed-Price (MAR 2018) (28.3.4)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	28-5.2	Inspection/Acceptance – Time-and-Materials/Labor Hour (FEB 2020) (28.3.4)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	28-9.1	Termination for Cause – Firm-Fixed-Price (MAR 2018) (28.3.4)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	28-9.2	Termination for Cause – Time-and-Materials/Labor Hour (MAR 2018) (28.3.4)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	28-10.1	Termination for Convenience – Firm-Fixed-Price (MAR 2018) (28.3.4)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	28-10.2	Termination for Convenience – Time-and-Materials/Labor Hour (MAR 2018) (28.3.4)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	28-15.1	Risk of Loss – Incoterms (FEB 2020) (28.3.4)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	28-23	Internet Protocol Version (FEB 2022) (28.3.4)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	4-6	Prohibition on the Procurement of Foreign-Made Unmanned Aircraft Systems-Representation (APR 2024) (4.13.4)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	5-1	Privacy Assurance (MAR 2018) (5.1.4)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	5-2	Privacy Protection (MAR 2018) (5.1.4)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	5-3	Privacy Act (MAR 2018) (5.1.4)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	8-5	Liquidated Damages – Small Business Subcontracting Plan (MAR 2018) (8.3.4.1)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	10-4	Fair Labor and Service Contract – Standards – Price Adjustment (MAR 2018) (10.2.3.3.2)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	10-6	Notification of Employee Rights Under the National Labor Relations Act (OCT 2014) (10.1.7.2)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	10-17	Equal Opportunity Pre-Award Clearance of Subcontracts (APR 2024) (10.1.4.3)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	10-22	Paid Sick Leave Under Executive Order 13706 (MAR 2018) (10.1.12.9)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	11-14	Equipment Lease Payments (FEB 2020) (11.3.1.5)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	11-15	Condition of Leased Equipment (FEB 2020) (11.3.1.5)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	14-15	Delivery of Excess Quantities (APR 2024) (14.6.3)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	14-16	Requirements for U.S. Flag Vessels (MAR 2018) (14.15.2)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	14-19	Post Award Orientation (SEP 2007) (14.5.3.3)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	15-4	Contractor Compliance with Bonneville Policies (FEB 2020) (15.3.1.1)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	15-6	Hazardous Material Identification and Material Safety Data (MAR 2018) (15.4.2)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	15-12	Contractor Safety and Health (APR 2024) (15.6.4.1)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	15-15	Screening Requirements for Personnel Having Access to Bonneville Facilities (FEB 2022) (15.7.2.1)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	15-16	Access to Bonneville Facilities and Computer Systems (MAR 2018) (15.8.3)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	16-7	Work on a Government Installation (FEB 2022) (16.4.8.1)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	17-2.1	Patent Rights – Ownership by Contractor (OCT 2011) (17.6.1.2)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	17-2.2	Patent Rights – Ownership by Bonneville Power Administration (MAR 2018) (17.6.1.2)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	17-3	Rights in Data – Noncommercial Software (MAR 2018) (17.7.4.3.1)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	17-4	Rights in Data – Use of Existing Work (MAR 2018) (17.7.4.3.1)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	17-5.1	Rights in Data – Creation of New Work (MAR 2018) (17.7.4.3.1)

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<input type="checkbox"/>	<input checked="" type="checkbox"/>	17-5.2	Rights in Data – Creation of New Work, Restricted (MAR 2018) (17.7.4.3.1)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	17-6	Commercial Software – No Contractor License (MAR 2018) (17.4.1.2)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	17-8	Source Code Escrow – Third Party Agent (APR 2024) (17.8.5.3.3)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	17-9	Source Code Escrow – Bonneville as Agent (MAR 2018) (17.8.5.4.3)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	17-10	Commercial Software Contractor License (MAR 2018) (17.4.1.2)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	17-12	Modifications to Commercial Software (MAR 2018) (17.4.10.2)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	17-17	Royalty Payment or Fees (APR 2024) (17.8.2.2)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	17-19	Survival of Perpetual Licenses (MAR 2018) (17.7.3.4.2)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	19-1	Bonneville-Furnished/Contractor-Acquired Property (MAR 2018) (19.4)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	19-2	Bonneville Property Furnished “As Is” (MAR 2018) (19.7.1)
<b>Yes</b>	<b>No</b>	<b>Applicable Task Order Clauses In Full Text</b>	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	7-39	Option to Extend Services (APR 2024) (7.10.8)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	7-40	Option to Extend The Term of the Contract (APR 2024) (7.10.8)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	10-3	Service Contract Labor Standards (MAR 2018) (10.2.2.3)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	10-5	Service Contract Wage Determination (OCT 2014) (10.2.2.3)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	16-8	Minimum Insurance Coverage (FEB 2022) (16.4.8.2)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	23-2	Key Personnel (SEP 1998) (23.1.7)
<b>Yes</b>	<b>No</b>	<b>Additional Requirements In Full Text</b>	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Limitation on Travel Costs	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Delivery Terms and Shipping Marks (Supply)	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Pre-Registration of Foreign Nationals	

**CONTRACT CLAUSES INCORPORATED BY FULL TEXT**

**ORDER OF PRECEDENCE (28-21)  
(FEB 2020) (28.3.4)**

Any inconsistencies in this solicitation or contract shall be resolved by giving precedence in the following order:

- (a) The Schedule of Items;
- (b) Contract clauses;
- (c) The specifications or statement of work; and
- (d) Other documents, exhibits, and attachments.

**OPTION TO EXTEND SERVICES (7-39)  
(APR 2024) (7.10.8)**

- (a) Bonneville may require continued performance of any services within the limits and at the rates specified in the contract. 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 Contractor within 30, calendar days.

**OPTION TO EXTEND THE TERM OF THE CONTRACT (7-40)  
(APR 2024) (7.10.8)**

- (a) Bonneville may extend the term of this contract by written notice to the Contractor within 5 calendar days before contract expiration; provided that Bonneville gives the Contractor a preliminary written notice of its intent to extend at least 30, calendar days before the contract expires. The preliminary notice does not commit Bonneville to an extension.
- (b) If Bonneville exercises this option, the extended contract shall be considered to include this option clause.

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- (c) The total duration of this contract, including the exercise of any options under this clause; shall not exceed 5 years.

### **SERVICE CONTRACT LABOR STANDARDS (10-3) (MAR 2018) (10.2.2.3)**

- (a) Definitions. As used in this clause-

"Act" means the Service Contract Labor Standards statute (41 U.S.C. § 6701-6707, et seq.).

"Contractor" when used in any subcontract, shall include the subcontractor, except in the term "Bonneville Prime Contractor."

"Service employee" means any person engaged in the performance of this contract other than any person employed in a bona fide executive, administrative, or professional capacity, as these terms are defined in Part 541 of Title 29, Code of Federal Regulations, as revised. It includes all service persons regardless of any contractual relationship that may be alleged to exist between a Contractor or subcontractor and such persons.

- (b) Applicability. This contract is subject to the following provisions and to all other applicable provisions of the Act and regulations of the Secretary of Labor (29 CFR Part 4). This clause does not apply to contracts or subcontracts administratively exempted by the Secretary of Labor or exempted by 41 U.S.C. 6702, as interpreted in Subpart C of 29 CFR Part 4.

- (c) Compensation.

- (1) Each service employee employed in the performance of this contract by the Contractor or any subcontractor shall be paid not less than the minimum monetary wages and shall be furnished fringe benefits in accordance with the wages and fringe benefits determined by the Secretary of Labor, or authorized representative, as specified in any wage determination attached to this contract.

- (2)

- (i) If a wage determination is attached to this contract, the Contractor shall classify any class of service employee not listed therein which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination) so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed class of employees shall be paid the monetary wages and furnished the fringe benefits which are determined pursuant to the procedures in this paragraph (c).

- (ii) This conforming procedure shall be initiated by the Contractor prior to the performance of contract work by the unlisted class of employee. The Contractor shall submit Standard Form (SF) 1444, Request for Authorization of Additional Classification and Rate, to the Contracting Officer (CO) no later than 30 days after the unlisted class of employee performs any contract work. The CO shall review the proposed classification and rate and promptly submit the completed SF 1444 (which must include information regarding the agreement or disagreement of the employees' authorized representatives or the employees themselves together with the agency recommendation), and all pertinent information to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor. The Wage and Hour Division will approve, modify, or disapprove the action or render a final determination in the event of disagreement within 30 days of receipt or will notify the CO within 30 days of receipt that additional time is necessary.

- (iii) The final determination of the conformance action by the Wage and Hour Division shall be transmitted to the Contracting Officer who shall promptly notify the Contractor of the action taken. Each affected employee shall be furnished by the Contractor with a written copy of such determination or it shall be posted as a part of the wage determination.

- (iv) Establishing rates.

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- (A) The process of establishing wage and fringe benefit rates that bear a reasonable relationship to those listed in a wage determination cannot be reduced to any single formula. The approach used may vary from wage determination to wage determination, depending upon the circumstances. Standard wage and salary administration practices which rank various job classifications by pay grade pursuant to point schemes or other job factors may, for example, be relied upon. Guidance may also be obtained from the way different jobs are rated under federal pay systems (Federal Wage Board Pay System and the General Schedule) or from other wage determinations issued in the same locality. Basic to the establishment of any conformable wage rate(s) is the concept that a pay relationship should be maintained between job classifications based on the skill required and the duties performed.
- (B) In the case of a contract modification, an exercise of an option or extension of an existing contract, or in any other case where a contract succeeds a contract under which the classification in question was previously conformed pursuant to paragraph (c) of this clause, a new conformed wage rate and fringe benefits may be assigned to such conformed classification by indexing (i.e., adjusting) the previous conformed rate and fringe benefits by an amount equal to the average (mean) percentage increase (or decrease, where appropriate) between the wages and fringe benefits specified for all classifications to be used on the contract which are listed in the current wage determination, and those specified for the corresponding classifications in the previously applicable wage determination. Where conforming actions are accomplished in accordance with this paragraph prior to the performance of contract work by the unlisted class of employees, the Contractor shall advise the CO of the action taken, but the other procedures in paragraph (c)(2)(ii) of this section need not be followed.
- (C) No employee engaged in performing work on this contract shall in any event be paid less than the currently applicable minimum wage specified under section 6(a)(1) of the Fair Labor Standards Act of 1938, as amended.
- (v) The wage rate and fringe benefits finally determined under this subparagraph (c)(2) of this clause shall be paid to all employees performing in the classification from the first day on which contract work is performed by them in the classification. Failure to pay the unlisted employees the compensation agreed upon by the interested parties and/or finally determined by the Wage and Hour Division retroactive to the date such class of employees commenced contract work shall be a violation of the Act and this contract.
- (vi) Upon discovery of failure to comply with subparagraph (c)(2) of this clause, the Wage and Hour Division shall make a final determination of conformed classification, wage rate, and/or fringe benefits, which shall be retroactive to the date such class or classes of employees commenced contract work.
- (3) Adjustment of compensation. If the term of this contract is more than one year, the minimum monetary wages and fringe benefits required to be paid or furnished thereunder to service employees under this contract shall be subject to adjustment after one year and not less often than once every two years, under wage determinations issued by the Wage and Hour Division.
- (d) Obligation to furnish fringe benefits. The Contractor or subcontractor may discharge the obligation to furnish fringe benefits specified in the attachment or determined under subparagraph (c)(2) of this clause by furnishing equivalent combinations of bona fide fringe benefits, or by making equivalent or differential cash payments only in accordance with Subpart D of 29 CFR Part 4.
- (e) Minimum wage. In the absence of a wage determination for this contract, neither the Contractor nor any subcontractor under this contract shall pay any person performing work under this contract (regardless of whether the person is a service employee) less than the minimum wage specified by section 6(a)(1) of the Fair Labor Standards Act of 1938. Nothing in this clause shall relieve the Contractor or any subcontractor of any other obligation under law or contract for the payment of a higher wage to any employee.
- (f) Successor contracts. If this contract succeeds a contract subject to the Act under which substantially the same services were furnished in the same locality, and service employees were paid wages and fringe benefits

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provided for in a collective bargaining agreement, in the absence of the wage determination for this contract setting forth such collectively bargained wage rates and fringe benefits, neither the Contractor nor any subcontractor under this contract shall pay any service employee performing any of the contract work (regardless of whether or not such employee was employed under the predecessor contract), less than the wages and fringe benefits provided for in such collective bargaining agreements, to which such employee would have been entitled if employed under the predecessor contract, including accrued wages and fringe benefits and any prospective increases in wages and fringe benefits provided for under such agreement. No contractor or subcontractor under this contract may be relieved of the foregoing obligation unless the limitations of 29 CFR Part 4.1b(b) apply or unless the Secretary of Labor or the Secretary's authorized representative finds, after a hearing as provided in 29 CFR Part 4.10, that the wages and/or fringe benefits provided for in such agreement are substantially at variance with those which prevail for services of a character similar in the locality, or determines, as provided in 29 CFR Part 4.11, that the collective bargaining agreement applicable to service employees employed under the predecessor contract was not entered into as a result of arm's-length negotiations. Where it is found in accordance with the review procedures provided in 29 CFR 4.10 and/or 4.11 and Parts 6 and 8 that some or all of the wages and/or fringe benefits contained in a predecessor Contractor's collective bargaining agreement are substantially at variance with those which prevail for similar services in the locality, and/or that the collective bargaining agreement applicable to service employees employed under the predecessor contract was not entered into as a result of arm's-length negotiations, the Department will issue a new or revised wage determination setting forth the applicable wage rates and fringe benefits. Such determination shall be made part of the contract or subcontract, in accordance with the decision of the Administrator, the Administrative Law Judge, or the Administrative Review Board, as the case may be, irrespective of whether such issuance occurs prior to or after the award of a contract or subcontract (53 Comp. Gen. 401 (1973)). In the case of a wage determination issued solely as a result of a finding of substantial variance, such determination shall be effective as of the date of the final administrative decision.

- (g) Notification to employees. The Contractor and any subcontractor under this contract shall notify each service employee commencing work on this contract of the minimum monetary wage and any fringe benefits required to be paid pursuant to this contract, or shall post the wage determination attached to this contract. The poster provided by the Department of Labor (Publication WH 1313) shall be posted in a prominent and accessible place at the worksite. Failure to comply with this requirement is a violation of section 2(a)(4) of the Act and of this contract.
- (h) Safe and sanitary working conditions. The Contractor or subcontractor shall not permit any part of the services called for by this contract to be performed in buildings or surroundings or under working conditions provided by or under the control or supervision of the Contractor or subcontractor which are unsanitary, hazardous, or dangerous to the health and safety of the service employees. The Contractor or subcontractor shall comply with the safety and health standards applied under 29 CFR Part 1925.
- (i) Records.
  - (1) The Contractor and each subcontractor performing work subject to the Act shall make and maintain for three years from the completion of the work, and make them available for inspection and transcription by authorized representatives of the Wage and Hour Division, Employment Standards Administration, a record of the following:
    - (i) For each employee subject to the Act:
      - (A) Name, address and social security number;
      - (B) Correct work classification or classifications, rate or rates of monetary wages paid and fringe benefits provided, rate or rates of payment in lieu of fringe benefits and total daily and weekly compensation;
      - (C) Daily and weekly hours worked by each employee; and
      - (D) Any deductions, rebates, or refunds from the total daily or weekly compensation of each employee.

## ATTACHMENT F2

- (ii) For those classes of service employees not included in any wage determination attached to this contract, wage rates or fringe benefits determined by the interested parties or by the Administrator or authorized representative under the terms of paragraph (iii) of this clause. A copy of the report required by subdivision (c)(2)(iv)(B) of this clause will fulfill this requirement.
  - (iii) Any list of the predecessor Contractor's employees which had been furnished to the Contractor as prescribed by paragraph (n) of this clause.
- (2) The Contractor shall also make available a copy of this contract for inspection or transcription by authorized representatives of the Wage and Hour Division.
  - (3) Failure to make and maintain or to make available these records for inspection and transcription shall be a violation of the regulations and this contract, and in the case of failure to produce these records, the CO, upon direction of the Department of Labor and notification of the Contractor, shall take action to cause suspension of any further payment or advance of funds until the violation ceases.
  - (4) The Contractor shall permit authorized representatives of the Wage and Hour Division to conduct interviews with employees at the worksite during normal working hours.
- (j) Pay periods. The Contractor shall unconditionally pay to each employee subject to the Act all wages due free and clear and without subsequent deduction (except as otherwise provided by law or regulations, 29 CFR Part 4), rebate, or kickback on any account. These payments shall be made no later than one pay period following the end of the regular pay period in which the wages were earned or accrued. A pay period under this Act may not be of any duration longer than semi-monthly.
  - (k) Withholding of payments and termination of contract. The CO shall withhold or cause to be withheld from the Bonneville prime contractor under this or any other Government contract with the prime contractor such sums as an appropriate official of the Department of Labor requests, or such sums as the CO decides may be necessary to pay underpaid employees employed by the Contractor or subcontractor. In the event of failure to pay any employees subject to the Act all or part of the wages or fringe benefits due under the Act, the CO may, after authorization or by direction of the Department of Labor and written notification to the Contractor, take action to cause suspension of any further payment or advance of funds until such violations have ceased. Additionally, any failure to comply with the requirements of this clause may be grounds for termination of the right to proceed with the contract work. In such event, the Bonneville may enter into other contracts or arrangements for completion of the work, charging the Contractor in default with any additional cost.
  - (l) Subcontracts. The Contractor agrees to include this clause in all subcontracts subject to the Act.
  - (m) Collective bargaining agreements applicable to service employees. If wages to be paid or fringe benefits to be furnished any service employees employed by the Bonneville prime contractor or any subcontractor under the contract are provided for in a collective bargaining agreement which is or will be effective during any period in which the contract is being performed, the Bonneville prime contractor shall report such fact to the CO, together with full information as to the application and accrual of such wages and fringe benefits, including any prospective increases, to service employees engaged in work on the contract, and a copy of the collective bargaining agreement. Such report shall be made upon commencing performance on the contract, in the case of collective bargaining agreements effective at such time, and in the case of such agreements or provisions or amendments thereof effective at a later time during the period of contract performance, such agreements shall be reported promptly after negotiation thereof.
  - (n) Seniority Lists. Not less than ten days prior to completion of any contract being performed at a Bonneville facility where service employees may be retained in the performance of the succeeding contract and subject to a wage determination which contains vacation or other benefit provisions based upon length of service with a contractor (predecessor) or successor (29 CFR Part 4.173), the incumbent prime contractor shall furnish to the CO a certified list of the names of all service employees on the Contractor's or subcontractor's payroll during the last month of contract performance. Such list shall also contain anniversary dates of employment on the contract either with the current or predecessor contractors of each such service employee. The CO shall provide this list to the successor contractor at the commencement of the succeeding contract.

## ATTACHMENT F2

- (o) Rulings and interpretations. Rulings and interpretations of the Act are contained in 29 CFR Part 4.
- (p) Contractor's certification
  - (1) By entering into this contract, the Contractor (and officials thereof) certifies that neither it (nor he or she) nor any person or firm who has a substantial interest in Contractor's firm is a person or firm ineligible to be awarded Government contracts by virtue of the sanctions imposed under section 5 of the Act.
  - (2) No part of this contract shall be subcontracted to any person or firm ineligible for award of a Government contract under section 5 of the Act.
  - (3) The penalty for making false statements is prescribed in the U.S. Criminal Code. 18 U.S.C. 1001.
- (q) Variations, tolerances and exemptions involving employment. Notwithstanding any of the provisions in paragraphs (b) through (o) of this clause, the following employees may be employed in accordance with the following variations, tolerances, and exemptions, which the Secretary of Labor, pursuant to section 4(b) of the Act prior to its amendment by Pub. L. 92-473, found to be necessary and proper in the public interest or to avoid serious impairment of the conduct of Government business.
  - (1) Apprentices, student-learners, and workers whose earning capacity is impaired by age, physical or mental deficiency, or injury may be employed at wages lower than the minimum wages otherwise required by section 2(a)(1) or 2(b)(1) of the Act without diminishing any fringe benefits or cash payments in lieu thereof required under section 2(a)(2) of the Act, in accordance with the conditions and procedures prescribed for the employment of apprentices, student-learners, handicapped persons, and handicapped clients of sheltered workshops under section 14 of the Fair Labor Standards Act of 1938, in the regulations issued by the Administrator (29 CFR Parts 520, 521, 524, and 525).
  - (2) The Administrator will issue certificates under the Act for the employment of apprentices, student-learners, handicapped persons, or handicapped clients of sheltered workshops not subject to the Fair Labor Standards Act of 1938, or subject to different minimum rates of pay under the two acts, authorizing appropriate rates of minimum wages (but without changing requirements concerning fringe benefits or supplementary cash payments in lieu thereof), applying procedures prescribed by the applicable regulations issued under the Fair Labor Standards Act of 1938 (29 CFR Parts 520, 521, 524, and 525).
  - (3) The Administrator will also withdraw, annul, or cancel such certificates in accordance with the regulations in 29 CFR Parts 525 and 528.
- (r) Apprentices. Apprentices will be permitted to work at less than the predetermined rate for the work they perform when they are employed and individually registered in a bona fide apprenticeship program registered with a State Apprenticeship Agency recognized by the U.S. Department of Labor, or if no such recognized agency exists in a State, under a program registered with the Office of Apprenticeship Training, Employer, and Labor Services (OATELS) U.S. Department of Labor. Any employee who is not registered as an apprentice in an approved program shall be paid the wage rate and fringe benefits contained in the applicable wage determination for the journeyman classification of work actually performed. The wage rates paid apprentices shall not be less than the wage rate for their level of progress set forth in the registered program, expressed as the appropriate percentage of the journeyman's rate contained in the applicable wage determination. The allowable ratio of apprentices to journeymen employed on the contract work in any craft classification shall not be greater than the ratio permitted to the Contractor as to his entire work force under the registered program.
- (s) Tips. An employee engaged in an occupation in which the employee customarily and regularly receives more than \$30 a month in tips may have the amount of these tips credited by the employer against the minimum wage required by section 2(a)(1) or section 2(b)(1) of the Act, in accordance with section 3(m) of the Fair Labor Standards Act and regulations, 29 CFR Part 531. However, the amount of the credit shall not exceed \$1.34 per hour beginning January 1, 1981. To use this provision—
  - (1) The employer must inform tipped employees about this tip credit allowance before the credit is utilized;
  - (2) The employees must be allowed to retain all tips (individually or through a pooling arrangement and regardless of whether the employer elects to take a credit for tips received):

## ATTACHMENT F2

- (3) The employer must be able to show by records that the employee receives at least the applicable Service Contract Act minimum wage through the combination of direct wages and tip credit; and
- (4) The use of such tip credit must have been permitted under any predecessor collective bargaining agreement applicable by virtue of section 4(c) of the Act.
- (t) Disputes concerning labor standards. The U.S. Department of Labor has set forth in 29 CFR Parts 4, 6, and 8 procedures for resolving disputes concerning labor standards requirements. Such disputes shall be resolved in accordance with those procedures and not the Disputes clause of this contract. Disputes concerning labor standards requirements within the meaning of this clause include disputes between the Contractor (or any of its subcontractors) and the contracting agency, the U. S. Department of Labor, or the employees or their representatives.

### **SERVICE CONTRACT WAGE DETERMINATION (10-5) (OCT 2014) (10.2.2.3)**

The wage determination(s) referred to in the clause 10-3, Service Contract Labor Standards, are incorporated into the contract, and are identified as follows:

See Attachment F3

### **MINIMUM INSURANCE COVERAGE (16-8) (FEB 2022) (16.4.8.2)**

The Contractor shall obtain and maintain insurance coverage as follows for the performance of this contract. The Contracting Officer shall check all that apply and insert amounts as they pertain to each individual contract.

- (a) Workers' compensation and employer's liability. Worker's compensation and employer's liability insurance as required by applicable Federal and State workers' compensation and occupational disease statutes. If occupational diseases are not compensable under those statutes, they shall be covered under the employer's liability section of the insurance policy, except when contract operations are so commingled with the Contractor's commercial operations that it would not be practical to require this coverage. The employer's liability coverage shall be at least \$1,000,000, except in States with exclusive or monopolistic funds that do not permit workers' compensation to be written by private carriers.
- (b) Commercial general liability. Comprehensive general (bodily injury) liability insurance of at least \$1,000,000 per occurrence.
- (c) Property damage liability. Additional property damage liability insurance shall be required when the contractor is engaged in the handling and/or transportation and/or disposal of hazardous wastes
- (d)  Automobile liability. Motor vehicle liability insurance written on the comprehensive form of policy which provides for bodily injury and property damage liability covering the operation of all motor vehicles used in connection with performing the contract. Policies covering motor vehicles operated in the United States shall provide coverage of at least \$2,000,000 per occurrence. The amount of liability coverage on other policies shall be commensurate with any legal requirements of the locality and sufficient to meet normal and customary claims.
- (e)  Watercraft liability. When watercraft is used in connection with performing the work, watercraft liability insurance of at least \$1,000,000 per occurrence coverage is required.
- (f)  Pollution liability. The Contractor shall provide environmental impairment liability insurance of at least \$1,000,000 per occurrence. Such insurance will include coverage for the clean-up, removal, storage, disposal, transportation and/or use of pollutants. The insurance policy shall be named BPA, its officials, officers, employees and agents as additional insureds. The contractor's policy shall be primary and shall not seek any contribution from any insurance or self-insurance programs of Bonneville.
- (g)  Professional liability. The Contractor shall provide professional liability insurance. Coverage shall be at least \$1,000,000 per occurrence for claims arising out of negligent acts, errors or omissions.

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- (h)  Medical malpractice liability. The Contractor shall maintain medical malpractice liability insurance of at least \$1,000,000 per occurrence.
- (i) The Contractor's policy shall be primary and shall not seek any contribution from any insurance or self-insurance programs of Bonneville. The Contractor's insurance certificate shall contain a waiver of subrogation in favor of Bonneville. Where allowable, Contractor's insurance will name Bonneville and its agents, officers, directors and employees as additional insured's.

### KEY PERSONNEL (23-2) (SEP 1998) (23.1.7)

The personnel listed below are considered to be essential to the work being performed hereunder. No diversion shall be made by the Contractor without the written consent of the Contracting Officer.

• (b) (4)

### ADDITIONAL REQUIREMENTS

#### LIMITATION ON TRAVEL COSTS

- (a) Costs incurred for lodging, meals, and incidental expenses shall be reimbursed on an actual cost basis to the extent that they do not exceed, on a daily basis, the per diem rates in effect at the time of travel as set forth in the Federal Travel Regulation, prescribed by the General Services Administration, for travel in the conterminous 48 United States. Per Diem shall be authorized for travel in excess of 12 hours and shall not exceed 75% of the daily rate for the first and last day of official travel. Lodging and other expenses exceeding \$75.00 must be supported with receipts, which shall be submitted with the request for payment.
- (b) Airline costs will be reimbursed on an actual cost basis to the extent determined reasonable and allocable under the Bonneville Purchasing Instructions, Appendix 13, "Contract Cost Principles for Commercial Organizations". Generally, airline costs will be limited to coach or economy class. Any variation from these requirements must be approved by the Contracting Officer. Contractors may request a letter from the Contracting Officer, authorizing access to an airline, lodging, or other rates negotiated for government travel to the extent such authorization is honored by the service providers.
- (c) Per Diem rates are available at: [Per Diem Rates | GSA](#)
- (d) Mileage rates are available at: [Privately Owned Vehicle \(POV\) Mileage Reimbursement Rates | GSA](#)

#### PRE-REGISTRATION OF FOREIGN NATIONALS

- (a) Bonneville is required to provide clearance for any Foreign National through the Personnel Security Office. This process is in addition to HSPD-12 screening and, depending on the individual's country of citizenship, may take up to 12 months or may ultimately be denied. Given these potential delays and outcomes, it is in Bonneville's best interest that the technical team be comprised of U.S. citizens.
- (b) BPA cannot permit any Foreign National — whether onsite or remote to access facilities, participate in business conversations (including telephone or email), or provide business support until clearance had been granted. Accordingly, all Vendors must notify Bonneville prior to the execution of any project if any Foreign Nationals will be involved.
- (c) Foreign Nationals visiting any Bonneville location must provide a copy of their visa and/or passport, resume, and any additional documentation upon request. For Foreign Nationals working remotely on Bonneville projects the Contractor shall report this involvement no less than 60 days prior to the project start date.
- (d) To initiate the clearance process, the Foreign National must complete Bonneville form 5632.08e – Foreign Nationals Registration (Short Form) and submit it with a copy of their passport to their designated Host. The

## **ATTACHMENT F2**

Host is responsible for transmitting the completed form and documentation to Bonneville's Personnel Security Office.

<p>"REGISTER OF WAGE DETERMINATIONS UNDER THE SERVICE CONTRACT ACT By direction of the Secretary of Labor</p>	<p>U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION WAGE AND HOUR DIVISION WASHINGTON D.C. 20210</p>
<p>Daniel W. Simms Director</p>	<p>Division of Wage Determinations</p>
<p>Wage Determination No.: 2015-5563 Revision No.: 24 Date Of Last Revision: 12/23/2024</p>	

Note: Contracts subject to the Service Contract Act are generally required to pay at least the applicable minimum wage rate required under Executive Order 14026 or Executive Order 13658.

<p>If the contract is entered into on or after January 30, 2022, or the contract is renewed or extended (e.g., an option is exercised) on or after January 30, 2022:</p>	<p>Executive Order 14026 generally applies to the contract. The contractor must pay all covered workers at least \$17.75 per hour (or the applicable wage rate listed on this wage determination, if it is higher) for all hours spent performing on the contract in 2025.</p>
<p>If the contract was awarded on or between January 1, 2015 and January 29, 2022, and the contract is not renewed or extended on or after January 30, 2022:</p>	<p>Executive Order 13658 generally applies to the contract. The contractor must pay all covered workers at least \$13.30 per hour (or the applicable wage rate listed on this wage determination, if it is higher) for all hours spent performing on the contract in 2025.</p>

The applicable Executive Order minimum wage rate will be adjusted annually. Additional information on contractor requirements and worker protections under the Executive Orders is available at [www.dol.gov/whd/govcontracts](http://www.dol.gov/whd/govcontracts).

States: Oregon, Washington

Area: Oregon Counties of Clackamas, Columbia, Multnomah, Washington, Yamhill  
Washington Counties of Clark, Skamania

**\*\*Fringe Benefits Required Follow the Occupational Listing\*\***

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		19.14
01012 - Accounting Clerk II		21.48
01013 - Accounting Clerk III		24.03
01020 - Administrative Assistant		33.55
01035 - Court Reporter		23.43
01041 - Customer Service Representative I		17.69***
01042 - Customer Service Representative II		19.31
01043 - Customer Service Representative III		21.68
01051 - Data Entry Operator I		18.92
01052 - Data Entry Operator II		20.65
01060 - Dispatcher, Motor Vehicle		23.25
01070 - Document Preparation Clerk		19.31
01090 - Duplicating Machine Operator		19.31
01111 - General Clerk I		18.13
01112 - General Clerk II		19.78

01113 - General Clerk III	22.20
01120 - Housing Referral Assistant	26.13
01141 - Messenger Courier	19.82
01191 - Order Clerk I	20.80
01192 - Order Clerk II	22.70
01261 - Personnel Assistant (Employment) I	20.20
01262 - Personnel Assistant (Employment) II	22.60
01263 - Personnel Assistant (Employment) III	25.20
01270 - Production Control Clerk	27.50
01290 - Rental Clerk	20.76
01300 - Scheduler, Maintenance	20.96
01311 - Secretary I	20.96
01312 - Secretary II	23.43
01313 - Secretary III	26.13
01320 - Service Order Dispatcher	20.79
01410 - Supply Technician	33.55
01420 - Survey Worker	23.75
01460 - Switchboard Operator/Receptionist	18.53
01531 - Travel Clerk I	19.15
01532 - Travel Clerk II	20.83
01533 - Travel Clerk III	23.19
01611 - Word Processor I	19.08
01612 - Word Processor II	21.42
01613 - Word Processor III	23.97
05000 - Automotive Service Occupations	
05005 - Automobile Body Repairer, Fiberglass	24.49
05010 - Automotive Electrician	24.89
05040 - Automotive Glass Installer	23.42
05070 - Automotive Worker	23.42
05110 - Mobile Equipment Servicer	20.63
05130 - Motor Equipment Metal Mechanic	26.30
05160 - Motor Equipment Metal Worker	23.42
05190 - Motor Vehicle Mechanic	26.30
05220 - Motor Vehicle Mechanic Helper	19.21
05250 - Motor Vehicle Upholstery Worker	22.04
05280 - Motor Vehicle Wrecker	23.42
05310 - Painter, Automotive	24.89
05340 - Radiator Repair Specialist	23.42
05370 - Tire Repairer	20.28
05400 - Transmission Repair Specialist	26.30
07000 - Food Preparation And Service Occupations	
07010 - Baker	17.70***
07041 - Cook I	20.50
07042 - Cook II	23.30
07070 - Dishwasher	16.54***
07130 - Food Service Worker	17.82
07210 - Meat Cutter	23.28
07260 - Waiter/Waitress	15.66***
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	23.72
09040 - Furniture Handler	13.19***
09080 - Furniture Refinisher	20.19
09090 - Furniture Refinisher Helper	15.57***
09110 - Furniture Repairer, Minor	17.88
09130 - Upholsterer	19.01
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	18.38
11060 - Elevator Operator	18.01
11090 - Gardener	27.08
11122 - Housekeeping Aide	18.01
11150 - Janitor	18.01
11210 - Laborer, Grounds Maintenance	21.35
11240 - Maid or Houseman	17.72***
11260 - Pruner	19.50
11270 - Tractor Operator	25.21

11330 - Trail Maintenance Worker	21.35
11360 - Window Cleaner	19.72
12000 - Health Occupations	
12010 - Ambulance Driver	24.16
12011 - Breath Alcohol Technician	31.59
12012 - Certified Occupational Therapist Assistant	35.28
12015 - Certified Physical Therapist Assistant	31.05
12020 - Dental Assistant	28.50
12025 - Dental Hygienist	52.45
12030 - EKG Technician	41.85
12035 - Electroneurodiagnostic Technologist	41.85
12040 - Emergency Medical Technician	24.16
12071 - Licensed Practical Nurse I	28.25
12072 - Licensed Practical Nurse II	31.59
12073 - Licensed Practical Nurse III	35.22
12100 - Medical Assistant	23.96
12130 - Medical Laboratory Technician	35.97
12160 - Medical Record Clerk	24.87
12190 - Medical Record Technician	27.82
12195 - Medical Transcriptionist	19.98
12210 - Nuclear Medicine Technologist	53.27
12221 - Nursing Assistant I	15.96***
12222 - Nursing Assistant II	17.93
12223 - Nursing Assistant III	19.57
12224 - Nursing Assistant IV	21.96
12235 - Optical Dispenser	26.24
12236 - Optical Technician	19.39
12250 - Pharmacy Technician	24.77
12280 - Phlebotomist	22.86
12305 - Radiologic Technologist	45.11
12311 - Registered Nurse I	31.67
12312 - Registered Nurse II	38.74
12313 - Registered Nurse II, Specialist	38.74
12314 - Registered Nurse III	46.87
12315 - Registered Nurse III, Anesthetist	46.87
12316 - Registered Nurse IV	56.18
12317 - Scheduler (Drug and Alcohol Testing)	39.16
12320 - Substance Abuse Treatment Counselor	29.93
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	27.80
13012 - Exhibits Specialist II	34.45
13013 - Exhibits Specialist III	42.14
13041 - Illustrator I	23.43
13042 - Illustrator II	29.03
13043 - Illustrator III	35.51
13047 - Librarian	38.15
13050 - Library Aide/Clerk	21.40
13054 - Library Information Technology Systems Administrator	34.45
13058 - Library Technician	24.74
13061 - Media Specialist I	24.86
13062 - Media Specialist II	27.80
13063 - Media Specialist III	31.01
13071 - Photographer I	19.51
13072 - Photographer II	21.84
13073 - Photographer III	27.05
13074 - Photographer IV	33.09
13075 - Photographer V	40.03
13090 - Technical Order Library Clerk	26.86
13110 - Video Teleconference Technician	24.82
14000 - Information Technology Occupations	
14041 - Computer Operator I	21.15
14042 - Computer Operator II	23.66
14043 - Computer Operator III	26.38
14044 - Computer Operator IV	29.31

14045 - Computer Operator V		32.46
14071 - Computer Programmer I	(see 1)	
14072 - Computer Programmer II	(see 1)	
14073 - Computer Programmer III	(see 1)	
14074 - Computer Programmer IV	(see 1)	
14101 - Computer Systems Analyst I	(see 1)	
14102 - Computer Systems Analyst II	(see 1)	
14103 - Computer Systems Analyst III	(see 1)	
14150 - Peripheral Equipment Operator		21.15
14160 - Personal Computer Support Technician		29.31
14170 - System Support Specialist		32.46
15000 - Instructional Occupations		
15010 - Aircrew Training Devices Instructor (Non-Rated)		37.90
15020 - Aircrew Training Devices Instructor (Rated)		45.85
15030 - Air Crew Training Devices Instructor (Pilot)		54.96
15050 - Computer Based Training Specialist / Instructor		37.90
15060 - Educational Technologist		43.19
15070 - Flight Instructor (Pilot)		54.96
15080 - Graphic Artist		30.18
15085 - Maintenance Test Pilot, Fixed, Jet/Prop		54.96
15086 - Maintenance Test Pilot, Rotary Wing		54.96
15088 - Non-Maintenance Test/Co-Pilot		54.96
15090 - Technical Instructor		25.78
15095 - Technical Instructor/Course Developer		31.54
15110 - Test Proctor		20.81
15120 - Tutor		20.81
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations		
16010 - Assembler		18.02
16030 - Counter Attendant		18.02
16040 - Dry Cleaner		20.60
16070 - Finisher, Flatwork, Machine		18.02
16090 - Presser, Hand		18.02
16110 - Presser, Machine, Drycleaning		18.02
16130 - Presser, Machine, Shirts		18.02
16160 - Presser, Machine, Wearing Apparel, Laundry		18.02
16190 - Sewing Machine Operator		21.46
16220 - Tailor		22.31
16250 - Washer, Machine		18.88
19000 - Machine Tool Operation And Repair Occupations		
19010 - Machine-Tool Operator (Tool Room)		30.31
19040 - Tool And Die Maker		36.86
21000 - Materials Handling And Packing Occupations		
21020 - Forklift Operator		23.77
21030 - Material Coordinator		27.50
21040 - Material Expediter		27.50
21050 - Material Handling Laborer		20.65
21071 - Order Filler		19.72
21080 - Production Line Worker (Food Processing)		23.77
21110 - Shipping Packer		21.15
21130 - Shipping/Receiving Clerk		21.15
21140 - Store Worker I		17.27***
21150 - Stock Clerk		22.15
21210 - Tools And Parts Attendant		23.77
21410 - Warehouse Specialist		23.77
23000 - Mechanics And Maintenance And Repair Occupations		
23010 - Aerospace Structural Welder		39.79
23019 - Aircraft Logs and Records Technician		31.65
23021 - Aircraft Mechanic I		37.75
23022 - Aircraft Mechanic II		39.79
23023 - Aircraft Mechanic III		41.82
23040 - Aircraft Mechanic Helper		27.54
23050 - Aircraft, Painter		35.72
23060 - Aircraft Servicer		31.65
23070 - Aircraft Survival Flight Equipment Technician		35.72
23080 - Aircraft Worker		33.65

23091 - Aircrew Life Support Equipment (ALSE) Mechanic I	33.65
23092 - Aircrew Life Support Equipment (ALSE) Mechanic II	37.75
23110 - Appliance Mechanic	22.19
23120 - Bicycle Repairer	20.12
23125 - Cable Splicer	57.08
23130 - Carpenter, Maintenance	31.08
23140 - Carpet Layer	25.65
23160 - Electrician, Maintenance	46.61
23181 - Electronics Technician Maintenance I	34.70
23182 - Electronics Technician Maintenance II	36.88
23183 - Electronics Technician Maintenance III	38.96
23260 - Fabric Worker	30.07
23290 - Fire Alarm System Mechanic	34.47
23310 - Fire Extinguisher Repairer	28.42
23311 - Fuel Distribution System Mechanic	39.09
23312 - Fuel Distribution System Operator	30.65
23370 - General Maintenance Worker	23.86
23380 - Ground Support Equipment Mechanic	37.75
23381 - Ground Support Equipment Servicer	31.65
23382 - Ground Support Equipment Worker	33.65
23391 - Gunsmith I	28.42
23392 - Gunsmith II	32.28
23393 - Gunsmith III	36.25
23410 - Heating, Ventilation And Air-Conditioning Mechanic	30.34
23411 - Heating, Ventilation And Air Contidioning Mechanic (Research Facility)	31.98
23430 - Heavy Equipment Mechanic	33.66
23440 - Heavy Equipment Operator	34.02
23460 - Instrument Mechanic	33.43
23465 - Laboratory/Shelter Mechanic	34.31
23470 - Laborer	20.65
23510 - Locksmith	22.56
23530 - Machinery Maintenance Mechanic	32.09
23550 - Machinist, Maintenance	27.95
23580 - Maintenance Trades Helper	20.00
23591 - Metrology Technician I	33.43
23592 - Metrology Technician II	35.23
23593 - Metrology Technician III	37.03
23640 - Millwright	37.00
23710 - Office Appliance Repairer	23.03
23760 - Painter, Maintenance	23.30
23790 - Pipefitter, Maintenance	41.99
23810 - Plumber, Maintenance	39.73
23820 - Pneudraulic Systems Mechanic	36.25
23850 - Rigger	37.11
23870 - Scale Mechanic	32.28
23890 - Sheet-Metal Worker, Maintenance	37.64
23910 - Small Engine Mechanic	22.63
23931 - Telecommunications Mechanic I	33.61
23932 - Telecommunications Mechanic II	35.43
23950 - Telephone Lineman	32.10
23960 - Welder, Combination, Maintenance	27.86
23965 - Well Driller	30.91
23970 - Woodcraft Worker	36.25
23980 - Woodworker	28.42
24000 - Personal Needs Occupations	
24550 - Case Manager	22.90
24570 - Child Care Attendant	17.29***
24580 - Child Care Center Clerk	21.57
24610 - Chore Aide	17.81
24620 - Family Readiness And Support Services Coordinator	22.90

24630 - Homemaker	22.90
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	39.40
25040 - Sewage Plant Operator	36.32
25070 - Stationary Engineer	39.40
25190 - Ventilation Equipment Tender	28.75
25210 - Water Treatment Plant Operator	36.32
27000 - Protective Service Occupations	
27004 - Alarm Monitor	35.74
27007 - Baggage Inspector	18.28
27008 - Corrections Officer	38.57
27010 - Court Security Officer	39.06
27030 - Detection Dog Handler	20.45
27040 - Detention Officer	38.57
27070 - Firefighter	41.34
27101 - Guard I	18.28
27102 - Guard II	20.45
27131 - Police Officer I	39.56
27132 - Police Officer II	43.95
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	21.21
28042 - Carnival Equipment Repairer	22.78
28043 - Carnival Worker	16.40***
28210 - Gate Attendant/Gate Tender	23.90
28310 - Lifeguard	16.15***
28350 - Park Attendant (Aide)	26.73
28510 - Recreation Aide/Health Facility Attendant	19.52
28515 - Recreation Specialist	33.13
28630 - Sports Official	21.30
28690 - Swimming Pool Operator	25.88
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	39.18
29020 - Hatch Tender	39.18
29030 - Line Handler	39.18
29041 - Stevedore I	36.88
29042 - Stevedore II	41.64
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (see 2)	48.64
30011 - Air Traffic Control Specialist, Station (HFO) (see 2)	33.54
30012 - Air Traffic Control Specialist, Terminal (HFO) (see 2)	36.93
30021 - Archeological Technician I	20.69
30022 - Archeological Technician II	23.15
30023 - Archeological Technician III	28.68
30030 - Cartographic Technician	28.68
30040 - Civil Engineering Technician	37.91
30051 - Cryogenic Technician I	31.76
30052 - Cryogenic Technician II	35.08
30061 - Drafter/CAD Operator I	20.69
30062 - Drafter/CAD Operator II	23.15
30063 - Drafter/CAD Operator III	25.81
30064 - Drafter/CAD Operator IV	31.76
30081 - Engineering Technician I	18.17
30082 - Engineering Technician II	20.39
30083 - Engineering Technician III	22.81
30084 - Engineering Technician IV	28.34
30085 - Engineering Technician V	34.94
30086 - Engineering Technician VI	41.83
30090 - Environmental Technician	30.04
30095 - Evidence Control Specialist	28.68
30210 - Laboratory Technician	24.83
30221 - Latent Fingerprint Technician I	39.76
30222 - Latent Fingerprint Technician II	43.92
30240 - Mathematical Technician	34.29
30361 - Paralegal/Legal Assistant I	22.15
30362 - Paralegal/Legal Assistant II	27.45

30363 - Paralegal/Legal Assistant III	33.58
30364 - Paralegal/Legal Assistant IV	40.62
30375 - Petroleum Supply Specialist	35.08
30390 - Photo-Optics Technician	28.68
30395 - Radiation Control Technician	35.08
30461 - Technical Writer I	28.62
30462 - Technical Writer II	35.01
30463 - Technical Writer III	42.35
30491 - Unexploded Ordnance (UXO) Technician I	30.91
30492 - Unexploded Ordnance (UXO) Technician II	37.40
30493 - Unexploded Ordnance (UXO) Technician III	44.82
30494 - Unexploded (UXO) Safety Escort	30.91
30495 - Unexploded (UXO) Sweep Personnel	30.91
30501 - Weather Forecaster I	31.76
30502 - Weather Forecaster II	38.63
30620 - Weather Observer, Combined Upper Air Or	(see 2) 25.81
Surface Programs	
30621 - Weather Observer, Senior	(see 2) 28.68
31000 - Transportation/Mobile Equipment Operation Occupations	
31010 - Airplane Pilot	37.40
31020 - Bus Aide	21.99
31030 - Bus Driver	29.82
31043 - Driver Courier	20.13
31260 - Parking and Lot Attendant	17.58***
31290 - Shuttle Bus Driver	18.94
31310 - Taxi Driver	16.50***
31361 - Truckdriver, Light	21.62
31362 - Truckdriver, Medium	23.12
31363 - Truckdriver, Heavy	29.61
31364 - Truckdriver, Tractor-Trailer	29.61
99000 - Miscellaneous Occupations	
99020 - Cabin Safety Specialist	18.23
99030 - Cashier	16.61***
99050 - Desk Clerk	17.37***
99095 - Embalmer	29.76
99130 - Flight Follower	30.91
99251 - Laboratory Animal Caretaker I	18.59
99252 - Laboratory Animal Caretaker II	19.97
99260 - Marketing Analyst	37.84
99310 - Mortician	29.76
99410 - Pest Controller	22.84
99510 - Photofinishing Worker	24.28
99710 - Recycling Laborer	33.12
99711 - Recycling Specialist	39.11
99730 - Refuse Collector	30.26
99810 - Sales Clerk	17.22***
99820 - School Crossing Guard	19.92
99830 - Survey Party Chief	36.65
99831 - Surveying Aide	21.61
99832 - Surveying Technician	29.59
99840 - Vending Machine Attendant	18.94
99841 - Vending Machine Repairer	23.11
99842 - Vending Machine Repairer Helper	18.94

\*\*\*Workers in this classification may be entitled to a higher minimum wage under Executive Order 14026 (\$17.75 per hour) or 13658 (\$13.30 per hour). Please see the Note at the top of the wage determination for more information. Please also note that the minimum wage requirements of Executive Order 14026 and 13658 are not currently being enforced as to contracts or contract-like instruments entered into with the federal government in connection with seasonal recreational services or seasonal recreational equipment rental for the general public on federal lands. The

minimum wage requirements of Executive Order 14026 also are not currently being enforced as to any contract or subcontract to which the states of Texas, Louisiana, or Mississippi, including their agencies, are a party.

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Note: Executive Order (EO) 13706, Establishing Paid Sick Leave for Federal Contractors, applies to all contracts subject to the Service Contract Act for which the contract is awarded (and any solicitation was issued) on or after January 1, 2017. If this contract is covered by the EO, the contractor must provide employees with 1 hour of paid sick leave for every 30 hours they work, up to 56 hours of paid sick leave each year. Employees must be permitted to use paid sick leave for their own illness, injury or other health-related needs, including preventive care; to assist a family member (or person who is like family to the employee) who is ill, injured, or has other health-related needs, including preventive care; or for reasons resulting from, or to assist a family member (or person who is like family to the employee) who is the victim of, domestic violence, sexual assault, or stalking. Additional information on contractor requirements and worker protections under the EO is available at [www.dol.gov/whd/govcontracts](http://www.dol.gov/whd/govcontracts).

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$5.36 per hour, up to 40 hours per week, or \$214.40 per week or \$929.07 per month

HEALTH & WELFARE EO 13706: \$4.93 per hour, up to 40 hours per week, or \$197.20 per week, or \$854.53 per month\*

\*This rate is to be used only when compensating employees for performance on an SCA-covered contract also covered by EO 13706, Establishing Paid Sick Leave for Federal Contractors. A contractor may not receive credit toward its SCA obligations for any paid sick leave provided pursuant to EO 13706.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor, 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of eleven paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Juneteenth National Independence Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: This wage determination does not apply to any individual employed in a bona fide executive, administrative, or professional capacity, as defined in 29 C.F.R. Part 541. (See 41 C.F.R. 6701(3)). Because most Computer Systems Analysts and Computer Programmers who are paid at least \$27.63 per hour (or at least \$684 per week if paid on a salary or fee basis) likely qualify as exempt computer professionals under 29 U.S.C. 213(a)(1) and 29 U.S.C. 213(a)(17), this wage determination may not include wage rates for all occupations within those job families. In such instances, a conformance will be necessary if there are nonexempt employees in these job families working on the contract.

Job titles vary widely and change quickly in the computer industry, and are not determinative of whether an employee is an exempt computer professional. To be exempt, computer employees who satisfy the compensation requirements must also have a primary duty that consists of:

(1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional

specifications;

(2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;

(3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

Any computer employee who meets the applicable compensation requirements and the above duties test qualifies as an exempt computer professional under both section 13(a)(1) and section 13(a)(17) of the Fair Labor Standards Act. (Field Assistance Bulletin No. 2006-3 (Dec. 14, 2006)). Accordingly, this wage determination will not apply to any exempt computer employee regardless of which of these two exemptions is utilized.

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

**\*\* HAZARDOUS PAY DIFFERENTIAL \*\***

An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving re-grading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**\*\* UNIFORM ALLOWANCE \*\***

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made

the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

**\*\* SERVICE CONTRACT ACT DIRECTORY OF OCCUPATIONS \*\***

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition (Revision 1), dated September 2015, unless otherwise indicated.

**\*\* REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE, Standard Form 1444 (SF-1444) \*\***

**Conformance Process:**

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination (See 29 CFR 4.6(b)(2)(i)). Such conforming procedures shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees (See 29 CFR 4.6(b)(2)(ii)). The Wage and Hour Division shall make a final determination of conformed classification, wage rate, and/or fringe benefits which shall be paid to all employees performing in the classification from the first day of work on which contract work is performed by them in the classification. Failure to pay such unlisted employees the compensation agreed upon by the interested parties and/or fully determined by the Wage and Hour Division retroactive to the date such class of employees commenced contract work shall be a violation of the Act and this contract. (See 29 CFR 4.6(b)(2)(v)). When multiple wage determinations are included in a contract, a separate SF-1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order the proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the U.S. Department of Labor, Wage and Hour Division, for review (See 29 CFR 4.6(b)(2)(ii)).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour Division's decision to the contractor.

6) Each affected employee shall be furnished by the contractor with a written copy of such determination or it shall be posted as a part of the wage determination (See 29 CFR 4.6(b)(2)(iii)).

Information required by the Regulations must be submitted on SF-1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" should be used to compare job definitions to ensure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination (See 29 CFR 4.152(c)(1))."



Department of Energy  
Bonneville Power Administration  
P.O. Box 3621 Portland, Oregon 97208-3621  
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Task Assignment Number: TA-\_\_\_\_

Contract Number: [Insert Contract Number]

Contractor Name: [Insert Contractor Name]

Government Point of Contact (COR): [Name, Title, Phone, Email]

Date Issued: [MM/DD/YYYY]

### 1. Title of Task Assignment

Provide a brief, descriptive title for the work being assigned.

### 2. Background / Objective

Describe the purpose of the task, relevant context, or how it aligns with the overall contract objectives.

### 3. Scope of Work

Provide a detailed description of the work to be performed under this task assignment. Include specific tasks, processes, and/or project phases. Attach additional SOW if needed.

### 4. Deliverables and Schedule

Deliverable	Description	Due Date
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### 5. Period of Performance

Start Date: [MM/DD/YYYY]

End Date: [MM/DD/YYYY]

### 6. Location of Work

Specify where the work will be performed – onsite, remote, government facility, contractor site, etc.

### 7. Contract Type / Funding

Type: [Firm-Fixed Price / Time-and-Materials / Cost-Reimbursable]

Total Authorized Amount: \$[Insert Amount]

Funding Citation: [Insert accounting or funding string]

CLIN(s): [Insert applicable CLIN(s)]



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### 8. Contractor Staffing / Labor Categories

Labor Category	Estimated Hours	Rate	Total

### 9. Reporting Requirements

Specify reporting frequency, format, and recipients – e.g., weekly progress updates, final report, risk log.

### 10. Government-Furnished Equipment (GFE) / Information (GFI)

List any GFE or GFI to be provided to the contractor.

### 11. Special Instructions or Terms

Include any unique provisions, security requirements, travel authorizations, or compliance notes.

### 12. Approvals

Contracting Officer:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Contractor Acknowledgment:

Authorized Rep Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_