



IW2– Delivery Order Details



Award Date: 12/21/2000
Expiration Date: 12/20/2010
Contact: 1-888-773-6542

Foreword

The IW2 Delivery Order Guidelines contain the procedures for using the National Institutes of Health (NIH) Information Technology Acquisition and Assessment Center's (NITAAC) IW2 contract. These guidelines are presented from the customer's perspective; however, in some cases we have included contractor and/or NITAAC's responsibilities for a more complete description of the process.

The IW2 contracts were awarded under the Federal Acquisition Streamlining Act (FASA) and Information Technology Management Reform Act (ITMRA) that requires the contractors be given a Fair Opportunity to be Considered for Delivery Order Awards. The contracts are structured as Indefinite Delivery/Indefinite Quantity (ID/IQ) contracts, using Delivery Orders for acquisition of specified Commercial-Off-The-Shelf (COTS) IT supplies and services. These contracts are available to the NIH as well as to any Federal Government Agency. Procedures for contract use are detailed in these Guidelines.

Questions about the Guidelines and all correspondence and official deliverables related to Delivery Order establishment and administration should be directed to the Contract Team as provided below. Questions about all financial related matters should be directed to the Financial Team as provided below:

Contract Team:

Donald Wilson - Contracting Officer
(301) 402-3886

Al Plyler - Contracting Officer
(301) 402-3077

Joycelyn Bacchus – Contract Specialist
(301) 435-3901

Tim Warrington – Project Officer
(301) 402-3348

National Institutes of Health
Office of Procurement Management
NITAAC/IW2
6011 Executive Blvd., Suite 629A
Rockville, Maryland 20892
Telephone: (301) 435-3886
FAX: (301) 496-8486

Financial Team:

Karen Goshaney – Finance Team Leader
(301) 402-3082

Joseph Tewes – Senior Financial Analyst
(301) 496-9505

Katherine Davies – Financial Analyst
(301) 594-0814

National Institutes of Health
Office of Procurement Management
NITAAC/Financial Team
6011 Executive Blvd., Room 641
Rockville, Maryland 20892
Telephone: (301) 402-3082
FAX: (301) 435-5563 or 402-0714

You may also contact NITAAC via the following methods:

1. IW2 e-mail: nihimag2@od.nih.gov
2. Website: <http://nitaac.nih.gov>

Glossary

The definitions in this section reflect NITAAC's interpretation of terms and concepts used in the IW2 Delivery Order Guidelines.

Accountable Management Official (AMO) - The individual within the customer's organization (whether NIH or external), who is authorized to obligate or expend the Government funds. This individual has the authority to bind the Government to the extent of the authority delegated to him/her. The dollar threshold set forth in the individual's delegation may not be exceeded. The AMO is typically a Contracting Officer, if the customer chooses to issue orders locally (i.e., through its own agency channels). Only when a local contracting office is not available, the AMO may be a project official who will be given authorization by his/her agency to direct the transfer of funds to the designated contracting office.

Best Value Analysis -The analysis of technical and cost proposals to determine which proposal offers the best trade-off between price/cost and performance, where quality is considered an integral performance factor.

Contractor - Any contractor holding an IW2 IDIQ contract awarded by NITAAC. Only these contractors may receive Delivery Order awards from customers. While a contractor may have a subcontractor associated with this contract, the Government maintains a contractual relationship only with the contractor who is also referred to as the "vendor".

Contracting Officer Technical Representative (COTR) - The individual appointed by the AMO who serves as the principal point of contact between the customer, the Delivery Order contractor and NITAAC. This individual provides technical direction to the Delivery Order contractor.

Contract Type: Firm Fixed Price (FFP) - A firm fixed price contract provides for a firm price that is not subject to any adjustment on the basis of the prime contractor's cost experience in performing the contract. This contract type places maximum risk on the contractor. It also provides maximum incentive for the contractor to control costs and perform effectively.

Customer - This term includes personnel in both NIH ordering activities and in all other Federal Agencies. The term "external customer" means any customer agency that is not a part of NIH.

Fair Opportunity to be Considered - All prime contractor teams (primes and their designated subcontractors) are considered to possess the basic qualifications for success in all of the information technology areas of the contract in which they proposed and were awarded. Therefore, the statutory and regulatory requirement for "fair opportunity to be considered" will be deemed to have been met when the customer reviews all contractor catalogs per instructions in Chapter 2 and properly documents its file as to the rationale for selection of the Delivery Order contractor. This procedure does not apply if one of the exceptions at FAR 16.505(b)(2) is applicable. See below for exceptions.

Exceptions to the fair opportunity process (selecting a single IW2 prime contractor for a specific Delivery Order) include:

The agency need for services is of such urgency that providing such opportunity would result in an unacceptable delay; or only one IW2 contractor is capable of providing the

required products/services at the level of quality required because the products/services ordered are unique or highly specialized. Consideration may be given to this exception when the contractor's products/services are proprietary. The Delivery Order is a logical follow-on to a previous Delivery Order(s) issued under this contract and "fair opportunity to be considered" rules were adhered to in the award of the original Delivery Order. This exception would be difficult to document in a Firm Fixed Price Delivery Order, and therefore is not expected to be utilized to any extent. The Delivery Order is awarded to meet the minimum contract requirements.

Funding Document/Order Number - This is the unique customer number identifying the Funding Document/Order.

IW2 Authorization Number - The Request For Quote (RFQ) System assigns the numbers sequentially for each Delivery Order when the customer enters the requirement into the RFQ System to obtain the IW2 Authorization Number. **The RFQ process produces an assigned IW2 Authorization Number. This authorization is required to proceed with the order.** The customer includes the number in the body of the Delivery order. A copy of each Delivery Order with the IW2 Authorization Number is then forwarded by the customer to the IW2 Financial Team. If a Delivery Order modification is received, a suffix (e.g., .01, .02, .03, etc.) is assigned to the original IW2 Authorization Number and is placed on the Delivery Order Modification furnished to the IW2 Financial Team. **NOTE: The contractor shall not accept any incorrect orders or orders from external customers that do not have the IW2 Authorization Number cited on the order.**

NIH Processing Fee - This is the fee that NITAAC receives for processing a Delivery Order or Delivery Order modification to award and is intended to cover the costs associated with the solicitation, award, and administration of the IW2 contract.

Project Officer – The individual within NIH who provides technical management of the IW2 contract as follows:

- Monitoring the contractor's technical progress, including the surveillance and assessment of performance and recommending to the Contracting Officer changes in requirements
- Interpreting the Statement of Work or specifications and any other technical performance requirements
- Performing technical evaluations as required

Performing technical inspections and acceptances required by this contract and assisting in the resolution of technical problems encountered during performance of the IW2 *nd* contract

General Information On The Delivery Order Process

OVERVIEW

The IW2 contract provides the National Institutes of Health and other Federal Government Agencies with a full range of commercial-off-the-shelf (COTS) hardware, software, and integrated systems, services, and solutions. See Section C in the Contract for typical examples. Each contractor maintains and manages an IW2 catalog via the Internet that furnishes a list and pricing of its products and provides the customer with the ability to compare prices, delivery terms, and manufacturer's warranty provisions across the entire contractor spectrum, thereby facilitating timely and economical acquisition of these Information Technology supplies and services.

The IW2 contract is well on its way to becoming a totally Internet-based ordering and tracking system, providing customers with an integrated electronic operation for efficiency and total streamlining of the procurement process.

For ease in comparing/contrasting prices, each IW2 contractor lists the GSA Schedule price (if applicable), the catalog list price, and the percentage of discount from both the GSA and catalog prices.

The contractors awarded IW2 contracts shall demonstrate track records for expeditiously delivering up-to-the-minute, state-of-the-art commercial hardware and software to a large number of geographically dispersed customers. The contractors shall also demonstrate the ability to provide a range of quality hardware and software products and have proven procedures for rapid replacement of defective products with minimum paperwork from the customer.

CONTRACT STRUCTURE

The IW2 contract is structured as an Indefinite Delivery/Indefinite Quantity (IDIQ) contract utilizing Firm Fixed Price (FFP) Delivery Orders. For the purposes of the IW2 contract and this Ordering Guide, Delivery Orders include Records of Call (NIH only), credit card orders and delivery orders on agency-specific forms.

NIH PROCESSING FEE

For specific information regarding this fee, refer to Section G.6 of the contract. The NIH processing fee is paid through the contractor via a separate firm-fixed price (FFP) line item appearing on the first page of the Delivery Order. If there is a modification to the Delivery Order that adds additional funds, the NIH processing fee (of the obligated amount of the modification) will be added as a separate line item in the modification.

NIH internal customers are charged a fee in accordance with the payment mechanism used. This fee is already calculated in the Service & Supply Fund charges. The contractors do not include an NIH Processing Fee on orders to NIH customers.

MINIMUM AND MAXIMUM DELIVERY ORDER AMOUNT

NITAAC has established a minimum dollar amount of \$2,500.00 for new Delivery Orders. Delivery Orders for less than \$2,500.00 are not required to be filled at the contractor's discretion.

NITAAC has also established maximum order amounts. Orders exceeding these amounts are not required to be filled by the contractor, consistent with the terms of FAR 52.216-19, Order Limitation:

Maximum Orders - The contractor is not obligated to honor:

- a. Any order for a single item in excess of \$30 million.
- b. Any order for a combination of items in excess of \$60 million
- c. A series of orders from the same customer within five (5) days that together call for quantities exceeding (a) or (b) above.

MAXIMUM CONTRACT (PROGRAM) VALUES

The maximum program amount established by NITAAC for IW2 *nd* is \$15 Billion during the ten-year contract period of performance. This represents an aggregate amount to be expended under all procurement orders.

"FAIR OPPORTUNITY TO BE CONSIDERED"

In accordance with the Federal Acquisition Regulations, NITAAC provides each IW2 contractor with a "Fair Opportunity to be Considered" for each Delivery Order, unless one of the exceptions cited at FAR 16.505(b)(2) applies and the appropriate Agency Contracting Officer or other designated agency official appointed in accordance with agency regulations fully documents and signs the justification citing the rationale for using one of these exceptions. This documentation is to remain in the customer's official Delivery Order file and will be provided upon request to the IW2 Contracting Officer. The requirement of the "Fair Opportunity to be Considered" as stated in the FAR 16.505(b)(1)(I), "The contracting officer must provide each awardee a fair opportunity to be considered for each order exceeding \$2,500.00 issued under multiple delivery-order contracts..." This process shall be deemed to have been met if the customer compares the various products and services offered on the contractors' electronic catalogs and so documents in its official Delivery order file. Customers must take into account contractors' past performance history, delivery schedules, prices and other factors pertinent to the particular Delivery order. The customer's Delivery Order file shall document the process and provide the rationale for selection of the contractor for each delivery Order it awards.

In reference to FAR 2.101 (b)(1), 4.601 (d)5, and 7.107 concerning bundling of contract requirements:

This is a contract for the acquisition of IT commercial items with a total value exceeding \$5,000,000.

By definition, bundling means consolidating two or more requirements for supplies and services previously provided or performed under separate smaller contracts, into a solicitation for a single contract that is likely to be unsuitable for award to a small business concern.

This is an IDIQ contract specifically set up for diversity to include small businesses and 8(a)s, as primes and subcontractors. The aggregate dollar amount is to be provided under Delivery Orders which creates separate purchase mechanisms. The geographic location of the business setting is not limited, however, it is anticipated to be in the Washington, DC metropolitan area since that is where our Government is centrally located. The contract is set up to include incentives to our customer to get the participation of small businesses and 8(a)s to be primes or subcontractors. This is to be done whether they are primes or subcontractors. Since this is a 10-year contract, we expect the performance of small businesses and 8(a)s to greatly increase and provide growth to

their businesses, so they will eventually become mentored to be successful large businesses in the future.

It is our expectation that small businesses and 8(a)s will be able to provide cost savings to this contract, enhancing their overall growth potential. Requesting them up front to market during this contract and to compete for awards should also provide the Government with their best terms, conditions, and pricing.

Large businesses are also players in this contract, and have a unique subcontracting plan to follow in order to get an award. It is designed to also include small businesses and 8(a)s by having goals set for them. Our customers again, are given incentives for large business that include small businesses and 8(a)s in their requirements.

The following list outlines a few benefits for small businesses and 8(a)s:

- a. Provides more opportunities for Small & 8(a)'s to participate as prime contractors
- b. Allows equal opportunity for greater Small & 8(a) participation
- c. Allows Small & 8(a)'s to identify technology specialty areas
- d. Empowers the Small & 8(a)'s to create and direct their own business strategy
- e. Allows a cross-section of Small & 8(a)'s exposure in a high-profile contract environment
- f. Does not penalize Small & 8(a)'s for what they are unable to do
- g. Provides end-users incentives for using Small & 8(a)'s
- h. Provides opportunity for Small & 8(a)'s to participate in the Marketing Mentoring program
- i. Brings to the government market specialty technologies previously unavailable
- j. Provides Small & 8(a) subcontracting incentives
- k. Provides opportunity for mentoring

CLASSIFIED MATERIAL

All Delivery Order packages will be unclassified, regardless of the classification of the work to be performed within the Delivery Order.

FISCAL YEAR CUTOFF DATES

Delivery Orders that must be awarded by the end of the current fiscal year (i.e., packages that are supported by funds that expire at the end of the current fiscal year) may be placed through September 30th of the current fiscal year, unless agency rules dictate a different cut-off date.

SUPPORTING DOCUMENTATION SUBMISSION

The preferred channel for delivery of all correspondence is e-mail: nihimag2@od.nih.gov A copy of the Delivery Order, signed by the Accountable Management Official shall be faxed or mailed to the Financial Team. For NIH customers, the approved Record of Call in the Administrative Database serves as the official record as well as Credit Card orders and Purchase Orders. Microsoft Office Suite is the preferred format for all electronic correspondence.

Contractors are required to report NIH and external orders on the Monthly Sales Report and submit it to the Finance/Contract Team.

Delivery Order Process - Through Award

GENERAL

While some IW2 contractors may be familiar to the NIH community, as well as to external customers, others are new to this contract vehicle. Customers are encouraged to do business with as many contractors as possible, speak to contractor representatives and test contractor equipment. The small and small disadvantage businesses, collectively, have distinguished reputations for service and responsiveness which may well offset the advantages that large businesses may offer in terms of broad inventories and economy of scale. Only by customer support of all contractors can the IW2 contract continue to have the advantage of such a broad-based capability for IT purchases.

CUSTOMER DEFINES REQUIREMENT AND RESEARCHES ELECTRONIC CATALOGS

The customer, in accordance with FAR, ITMRA, and agency procedures, defines its requirements. The customer then contacts the IW2 Contractors via the following method to obtain IT pricing information:

Delivery Order Process: Obtain quotes through NITAAC's online RFQ System (G-Commerce) <http://nitaac.nih.gov>. Use the following easy steps to obtain quotes and place orders using the electronic RFQ process:

- 1) Click on IW2 Logo and then click on IW2 Delivery Order System
- 2) Customer obtains account through Instant Customer Registration
- 3) Customer sends a detailed RFQ to the IW2 Contractors via on-line quote system
- 4) Contractors respond to Customer through RFQ on-line quote system
- 5) Customer is notified via email of waiting responses, logs on to web site, reviews online quotes, makes a selection, and prints quotes for documentation
- 6) Customer provides requisition with RFQ number (IW2 Authorization Number) and printed quotes to own Customer procurement office to place order
- 7) Once the Customer has obtained all the appropriate documentation (quotes) and has submitted them to their own procurement office, the procurement office then faxes the order to the Award Contractor with the following information in the body of the order:

NIH IW2 Contract
 Contractor Name:
 Contractor Number:
 IW2 Authorization Number:

- 8) If the IW2 Authorization Number is missing, the Award Contractor assists the customer to obtain this number through the NITAAC Web Site using the process described herein.
- 9) Customer procurement office faxes a copy of the order to the NIH NITAAC finance team.

Delivery Orders placed against this contract utilize the "**best value**" approach to determine the Delivery Order awardee. This means that low price is not the only criteria to be considered in source selection. As a part of its determination of best value, the customer will also review the delivery terms that each of the contractors offers on the required IT product/service. The customer may attempt to negotiate delivery schedules among the contractors it reviews. In addition such criteria such as past performance, quality of products or services, etc. may be used to determine the contractor that offers the best value to the Government. Based on the customer's written best value analysis and documentation in the official task order file, the customer may place the Delivery Order. If this is an NIH order, the best value analysis and written documentation is forwarded through the NIH approval channels for placement of the Delivery

Order using the Record of Call, Purchase Order or Credit Card mechanism. External customers will follow their agency's procedures for placement of the Delivery Order. The Accountable Management Official (AMO) will sign/approve each Delivery Order.

If the customer determines that one of the exceptions at FAR 16.505(b)(2) applies, before placing the order, the customer will document the rationale for use of the exception to the "Fair Opportunity to be Considered" rule. The rationale for the exception will be fully documented and signed by the Agency Contracting Officer or other designated agency official appointed in accordance with agency regulations. (For NIH customers, the Approving Official is the Accountable Management Official). This documentation is to remain in the customer's official Delivery Order file and will be provided upon request to the IW2 Contracting Officer.

PLACING THE ORDER WITH THE PRIME CONTRACTOR

Once the official agency Delivery Order file has been documented with the best value determination and selection of the prime contractor, and the AMO has signed/approved the order, it may be placed. The agency determines the proper form on which to place the order, however, for NIH customers, a Record of Call will be placed and entered into the Administrative Database, if the credit card method is not being used.

If this is an external (i.e., non-NIH) customer, the Delivery Order will include a subtotal of the Contract Items being purchased, cite the NIH processing fee as a separate firm-fixed-price line item, and provide a grand total (including the fee).

All orders will include the following information:

1. IW2 Authorization Number
2. The customer's order number
3. If the customer is an external customer, a subtotal of the order, a separate line item for the NIH processing fee, properly calculated and a grand total.
4. Order date
5. Points of contact for delivery order issues and billing
6. Applicable CLIN number(s) with description(s)
7. Amount of funds obligated for each CLIN and for total obligation
8. Appropriation/funding Citation
9. Billing address and delivery address
10. Signature of the Accountable Management Official (AMO) (external customers only). The NIH AMO will print-review the Record of Call.

The customer shall fax or mail a copy of the Delivery Order to the IW2 Financial Team at the mail/fax address provided in Section G of the contract upon notification from the RFQ System of the IW2 Authorization Number (see Chapter 3 Paragraph 3.1.4).

The customer will receive an IW2 Authorization Number from the RFQ System for each Delivery Order placed. If a modification to the Delivery Order is necessary, the customer will receive the IW2 Authorization Number suffix for that particular modification (see **Chapter 3**).

Contractor Responsibilities

RECEIPT OF AN ORDER - CONTRACTOR RESPONSIBILITIES

Upon receipt of a Delivery Order, the contractor shall review the order to determine if it is proper. A proper order shall include all the elements in **Chapter 2** Paragraph 2.2.3.

If any of the items in **Chapter 2** Paragraph 2.2.3 does not appear or is incorrect on the Delivery Order, or if the NIH processing fee or order amount is incorrectly calculated, the contractor shall notify the customer that the Delivery Order shall be modified to include the incorrect or missing information and resubmitted. **The contractor may not accept an incomplete or incorrect Delivery Order.**

Once the contractor has validated the accuracy of the Delivery Order and if the customer has not obtained an IW2 Authorization Number, the contractor shall assist the customer to obtain an IW2 Authorization Number from the RFQ System (G-Commerce). The contractor shall insert the number in the upper right hand corner of the Delivery Order. The contractor shall notify the customer by telephone, fax, or e-mail that an IW2 Authorization Number has been assigned to the Delivery Order.

The contractor shall provide the IW2 Financial Team a copy of each order along with its monthly sales report submitted in accordance with Section F of the contract.

The contractor shall clearly identify all Delivery Order modifications with the original IW2 Authorization Number and a numerical extension (e.g., **.01**, **.02**, **.03**, etc.), that corresponds to the next sequential modification. Again, the contractor is responsible to inform the customer of the IW2 Authorization Number and its extension corresponding to the modification.

If the contractor does not comply with these requirements, it may be subject to a moratorium of its contract during which time it may not accept or fill any Delivery Orders.

PROTESTS

No protests are authorized in connection with the issuance or proposed issuance of a Delivery Order, except for a protest on the grounds that the order increases the scope, period, or maximum value of the contract. However, under FAR 16.505(b)(4), prime contractors may contact the customer-designated contract ombudsman with complaints on specific Delivery Orders on this contract. The ombudsman will review all complaints and ensure that all vendors are offered a fair opportunity to be considered, consistent with regulation, this contract, and ordering guide. The designated NIH ombudsman for this contract is:

Associate Director, Office of Intramural Affairs and
NIH Competition Advocate for Station Support
Building 1, Room 140
9000 Rockville Pike
Bethesda, MD 20892

NIH Processing Fee

NIH PROCESSING FEE PAYMENT METHOD (External Customers)

The NIH processing fee charged to its external customers is to be paid as a separate Firm Fixed Price (FFP) line item on each Delivery Order. The fee covers the cost to NITAAC to plan, solicit, evaluate, award and administer the contracts. NITAAC has determined that the fee may only be paid via "**Contractor Collection**" as described below:

Contractor Collection: The customer agency will perform the following tasks when placing an order:

- a. Send the funding document/order, with the information provided in **Chapter 2** Paragraphs 2.2.2 and 2.2.3 to the contractor selected for award of the Delivery Order.
- b. Send a copy of the funding document/order to the Financial Team at the address provided in Section G of the contract.
- c. The contractor shall bill for the NIH processing fee for the entire order on the first invoice even if partial shipments are made. **Partial payments of the NIH processing fee are not permitted.** However, if a modification is processed that increases the order, the NIH processing fee for the modified order can be billed separately from the original order. The customer shall pay the fee at the time it pays the first invoice. The contractor shall remit all fee payments to the NIH within one month after it receives the fee from the customer.

PROCEDURES UNIQUE TO NIH (Internal Customers)

Records of Call - Since the NIH processing fee is only associated with a Service and Supply Fund automatic charge, NIH customers need only to ensure that the contractor provides them with the IW2 Authorization Number for their official files.

Contract And Delivery Order Oversight And Management

GENERAL

NITAAC provides contract-level management and oversight of the program, while the customer performs the day-to-day management and oversight of the Delivery Order.

CONTRACT LEVEL MANAGEMENT

NITAAC tracks and guides contract performance over the life of the IW2 contract. NITAAC employs several methods and tools to assist this effort in close concert with customer monitoring and evaluation efforts. These tools include the following:

In-Process Reviews (IPRs)

To show the work accomplished and underway, NITAAC conducts an IPR for each contract annually. Issues encountered during Delivery Order execution (e.g., discrepancies between customer requirements and contractor performance, lack of information or guidance needed, discrepancies between contractor sales and check reports and fees collected, etc.), past performance evaluations and the prime contractor's monthly progress/sales/check reports will also be reviewed.

Monthly Sales Report

Each IW2 contractor is required to use the RFQ System (G-Commerce) to do their Monthly Sales Reporting. Each contractor shall submit a hard copy of the monthly sales report with complete copies of each Delivery Order and Delivery Order Modification received. The monthly sales report with copies of delivery orders and modifications is sent to the IW2 Financial Team at the address provided in Section G of the contract, while the report without copies of the delivery orders/modifications is sent to the IW2 Contracting Officer at the address provided in Section G of the contract. For months when there has been no sales activity, a report stating "No Sales" is required. A sample report format is included in Section J of the contract. The report includes all sales activities for the previous month. The report shall be received by the IW2 Financial Team and the IW2 CO no later than the 10th calendar day following the previous month.

Monthly Check Report

The prime contractor shall provide the Monthly Check Report to the IW2 Financial Team no later than the 10th calendar day following the previous month. A sample report format is included in Section J of the contract. The check report provides detailed information on which Delivery Orders are being paid by each check. As an attachment to the monthly check report, the prime contractor shall send a copy of the check that was sent to the

NIH Officer of Financial Management (OFM) listed below in accordance with Article G.5 of its contract. This check represents the sum of all fees received that month. The monthly check report and the copy of the check shall be mailed, faxed or delivered to the IW2 Financial Team and the IW2 CO.

NIH, OFM, Cashier's Office
Building 31, Room B1B23
31 Center Drive
Bethesda, Maryland 20892

IDIQ Contract Files

The NITAAC maintains a central file for the IW2 contract. This file contains the contract and all documentation, including all contract modifications, correspondence, and past performance evaluation reports, as well as copies of Delivery Orders, Delivery Order documentation, and Delivery Order modifications. The customer maintains the official Delivery Order file and associated documentation.

DELIVERY ORDER MANAGEMENT

Day-to-Day Monitoring

The customer provides "front-line" day-to-day monitoring of the Delivery Order during execution. The customer (COTR and AMO) is responsible for monitoring and assessing the contractor's Delivery Order performance using any subjective or objective measures available to assure timeliness, quality of deliverables, and such other objective measures that are pertinent to the particular Delivery Order. Subjective measures which affect performance and can be measured include cooperation, problem solving, problem avoidance, correct staffing levels, adopted efficiencies, effective use of office and communication tools, reporting, etc. The customer may use these measures to complete the past performance interim and final evaluation of the contractor's performance for each Delivery Order. These measures should not be confused with the requirements for performance metrics that define desired overall program performance. Contract-level issues that arise during Delivery Order performance will be referred to NITAAC for resolution (e.g., need for contract modifications, contract disputes, contract terminations, etc.).

Acceptance Of Deliverables

The COTR is also responsible for inspection and acceptance of Delivery Order deliverables. If deliverables are rejected, this will be documented in writing to the contractor, with recitation of the requirement and factual statements of how the contractor failed to meet these requirements. The COTR and the AMO will take rejection of deliverables into account when preparing past performance evaluations.

Acceptance of Invoices

The customer is responsible for reviewing and accepting invoices submitted by the contractor for each Delivery Order. The customer will verify that services and all other costs invoiced were received. The customer will also ensure that this review and acceptance is documented in the Delivery Order file. Payment and disbursement are processed by the customer, including the NIH processing fee.

Past Performance Evaluations

Standard past performance evaluations are used for all IW2 Delivery Orders over \$100,000 to monitor and record overall performance of each contractor (See Section J7 of the contract for the sample Past Performance Evaluation form). This form will be used to evaluate overall contractor performance upon Delivery Order completion. If the Delivery Order extends beyond one year, an interim report is due annually until Delivery Order completion, at which time the final Delivery Order Past Performance Evaluation is due. The COTR completes the form, obtains concurrence from the AMO in writing and forwards it to the contractor for comment. Contractor comments received by the customer within 30 calendar days will be considered in the final evaluation, and will be included in the evaluation form. Once contractor comments are incorporated, the form is forwarded by the customer to the IW2 CO for entry into the NIH Past Performance Database. In order for the evaluation to be received on a timely basis, it is required that the form be forwarded to the IW2 CO no later than 60 days after the yearly anniversary of the Delivery Order award (if performance extends beyond one year), and no later than 60 days after Delivery Order completion. The information collected in the Past Performance Database will be available to all Government agencies and can be used as a source of information for evaluation of contractors' past performance for future Delivery Order opportunities.

DELIVERY ORDER MODIFICATIONS

Delivery Order modifications are generally made to correct oversights or changes in conditions from the original Delivery Order. Delivery Order modifications will cite the original Delivery Order Number assigned by the contractor. The following procedure will apply to Delivery Order Modifications:

No Cost Modifications

No-cost modifications will be processed directly by the customer with no participation by NITAAC. However, a copy of the modification will be sent by the AMO to the IW2 Financial Team at the address provided in Section G of the contract.

Addition of Funds

Two (2) copies of Delivery Order modifications that involve an addition of funds that were contemplated and described in the original Delivery Order (e.g., exercise of options), will be sent by the AMO to the IW2 Financial Team at the address provided in Section G of the contract. No further documentation is required; however, for external customers, the NIH processing fee (of the amount obligated on the Delivery Order modification) will be added as a FFP separate line

item on the modification (i.e., the funding document/order) per instructions contained in **Chapter 2**.

Decrease of Funds

If there is a modification to the Delivery Order that decreases and/or offsets previous items, the NIH Processing Fee is not reduced and/or refunded.

Additional Work/Additional Time

Addition of work/items to a Delivery Order is prohibited. If more items need to be ordered, a new Delivery Order will be generated using the ordering process cited in these Guidelines. If the addition of time is necessary for the contractor to deliver the items/services required by the Delivery Order, a Delivery Order Modification will be negotiated, with consideration provided to the Government, if the AMO so determines, and two (2) copies of the Delivery Order modification will be submitted to the IW2 Financial Team. Note that any financial consideration will not alter the original NIH processing fee.

DELIVERY ORDER MODIFICATIONS - CONTRACTOR RESPONSIBILITIES

Upon receipt of a Delivery Order Modification, the contractor shall assign a Delivery Order Modification Number to it, first citing the original IW2 Authorization Number given to that order and then adding the proper suffix (e.g., **.01**, **.02**, **.03**, etc.).

After validation of the accuracy of the modification, including the proper NIH processing fee, if applicable, (see **Chapter 3**), the contractor shall send a copy of the Delivery Order Modification to the IW2 Financial Team with the monthly sales report.

DELIVERY ORDER CLOSE OUT

When Delivery Order performance is completed, the COTR and the AMO sign the acceptance of the final product or completion statement, ensuring that all Delivery Order requirements were met; e.g., all deliverables were received on time and were tested/accepted, Government Furnished Equipment/Government Furnished Information (GFE/GFI) have been appropriately distributed, etc. The contractor submits the final invoice to the COTR and AMO). The final invoice shall include a statement that it is the final invoice and that all costs have been accounted for and billed. The contractor shall forward a copy of the final invoice to the IW2 Contracting Officer when the Delivery Order has been completed.

FINAL REPORT	INTERIM REPORT	<i>(Check one)</i>
REPORTING PERIOD: (from <i>mm/dd/yy)</i>	<i>(to mm/dd/yy)</i>	
NIH CONTRACTING TEAM	IW2	
NIH CONTRACT NUMBER		

NITAAC IW2 ORDER

TASK ORDER AUTHORIZATION NUMBER:

CUSTOMER INFORMATION:

Agency Name:

Address:

Email: _____

PRIME CONTRACTOR INFORMATION

Name:

Address:

Email: _____

ORDER AWARD DATE: *(mm/dd/yy)*

ORDER EXPIRATION DATE: *(mm/dd/yy)*

ORDER VALUE: \$

ORDER TITLE *(Description of Requirements)*

RATINGS

Summarize contractor performance and *circle* the number which corresponds to the rating for each rating category.

Using the rating guideline, assign each area a rating of 0 (unsatisfactory), 1 (poor), 2 (fair), 3 (good), 4 (excellent), or 5 (outstanding). Provide a brief narrative (500 characters or less) for each of the categories to support the rating assigned. The categories are: quality of product or service, cost control, timeliness of performance, and business relations. At this time comments are limited to 500 characters.

QUALITY OF PRODUCT OR SERVICE

Rating: 0 1 2 3 4 5

Comments:

COST CONTROL

Rating: 0 1 2 3 4 5

Comments:

TIMELINESS OF PERFORMANCE

Rating: 0 1 2 3 4 5

Comments:

BUSINESS RELATIONS

Rating: 0 1 2 3 4 5

Comments:

SUBCONTRACTS

Are subcontracts involved? (<i>Check One</i>)	YES	NO
---	-----	----

Comments: *(Please comment on those subcontractors that have provided a significant contribution to overall contract performance.)*

KEY PERSONNEL

PROJECT MANAGER (Name):

Comments:

KEY PERSON (Name):

Comments:

KEY PERSON (Name):

Comments:

CUSTOMER SATISFACTION

Is/was the contractor committed to customer satisfaction? <i>(Check One)</i>	YES	NO
---	-----	----

If this is the Final Report: (Check One)

Would you recommend selection of this firm again?	YES	NO
---	-----	----

Comments:

PROJECT OFFICER/COTR:

(Last Name)

(First Name)

(MI)

SIGNATURE:

Date:(mm/dd/yy)

Phone: ()

FAX: ()

Internet Address:

CONTRACTING OFFICER/Accountable Management Official (AMO) CONCURRENCE:

<i>(Initial)</i> _____	<i>Date: (mm/dd/yy)</i> _____

CONTRACTOR'S REPRESENTATIVE: (Title)		
<i>(Last Name)</i>	<i>(First Name)</i>	<i>(MI)</i>
SIGNATURE:	<i>Date:(mm/dd/yy)</i>	
Phone: ()	FAX: ()	
Internet Address:		

SUMMARY RATINGS:	
QUALITY: _____	COST CONTROL: _____
TIMELINESS OF PERFORMANCE: _____	BUSINESS RELATIONS: _____

CONTRACTING OFFICER/AMO : Title

<i>(Last Name)</i>	<i>(First Name)</i>	<i>(MI)</i>
SIGNATURE:	Date:(mm/dd/yy)	
Phone: ()	FAX: ()	
Internet Address:		

CONTRACTOR'S REVIEW:

Were comments, rebuttal, or additional information provided? (Check One)	YES	NO
---	------------	-----------

(If yes: They are on file in): _____
(Location) *(Phone)*

AGENCY REVIEW:

Were contractor comments reviewed at a level above the contracting officer/AMO? (Check One)	YES	NO
--	------------	-----------

(If yes: They are on file in): _____
(Location) *(Phone)*

Attached _____ **(Check if attached)**

NATIONAL INSTITUTES OF HEALTH

CONTRACTOR PERFORMANCE REPORT INSTRUCTIONS

1. Check the appropriate block to indicate the type of report (Interim, Final). The final evaluation of the contractor's performance must satisfy the reporting requirement stipulated in the FAR. and Health and Human Services Acquisition Regulations
2. Indicate the period covered by the report.
3. Identify the customer office. Identify the location of the customer
4. Identify the contract number of the contract being evaluated and the Task Order or Delivery Order Authorization Number.
5. List the name and address of the contractor.
6. Enter TIN and SIC
7. Indicate the order award date and order expiration date.
8. State the order value, including any option amounts.
9. Provide a brief description of the work being performed under the order (the title of the order).

RATINGS

Using the rating guideline, assign each area a rating of 0 (unsatisfactory), 1 (poor), 2 (fair), 3 (good), 4 (excellent), or 5 (outstanding). Provide a brief narrative (500 characters or less) for each of the categories to support the rating assigned. The categories are: quality of product or service, cost control, timeliness of performance, and business relations.

SUBCONTRACTORS

Indicate whether subcontracts are/were involved. Briefly summarize (500 characters or less) the performance of any subcontractors that have major responsibilities under the contract or are required to perform a significant part of the contract requirement. This space may also be used to evaluate a prime contractor's management of a subcontractor.

KEY PERSONNEL

List the name of the project manager and the names of two other key personnel (optional). Briefly describe the performance of the key personnel listed. (500 characters or less)

CUSTOMER SATISFACTION

Check the appropriate answer to indicate whether the contractor was committed to customer satisfaction. For the final report, indicate whether you would recommend selection of the firm again.

PROJECT OFFICER/CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE/COTR SIGNATURE

The Project Officer/COTR signs this block.

CONTRACTING OFFICER/AMO CONCURRENCE

The Contracting Officer/AMO initials this block, indicating concurrence with the initial rating.

CONTRACTOR'S REPRESENTATIVE

The Contractor signs this next block indicating review of the rating.

SUMMARY RATINGS

Indicate the rating given for each of the rating categories: quality of goods or services, cost control, timeliness of performance, and business relations.

CONTRACTING OFFICER/AMO SIGNATURE

The contracting officer/AMO signs the report when all actions are completed. If changes were made to the ratings or the narrative during the rebuttal process, a copy of the report, as revised, shall be promptly furnished to the contractor.

CONTRACTOR'S REVIEW

Indicate whether the contractor submitted a rebuttal or comments. Attach a copy of the contractor's rebuttal to this report, or indicate its location, if filed separately.

AGENCY REVIEW

If the contracting officer /AMO and the contractor are unable to agree on a final rating, the matter is to be referred to an individual one level above the contracting officer/AMO. Attach a copy of the agency's decision to this report, or indicate its location, if filed separately.

NATIONAL INSTITUTES OF HEALTH RATING GUIDELINES

Summarize contractor performance in each of the rating areas. Assign each area a rating of 0 (Unsatisfactory), 1 (Poor), 2 (Fair), 3 (Good), 4 (Excellent), 5 (Outstanding). Use the following instructions as guidance in making these evaluations. Ensure that this assessment is consistent with any other Agency assessments made (i.e., for payment of fee purposes).

Criteria:	Quality of Product or Service	Cost Control	Timeliness of Performance	Business Relations
	Compliance with contract requirements	Record of forecasting and controlling target costs	Met interim milestones	Effective management, including subcontracts
	Accuracy of reports	Current, accurate and complete billings	Reliability	Reasonable/co-operative behavior
	Effectiveness of personnel	Relationship of negotiated costs to actual	Responsive to technical direction	Responsive to contract requirements
	Technical excellence	Cost efficiencies	Completed on time including wrap-up and contract administration	Notification of problems
			Met delivery schedules	Flexibility
			No liquidated damages assessed	Pro-active vs reactive
				Effective small/small disadvantaged business subcontracting program

<p>0 - Unsatisfactory</p>	<p>Non conformances are jeopardizing the achievement of contract requirements, despite use of Agency resources</p>	<p>Ability to manage cost issues is jeopardizing performance of contract requirements, despite use of Agency resources</p>	<p>Delays are jeopardizing performance of contract requirements, despite use of Agency resources</p>	<p>Response to inquiries, technical/service/ administrative issues is not effective</p>
<p>1 - Poor</p>	<p>Overall compliance requires major Agency resources to ensure achievement of contract requirements</p>	<p>Ability to manage cost issues requires major Agency resources to ensure achievement of contract requirements</p>	<p>Delays require major Agency resources to ensure achievement of contract requirements</p>	<p>Response to inquiries, technical/service/ administrative issues is marginally effective</p>
<p>2 - Fair</p>	<p>Overall compliance requires minor Agency resources to ensure achievement of contract requirements</p>	<p>Ability to control cost issues requires minor Agency resources to ensure achievement of contract requirements</p>	<p>Delays require minor Agency resources to ensure achievement of contract requirements</p>	<p>Response to inquiries, technical/service/ administrative issues is somewhat effective</p>
<p>3 - Good</p>	<p>Overall compliance does not impact achievement of contract requirements</p>	<p>Management of cost issues does not impact achievement of contract requirements</p>	<p>Delays do not impact achievement of contract requirements</p>	<p>Response to inquiries, technical/service/ administrative issues is usually effective</p>
<p>4 - Excellent</p>	<p>There are no quality problems</p>	<p>There are no cost management issues</p>	<p>There are no delays</p>	<p>Response to inquiries, technical/service/ administrative issues is effective</p>
<p>5 - Outstanding</p>	<p>The contractor has demonstrated an outstanding performance level in any of the above four categories that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances when contractor performance clearly exceeds the performance levels described as Excellent.</p>			

NITAAC TORP Transmittal Letter

Note: Words in italics are used to provide general guidance and/or example content.

Customers may use the U.S. mail, fax, or e-mail to provide the TORP except where indicated that a hard copy of a signed document is required. NITAAC expects delivery of documents in printed form and/or soft copy. When customers use e-mail, or soft copy, NITAAC expects file to be in MS OFFICE SUITE format.

Customer Agency and Sub-Agency Inside Address

Date:

NITAAC (Inside Address)

ATTN: (IW2 CO Name)

This letter transmits the following TORP:

1. Task Order Data:

Task Order Title:

NITAAC Tracking Number:

2. The Points Of Contact For This Task Order Are:

Customer CO

Name	Last:	First:	MI:
Title	Job Title		
Address	City:	State:	Zip:
Phone			
Fax			
E-Mail			

AMO

Name	Last:	First:	MI:	
Title	Job Title:			
Address	City:	State:	Zip:	
Phone				
Fax				
E-Mail				

COTR

Name	Last:	First:	MI:	
Title	Job Title:			
Address	City:	State:	Zip:	
Phone				
Fax				
E-Mail				

The AMO and the CO may be the same individual if the order is placed through local (i.e., the agency) channels. If no local agency CO is available, the CO from the agency authorized to sign the order should be cited and the AMO from the customer agency should be cited in the appropriate boxes.

3. This Package Shall Consist Of The Following Items:

Hard Copy	Soft Copy	E-Mail	Items
			Statement of Work including evaluation criteria, evaluation factors, deliverable schedule, period of performance and location.
			Exception to Fair Opportunity to be Considered if applicable- signed by the appropriate agency official
			Independent Government Cost Estimate
			Posting Instructions - Identification of whether the Prime Contractors should respond with a written proposal (submitted electronically) or an oral presentation (which must be adequately documented)
			Proposal Preparation Instructions and delivery date
			Proposal Delivery Instructions

4. Exception To Fair Opportunity To Be Considered (**If yes, indicate FAR exception and provide rationale**).

NOTE: The exception and rational document must be signed and included as an attachment.

5. Fair Opportunity To Be Considered

Yes No

6. Anticipated Contract Type:

NOTE : IW2 is FFP only

CPAF	COST PLUS AWARD FEE
CPFF	COST PLUS FIXED FEE
FFP	FIRM FIXED PRICE
T&M	TIME & MATERIALS

7. **Funding Strategy:**

Describe funding approach (e.g., fully funded, incrementally funded, options, etc). Describe the proposed funding strategy, e.g., obligated totally with initial task order, or obligated partially via modifications to task order.

8. **Proposal Preparation Instructions:**

Recommended Format

Section 1	Management (15 page limit). <i>Must address the offeror's management plan including steps for assurance of meeting schedule and budget goals, as well as risk mitigation. Must include experience citation of directly related experience and the resume(s) of any key management individuals, as determined by the offeror.</i>
Section 2	Technical (5 page limit) <i>Must discuss the offeror's technical approach to satisfying the requirements of the task order. Special emphasis should be placed on unique aspects of the approach and how the application of these unique approaches has been successful on other directly related contracts experienced by the offeror</i>
Section 3	Cost (no page limit)

9. Proposal Delivery instructions:

Proposal Preparation Instructions:	Oral:	Written:
---	-------	----------

Proposal Due Date: _____ days after posting announcement	
Other Instructions:	<i>For Example, Please advise the Agency POC if you are sending an e-mail.</i>

10. Attachments:

Please list titles of attached documents.

Employee/Contractor Non-Disclosure Agreement

As a contractor employee under a Federal Government contract, I certify that I will not disclose, publish, divulge, release, or make known, in any manner or to any extent, to any individual other than an appropriate or authorized government employee, the content of any procurement sensitive information provided during the course of my employment. I understand that for the purpose of this agreement, procurement sensitive information is to include procurement data contract information, plans, and strategies.

I hereby certify that I have read the non-disclosure agreement described above and I am familiar with the directives and policies governing the disclosure of procurement sensitive information. I will fully and completely observe these directives and will not disclose such information to any unauthorized person, or use any information obtained for private use or gain.

NAME (please print)

SIGNATURE

DATE

Customers must provide the information required in the SRDP. The form below is provided to insure that the requested information is provided to NITAAC.

Customers may use the U.S. mail, fax or e-mail unless otherwise directed. NITAAC expects delivery of documents in printed form and/or soft copy. When customers use e-mail or soft copy, NITAAC expects the file to be in MS OFFICE SUITE format.

1.Task Order Data

Task Order Title: _____

NITAAC Tracking Number: _____

Funding Document / Order Number: _____

2. This Package Shall Include The Following Items:

Hard Copy	Soft Copy	E-Mail	Items
			TORP (if SOW or other contents revised from original submission) Revisions: () Yes () No
			Copy of all proposals received - including Best and Finals
			<p>Documentation Of Award Decision</p> <p>For all proposals received and evaluated, provide a narrative summarizing the evaluation results for each contractor's submission and describing the rationale for the Best Value decision for the recommended prime contractor to be awarded this task order. The justification should be streamlined and must contain the following:</p> <ol style="list-style-type: none"> 1. A statement indicating whether the announcement of the task order requirement was made to all prime contractors or if an exception to the Fair Opportunity To Be Considered rule was cited in the TORP (cite the exception used). 2. The selection criteria/methodology used to evaluate the competing prime contractors; 3. The results of the evaluation using the evaluation criteria from the SOW; 4. Rationale for the recommendation of the task order awardee, including a summary of negotiations conducted, cost/price analyses, and best value analysis.

3. Non-Respondent Prime Contractors

List each of the IW2 2 prime contractors who declined to respond to your requirement by issuing a No Bid response (to include rationale).

4. The Prime Contractor Recommended For Award:

Prime Contractor Name: _____

Image World Contract Number: _____

Address

City: _____ State: _____ Zip: _____

POC

Name: _____

Phone: _____

Fax: _____

E-mail: _____

5. NIH Processing Fee and Funding Strategy (Non-NIH customers)

State the fee as a dollar amount. Submit any required documentation indicated in Section G, including a discussion of funding strategy (e.g., whether the task order award is to be fully funded, partially funded, or if the obligated amount on the task order is only a partial funding where further obligations will be made as task order obligations against the funded amount).

6. Accountable Management Official

The SRDP must be signed by an Accountable Management Official (AMO) of the Customer's organization. The AMO's signature certifies that the Fair Opportunity requirements specified in Section G and the TORP have been met.

Name: _____

Title: _____

Signature: _____

WORK SAMPLE CATEGORY	DESCRIPTION	BENEFITS
(1.) Innovative Solutions in Business	To Be Determined	
(2.) Video Conferencing	Systems enabling live and recorded digitized video to be brought to the PC desktop.	Very popular technology, which due to improved common hardware, is increasing in demand. Does not appear to be currently targeted by a major GWAC.
(3.) Web Multimedia Training Solutions	Complete systems for creating, delivering, and managing computer and web based training.	Training is a huge expenditure, and computer-based training could possibly be better utilized. It promises flexibility of scheduling, uniformity of content, and reduced cost.
(4.) Document Management	Systems for imaging, indexing, archiving, retrieving, and auditing electronic documents. Although present in current Image World, maybe they are under-represented.	Key to a paperless environment. Reduce floor space. Improve workflow and auditing. This technology will only grow and could be further emphasized.
(5.) Database Management	Database management systems specialize in the storage and management of all types of data including imaging data. Document Management Systems and Geographical Imaging Systems rely on them.	Backbone to document and image management systems. Technology that directly supports imaging should be included to provide one stop shopping attraction.
(6.) Desktop Mapping	A desktop mapping system that uses the map metaphor to organize data and user interaction. The focus of such systems is the creation of maps which is the database. Desktop mapping systems operate on desktop computers such as PCs, Macintoshes, and smaller UNIX workstations.	Becoming more popular and flexible as common desktop PC's become more robust. Common applications for maps exist throughout government.
(7.) Information Technology Training	Services supportive of Information Technology training. Includes classroom contract services, computer-based course development, in-house training.	Offering training services could reduce cost of training and enhance content control.
(8.) Outsourcing	Service to lease hardware on a Seat Management basis.	High technology refresh rate points to a need for leasing to reduce total ownership cost.
(9.) Document Management Consulting	Consulting to assist developing in-house custom document management solutions.	Still too few proven complete document management systems that can truly meet specialized business needs. Custom development can be very costly without expert planning.
(10.) Database Consulting	Database design, migration, and administration services.	Document as well as imaging storage requirements dictate relational database expertise. Frequency of need doesn't lend itself to internal fulfillment.
(11.) DVD Recorders and Players	Recordable DVD players can store huge amounts of data, and have very fast access speeds for live video.	Very useful for archiving still and motion images.

WORK SAMPLE CATEGORY	DESCRIPTION	BENEFITS
(12.) Multimedia Presentation Development Software	Software for creating web, CD-ROM, and DVD based presentations, such as computer-based training. Includes streaming media server components for web servers.	Expanding technology requires increased training and visual presentation needs.
(13.) Desktop Mapping Software	Map viewing and building software for desktop computers.	Huge variety of Government tasks requires mapping and mini-GIS analysis.
(14.) Photo ID Badge Equipment	Digital and digital X-Ray photo ID badge equipment and software.	Meet government-wide known security needs.
(15.) Application Software	Software that allows computers to do specific tasks such as <u>graphics</u> , imaging of multiple types, word processing, or spreadsheets. Applications software needs an operating platform in which to operate (Windows all versions, Macintosh OS, Linux etc.).	Allows for processes of all types, particularly imaging, to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies
(16.) Image Based Security Applications	Software that allows computers to do specific tasks such as security based graphics, imaging of multiple types to include a variety of security issues, and biometric security considerations. Applications software needs an operating platform in which to operate (Windows all versions, Macintosh OS, Linux etc.).	Allows for image based security processes of all types to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies.
(17.) Distance Learning	Distance learning is the establishment and study with an educational source, which provides learning materials prepared in a sequential and logical order for study by students on their own. When each lesson is completed the student makes available, by fax, mail, or computer, the assigned work for correction, grading, comment, and subject matter guidance by qualified instructors. Corrected assignments are returned to the student, an exchange that provides a personalized student-teacher relationship. These processes may be enhanced through the use of image-based technology.	Allows for image-based distance learning processes of all types to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies.
(18.) Litigation Support Systems	Systems that allow computers to do specific litigation based tasks such as documentation preparation, transmittal, and archiving functions. Systems incorporate and require hardware upon which to reside and perform their operations to maximum benefit	Allows for image based litigation processes of all types to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies.
(19.) Automated Fax Systems	Systems that support facsimile based tasks such as document scanning, document transmission, and reporting functions. Systems incorporate and require hardware upon which to reside and perform their operations to maximum benefit.	Allows for image based facsimile processes of all types to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies.

WORK SAMPLE CATEGORY	DESCRIPTION	BENEFITS
(20.) CAD/CAM	Systems to create designs and plans of buildings and infrastructure.	Would assist expanding the scope of Image World without losing an imaging focus.

WORK SAMPLE CATEGORY	DESCRIPTION	BENEFITS
(1.) Innovative Solutions in Medical Sciences	To Be Determined	
(2.) Video Conferencing	Systems enabling live and recorded digitized video to be brought to the PC desktop.	Very popular technology, which due to improved common hardware, is increasing in demand. Does not appear to be currently targeted by a major GWAC.
(3.) Remote Sensing	Remote sensing is the art and science of making measurements of the earth using sensors such as cameras carried on airplanes, GPS receivers, or other devices. These sensors collect data in the form of images and provide specialized capabilities for manipulating, analyzing, and visualizing those images. Lacking strong geographic data management and analytical operations, they cannot be called true GISs.	Primarily used for mapping and collecting geographical data. Uses are expanding into security, military, and medicine. Should be included if target is truly "everything imaging".
(4.) Medical Imaging	All forms of digital medical imaging: Digital X-Ray, computerized tomography, ultrasonic imaging, and microscopic spectroscopy. Also includes technology to store and manipulate data.	Under served in current contract. Applications outside of medicine also emerging.
(5.) Web Multimedia Training Solutions	Complete systems for creating, delivering, and managing computer and web based training.	Training is a huge expenditure, and computer-based training could possibly be better utilized. It promises flexibility of scheduling, uniformity of content, and reduced cost.
(6.) Information Technology Training	Services supportive of Information Technology training. Includes classroom contract services, computer-based course development, in-house training.	Offering training services could reduce cost of training and enhance content control.
(7.) Telemedicine	Description: Products that support the acquisition, transmission, and analysis/interpretation of medical information. Products perform specific tasks such as clinical/medical based graphics, imaging of multiple types to include a variety of medical issues, and incorporate medical security considerations. Telemedicine software needs an operating platform in which to operate (Windows all versions, Macintosh OS, Linux etc...).	Allows for image based telemedicine processes of all types to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies.
(8.) Imaging	Training and research services.	Wide range of applications demand

WORK SAMPLE CATEGORY	DESCRIPTION	BENEFITS
Spectroscopy Consulting		availability of external expertise.
(9.) Volumetric Imaging Hardware and Software	X-Ray Computed Tomography (CT), Magnetic Resonance Imaging (MRI). Complete systems, as well as support hardware.	Needed diagnostic equipment. Possibly under-served due to reduced cost and greater availability.
(10.) Ultrasound Imaging Hardware and Software	Hardware, software and supplies involving 3 dimensional ultrasound imaging.	Widely used medical and veterinary diagnostic equipment. Possibly under-served through GWAC's.
(11.) Drug Detection Systems	Systems that support the detection, identification, and transport of illegal drug related information. Products perform specific tasks such as scientific based graphics, imaging of multiple types to include a variety of substance issues, and incorporate appropriate information into databases or other storage schemes for manipulation. Drug detection systems often combine both hardware and software for a successful product.	Allows for image based drug detection processes of all types to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies.
(12.) Digital Computed Radiology	Digital X-Ray image rendering, storage, and viewing equipment and software.	Promise better quality, reduced storage space requirements, and ease of sharing and manipulation.
(13.) Application Software	Software that allows computers to do specific tasks such as graphics, imaging of multiple types, word processing, or spreadsheets. Applications software needs an operating platform in which to operate (Windows all versions, Macintosh OS, Linux etc.).	Allows for processes of all types, particularly imaging, to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies
(14.) CAD/CAM	Systems to create designs and plans of buildings and infrastructure.	Would assist expanding the scope of Image World without losing an imaging focus.
(15.) Security Applications (Encryption, Authentication, etc...)	Software that allows computers to do specific tasks such as security based graphics, imaging of multiple types to include a variety of security issues, authentication, and biometric security considerations. Applications software needs an operating platform in which to operate (Windows all versions, Macintosh OS, Linux etc.).	Allows for image based security processes of all types to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies.
(16.) Distance Learning	Distance learning is the establishment and study with an educational source which provides learning materials prepared in a sequential and logical order for study by students on their own. When each lesson is completed the student makes available, by fax, mail, or computer, the assigned work for correction, grading, comment, and subject matter guidance by qualified instructors. Corrected assignments are	Allows for image-based distance learning processes of all types to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies.

WORK SAMPLE CATEGORY	DESCRIPTION	BENEFITS
	returned to the student, an exchange which provides a personalized student-teacher relationship. These processes may be enhanced through the use of image-based technology.	

WORK SAMPLE CATEGORY	DESCRIPTION	BENEFITS
(1.) Innovative Solutions in GIS/Scientific	To Be Determined	
(2.) Geographic Information Applications and Technologies	Geographic Information Systems (GIS) provide powerful tools for geographic analysis for almost any health discipline. GIS technology is one of the fastest growth technologies in health today, helping professionals in the ever more complex health industry manage their information to make better decisions. The research and planning functions are important elements of the well-run health and health service organization. GIS integrates key data components based on geographic elements to help achieve precise analysis and powerful presentations.	Supports GIS processes of all types to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies.
(3.) Video Conferencing	Systems enabling live and recorded digitized video to be brought to the PC desktop.	Very popular technology, which due to improved common hardware, is increasing in demand. Does not appear to be currently targeted by a major GWAC.
(4.) WEB Multimedia Training Solutions	Web Multimedia Training Solutions involve the preparation, establishment, and delivery of various training requirements. The educational source uses World Wide Web technology to provide learning products prepared in a logical order for study by students at their own pace. Use of graphics, video/images, and audio media types is anticipated. These processes may be enhanced through the use of image-based technology.	Allows for Web Multimedia Training Solutions of all types to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies.
(5.) Information Technology Training	Services supportive of Information Technology training. Includes classroom contract services, computer-based course development, in-house training.	Offering training services could reduce cost of training and enhance content control.
(6.) GIS Training and Consulting	GIS training and consulting offerings involve the preparation, establishment, and delivery of various training and consulting requirements. The materials provided and consulting accomplished involve geographic based information	Provides for GIS training and consulting solutions of all types to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies. Consulting performed at an advanced

WORK SAMPLE CATEGORY	DESCRIPTION	BENEFITS
	topics. Use of graphics, video/images, and other consulting information delivery methods is anticipated. These processes may be enhanced through the use of image-based technology.	technical/professional level is expected to greatly enhance Government programs and decision-making.
(7.) GIS Integrations	GIS integration offerings involve the preparation, establishment, and delivery of various full system integration requirements. The solutions provided and efforts accomplished involve geographic based information topics. Use of graphics, video/images, and other information delivery methods is anticipated. These processes may be enhanced through the use of image based technology. Appropriate integration requires both well designed product choices together with optimal combinations for interfacing.	Provides for GIS integration solutions of all types to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies. The cost savings to Government programs are anticipated to be significant.
(8.) Workstations	Computerized systems that support hardware/software based tasks such as document scanning, document transmission, and reporting functions together with typical imaging requirements. Systems incorporate and require hardware upon which to reside and perform their operations to maximum benefit	Allows for image based workstation processes of all types to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies.
(9.) Remote Sensing	Remote sensing is the art and science of making measurements of the earth using sensors such as cameras carried on airplanes, GPS receivers, or other devices. These sensors collect data in the form of images and provide specialized capabilities for manipulating, analyzing, and visualizing those images. Lacking strong geographic data management and analytical operations, they cannot be called true GISs.	Primarily used for mapping and collecting geographical data. Uses are expanding into security, military, and medicine. Should be included if target is truly “everything imaging”.
(10.) Image Based Security Systems and Solutions	Systems and solutions that enable computers to do specific tasks such as security based graphics, imaging of multiple types to include a variety of security issues, and biometric security considerations. Systems include both hardware and software together with required sensing and other front-end related products.	Allows for image based security systems and solution processes of all types to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies.
(11.) Distance Learning	Distance learning is the establishment and study with an educational source which provides learning materials prepared in a sequential and logical order for study by students on their	Allows for image-based distance learning processes of all types to be performed in a more efficient, cost effective, and technically appropriate manner than analogous manual methodologies.

WORK SAMPLE CATEGORY	DESCRIPTION	BENEFITS
	own. When each lesson is completed the student makes available, by fax, mail, or computer, the assigned work for correction, grading, comment, and subject matter guidance by qualified instructors. Corrected assignments are returned to the student, an exchange which provides a personalized student-teacher relationship. These processes may be enhanced through the use of image-based technology.	
(12.) Explosive and Drug Detection Services.	X-Ray imaging systems designed for security, namely explosives and drugs detection.	Current security risks as well as reduced cost promise greater demand for these systems.
(13.) Biometric Security	Biometric identification refers to a technology that uses a measurable physical characteristic to recognize the identity, or verify the claimed identity, of a person. Automated identification systems use scanned graphical information from many sources for evaluation and identification purposes. This would include facial recognition, retinal scans, iris scans, fingerprint recognition, finger geometry, palm prints, hand geometry, and signature verification.	These are imaging related technologies with broad use throughout government. No other GWAC appears to target this technology.
(14.) CAD/CAM	Systems to create designs and plans of buildings and infrastructure.	Would assist expanding the scope of Image World without losing an imaging focus.