

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEM
 OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NUMBER: REQ-2400-11-0166
 PAGE OF: 1 2

2. CONTRACT NO: CPSC-D-10-0004
 3. AWARD/EFFECTIVE DATE: 09/02/2011
 4. ORDER NUMBER: 0004
 5. SOLICITATION NUMBER:
 8. SOLICITATION ISSUE DATE:

7. FOR SOLICITATION INFORMATION CALL: 6. NAME: Robert Frost
 7. TELEPHONE NUMBER (No collect calls): (301) 504-7116
 8. OFFER DUE DATE/LOCAL TIME:

9. ISSUED BY: CONSUMER PRODUCT SAFETY COMMISSION
 DIV OF PROCUREMENT SERVICES
 4330 EAST WEST HWY
 ROOM 517
 BETHESDA MD 20814
 CODE: FMPS

10. THIS ACQUISITION IS:
 UNRESTRICTED OR SET ASIDE % FOR:
 SMALL BUSINESS EMERGING SMALL BUSINESS
 HUBZONE SMALL BUSINESS SOLE SOURCE
 SERVICE DISABLED VETERAN-OWNED SMALL BUSINESS (NA)

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED: SEE SCHEDULE
 12. DISCOUNT TERMS: Net 30
 13a. THIS CONTRACT IS A RATE ORDER UNDER OPAS (19 CFR 700):
 13b. RATING:
 14. METHOD OF SOLICITATION:
 RFP IFB RFP

15. DELIVER TO: CONSUMER PRODUCT SAFETY COMMISSION
 OFFICE OF INFORMATION SERVICES
 4330 EASTWEST HIGHWAY
 ROOM 706
 BETHESDA MD 20814
 CODE: EXIT

16. ADMINISTERED BY: CONSUMER PRODUCT SAFETY COMMISSION
 DIV OF PROCUREMENT SERVICES
 4330 EAST WEST HWY
 ROOM 517
 BETHESDA MD 20814
 CODE: FMPS

17a. CONTRACTOR/OFFEROR: EVOKE RESEARCH AND CONSULTING LLC
 2450 CRYSTAL DRIVE SUITE 1050
 ARLINGTON VA 22202
 CODE: [REDACTED] FACILITY CODE:
 18a. PAYMENT WILL BE MADE BY: CPSC Accounts Payable Branch
 AMZ 160
 P. O. Box 25710
 Oklahoma City OK 73125
 CODE: FMPS

17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER
 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED SEE ADDENDUM

19. ITEM NO	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	DUNS Number: [REDACTED] PROJECT OFFICER: RACHEL MALCOLM RMALCOLM@CPSC.GOV 301) 504-7793 This is Delivery Order 0004 for: CONTINGENCY and COOP PLANNING This Contract Delivery Order is awarded against GSA Contract GS-35F-0076V. (Use Reverse and/or Attach Additional Sheets as Necessary)				

25. ACCOUNTING AND APPROPRIATION DATA: 0100A11DCC-2011-245050000-EXITIT2400-252MO
 26. TOTAL AWARD AMOUNT (For Govt. Use Only): \$96,180.00

27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52 212-1, 52 212-4 FAR 52 212-3 AND 52 212-5 ARE ATTACHED ADDENDA ARE ARE NOT ATTACHED.
 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52 212-4 FAR 52 212-5 IS ATTACHED. ADDENDA ARE ARE NOT ATTACHED.

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. 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.
 29. AWARD OF CONTRACT REF DATED: YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS.

30a. SIGNATURE OF OFFEROR/CONTRACTOR:

30b. NAME AND TITLE OF SIGNER (Type or print): James A. Loretto CFO
 30c. DATE SIGNED: 28 SEP 11
 31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER):
 31b. NAME OF CONTRACTING OFFICER (Type or print): Donna Hutton
 31c. DATE SIGNED: 9/2/11

Handwritten initials

19 ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
0001	<p>The contractor shall perform in accordance with the attached Statement of Work.</p> <p>The contractor's proposal dated 7/11/2011 as amended 7/26/2011 and 8/19/2011 is incorporated by reference.</p> <p>Contingency Planning Support Services</p> <p>PERIOD OF PERFORMANCE FROM THE EFFECTIVE DATE OF THE DELIVERY ORDER THROUGH DECEMBER 30, 2011</p> <p>ALL DELIVERABLE ITEMS ARE INCLUDED IN THE ATTACHED STATEMENT OF WORK.</p> <p>PAYMENT WILL BE MADE BASED ON THE ATTACHED PAYMENT SCHEDULE AFTER REVIEW AND APPROVAL OF EACH DELIVERABLE ITEM BY THE CPSC PROJECT OFFICER.</p> <p>The total amount of award: \$96,180.00. The obligation for this award is shown in box 26.</p>	1	LO	96,180.00	96,180.00

32a. QUANTITY IN COLUMN 21 HAS BEEN RECEIVED INSPECTED NOTED. ACCEPTED AND CONFORMS TO THE CONTRACT, EXCEPT AS

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____ 32c. DATE _____ 32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____

32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____ 32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____
32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____

33. SHIP NUMBER _____ 34. VOUCHER NUMBER _____ 35. AMOUNT VERIFIED CORRECT FOR _____ 36. PAYMENT COMPLETE PARTIAL FINAL _____ 37. CHECK NUMBER _____
 PARTIAL FINAL

38. S/R ACCOUNT NUMBER _____ 39. S/R VOUCHER NUMBER _____ 40. PAID BY _____

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT _____ 41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER _____ 41c. DATE _____ 42a. RECEIVED BY (Print) _____
42b. RECEIVED AT (Location) _____
42c. DATE REC'D (YY/MM/DD) _____ 42d. TOTAL CONTAINERS _____

CPSC Contingency Planning Support

A. Background

An organization's continuity capability—its ability to perform its essential functions continuously—rests upon key components, which are built on the foundation of continuity planning and program management. The contingency planning for information systems provides a key component of the CPSC continuity of operations planning. The Information Systems Contingency Plans (ISCP) completed in accordance with the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-34 provide the necessary information and procedures for recovery of systems to support Mission Essential Functions (MEF) in the event a system becomes unavailable. The contingency planning program at CPSC includes the ISCP as well as other emergency preparedness-related plans that enable CPSC to quickly adapt and recover from any known or unknown changes to the environment. The CPSC plans to complete the requirements for contingency planning which will implement the Contingency Planning Control family under NIST SP 800-53 consistent with the 800-34 and HSPD 51 in three phases: 1) ISCP and appendices, 2) Alternate Site Implementation, and 3) Business Continuity and Business Impact Assessment Updates and Continuity of Operations Plan.

The instant delivery order is phase one of the contingency program. Phase one is within the CPSC Office of the Chief Information Officer (OCIO), Information Technology Technical Services (ITTS) Division. The security plans and policy are also reviewed by the Chief Information Systems Security Officer (CISSO) in the CPSC OCIO Information Technology Policy and Planning Division (ITPP).

In phase three, other emergency preparedness-related plans, such as the Continuity Of Operations Plan (COOP) which is mandated for federal organizations by HSPD-20/NSPD-51, FCDs 1 and 2 will incorporate the ISCPs. The ISCPs will provide information and appendices to substantially complete the Disaster Recovery Plan. The CPSC is classified as category IV (of I-IV) a under the National Continuity Policy Implementation Plan (NCPIP). The category of an agency is considered in the contingency planning process as NCPIP provides for continuity of Government which is dependent upon the Continuity of Operations of many Government organizations.

The CPSC security review products drafted or completed in FY 2010 and 2011 provide key but not all information to be included in the ISCP. The information from the Government Furnished Information (GFI) shall be used in the systems' recovery of the General Support System (GSS) and the Consumer Product Safety Risk Management System (CPSRMS) components recovery plans. Appendices which will provide documentation of certain process and procedures from operations of the systems such as standard operating procedures and/or checklists as well as training and testing plans are required to complete each of the system's contingency plans in accordance with NIST SP 800-34 and related NIST SP 800 series.

B. Statement of Work

The contractor shall support, identify, plan and assist in creation of information system plans, policies and procedures to support continuation of the CPSC mission in the event there is a service disruption.

CPSC Contingency Planning Support

The work under this delivery order includes project management, coaching, documenting or assembling documentation of systems for ISCP and creation of plans to train CPSC teams, and test and maintain the ISCP and appendices. The ISCP building process will provide information required in the alternate site requirements. The contractor shall provide the information available from the ISCP or ISCPs process in an alternate site requirements description. The description will address only the ISCP or ISCPs information. The contractor will deliver ISCP or ISCPs in accordance with this Order.

1. Project planning and monitoring for the phase one contingency planning.
 - a) The contractor shall examine the GFI for the purpose of reusing the plans, descriptions and other information in the GFI in the creation of the ISCP.
 - b) The listing of the support systems or components immediately below includes the General Support System (GSS) critical components. The contractor shall deliver ISCP(s), including Standard Operating Procedures (SOP) that are required to support recovery of critical components of the General Support and related network components required to operate the below.
 - Microsoft Exchange and Outlook Web Access
 - Firewalls
 - SQL Servers
 - Guardian Edge
 - ZCM
 - File System Access (G Drive and Backups)
 - Internet Access [configuration]
 - VPN [openVPN server]
 - Payroll System access (hosted by DOI in CO)
 - Financial System access (hosted by the DOT ESC in OK)
 - Secure Login Authentication Infrastructure
 - c) The CPSC.gov and the CPSRMS components “Incident Intake” and “Existing Incident Search” are critical. ISCP(s), including Standard Operating Procedures (SOP) are required to support recovery.
 - d) The SOPs created shall be included as annex or appendix to ISCPs as appropriate.
2. The contractor shall assist and mentor technical personnel in their efforts to complete or provide information for the procedures. The contractor may be required to draft the SOPs or checklists from information provided by the technical teams at CPSC.
3. The contractor shall manage the communications for weekly discussion and schedule updates. The contractor shall provide up to five presentations or briefing stacks in MS Word or MS PowerPoint for use by contingency planning team and senior management in EXIT on briefings, presentations and other outreach efforts.
4. The contractor shall maintain a risk and issues ledger for the work under this delivery order. Through weekly emails on Thursdays, the contractor shall provide an opportunity for all team members to contribute to a consensus on this delivery order’s risks and issues.
5. The contractor shall support clearance and approval of the ISCP, alternate site recommendations and alternatives by tracking the documents through the CPSC clearance process and reporting any barriers or opportunities.

CPSC Contingency Planning Support

6. The contractor shall work independently and as a part of several project teams based upon the accepted project plan.
7. CPSC has initiated or in some cases completed projects in response to the 2010 FISMA report and the contractor is encouraged to review the project status listing managed by the Project Management Office (PMO) on a weekly basis and include appropriate information in updates to the schedule and or PMP.
8. A meeting will be scheduled by CPSC in the first full week on project performance to include key staff from CPSC and the contractor. The contractor shall schedule following meetings using the calendar in Microsoft Outlook. The team discussion area of the Contingency Planning Sharepoint site email is CP_Team@cheryl.INT.CPSC. The team discussion area shall be included as an invitee.

C. Deliverables

The schedule shall provide five work days for CPSC to approve, disapprove or require other action for deliverables 1-8 and 11. 14 days each for review of 0009 and 0010 shall be included in schedule.

ITEM Number	Description	Required by	Requirement
0001	Project Plan for Phase One of Contingency Planning to include:	14 days after award of order	All major relationships identified and activities to be monitored described. Estimate of the ISCPs required.
0001a	Recommended ISCP based upon GSS component review		
0001b	Schedule/WBS to level 3		
0002	Master Project schedule including milestones of related projects that may cause delay in this order and need by dates for SOPs, testing, training	14 days after award of order	Dependencies and successor activities shown
0003	Weekly discussion and schedule updates on Contingency Planning and related projects and up to five briefing or presentations.	First full week of performance and weekly thereafter	Minutes and email posted to Sharepoint or emailed within 24 hours for corrections and comments.
0004	Barriers to successful completion of the delivery order. Major barriers or recurring problems should be surfaced to the Risk Ledger in CLIN 0007, below	Include in weekly discussions and emails	timely notification and recommendations
0005	Identify information required Six Interviews with various senior managers of CPSC	Delivery dates as in accepted 0001b	Accurately identify information needed for successful completion of this delivery order.
0006	Testing and Training	Delivery dates as in accepted 0001b	
0006a	Exercise, Test and train plan draft		Plans tailored to the CPSC environment with rationale
0006b	Exercise, Test and train plan final		Exercises and Tests acceptable for Moderate Baseline CP controls
0006c	Exercise, Test and train plan Report		
0006d	Updates to Exercise, Test and train plan		

CPSC Contingency Planning Support

0007	Risks and Issues Register tailored to milestones or deliverables described by the Project Plan and Schedule	Delivery date as in accepted 0001b	Risks and Issues identified and monitored weekly
0008	Draft appendices required for the ISCP(s).	Delivery dates as in accepted 0001b	In accordance with the quality and schedule identified in quality management plan
0009	Description of alternate site requirements for hardware, software, power, space and environment for systems for which contractor provides ISCP. GSA template for defining requirements may be used.	Delivery dates as in accepted 0001b but no later than December 30, 2011	Information for ISCP covered components or systems includes description of uses, numbers of personnel, equipment. Information shall match appendices
0010	ISCP or ISCPs for GSS and CPRMS Components	December 14, 2011	Clearance by the CISSO, ITPP, ITSS
0011	Changes to ISCP for final signature by ITSS	December 30, 2011	Changes made within schedule

The vendor shall request access to any documents when required to support successful completion of this delivery order. The contractor shall notify the COTR by email if any requested access is not provided within 24 hours or if a review or comment on a deliverable is not received within the schedule.

D. Government Furnished Information (GFI)

The information and plans in the following are provided as GFI for use in creation of the ISCP:			
ID*	Dated	Document	
1	Sep 10	2010 Disaster Recovery Plan Draft	Provided to vendor with revised SOW
6	Sep-10	CPSC Business Impact Analysis Draft	Provided to vendor with revised SOW
12	Sep-10	CPSRMS Security Plan	Provided to vendor with revised SOW
The following GFI is available upon request for use in or to support the ISCP. Inconsistencies in the information noted by the contractor shall be surfaced by email to the COTR			
ID	Dated	Document	
9	Sep-11	CPSC Directive 0921.1	Available on the CPSC Intranet homepage under CPSC Directives
10	Jun-11	CPSC Directive 0732.1	Available on the CPSC Intranet homepage under CPSC Directives
11	Nov-10	2010 FISMA OIG Report	Provided to vendor with revised SOW
2	Aug-10	2010 CPRMS Security Review	
3	Sep-10	CPSRMS Account Management Plan	
4	Sep-10	CPSRMS Security Categorization	
5	Sep-10	CPSRMS Security Control Implementation	
7	Sep-10	CPSC Risk Management Framework Draft	
12r	2010	CPSRMS Backup and Recovery Plan	Not listed in original SOW

CPSC Contingency Planning Support

*The ID number is the same as in the original SOW

E. Security

PIV clearances shall be required of any employees with physical and or logical access to CPSC Networks, facilities or sensitive information.

All security related documents including the GFI listed above are to remain in the CPSC facility. Any copies of the documents or information from the documents shall be locked up when not being used by the contractor. The contractor shall notify the COR when documents are downloaded on to the CPSC laptop. The documents shall not be stored on any drive or other media without the express permission of the CISSO and the COR.

F. Period of Performance

The period of performance is from the effective date of the delivery order to December 30, 2011.

G. Place of Performance

CPSC government site, Headquarters in Bethesda, MD. Remote access to the CPSC network is not available. Travel is not required for this delivery order.

Payment Schedule

Payment Schedule-Delivery Order 0004 CONTINGENCY AND COOP PLANNING

		Value received								
		SEP	OCT	NOV	DEC	SEP	OCT	NOV	DEC	
0001	Project Plan	1				2,000.00	2,000.00			
0001a	Recommended ISCP based upon review	1				3,000.00	3,000.00			
0001b	WBS	1				2,000.00	2,000.00			
0002	Master Schedule	1				3,000.00	3,000.00			
0003	Weekly discussions and updates	0.4	0.2	0.2	0.2	11,000.00	4,400.00	2,200.00	2,200.00	
0007	Risk and Issues	0.2	0.4	0.2	0.2	11,000.00	2,200.00	4,400.00	2,200.00	
0004	Barriers	1				2,000.00	2,000.00			
0005	ID info and interviews	0.5	0.5			8,000.00	4,000.00	4,000.00		
0006	Exercise, Test, Train plan									
0006a	draft		1			2,000.00	2,000.00			
0006b	final			1		3,000.00		3,000.00		
0006c	Exercise, Test, Train Report Report is after test/train				1	10,000.00			10,000.00	
0008	Draft Appendices assumes submit when drafted		0.4	0.2	0.4	8,000.00	3,200.00	1,600.00	3,200.00	
0009	Alt site description could provide some value in NOV				1	3,000.00			3,000.00	
0010	ISCP for all but can pay for any early ISCP fully tested				1	26,180.00			26,180.00	
0011	Changes through signatures and clearance				1	2,000.00			2,000.00	
						\$ 96,180.00	22,600.00	15,800.00	9,000.00	48,780.00

Key: 1
 The 1 means anticipated payout 100% in that month
 The percentages indicate anticipated partial deliverables value