SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL PRODUCTS AND COMMERCIAL SERVICES

NOTE: OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30.

1. REQUISITION NUMBER

2. CONTRACT NUMBER	3. AWARD/EFFECTIVE DATE	4. ORDER NUMBER	5. SOLICITATION NUMBER	6. SOLICITATION ISSUE DATE
			90MC0026R0004	

7. FOR SOLICITATION INFORMATION CALL:	a. NAME	b. TELEPHONE NUMBER *(No collect calls)*	8. OFFER DUE DATE/ LOCAL TIME
	Hendricksen, Georgette	(703) 605-4083	06/30/2026 2:00PM EST

9. ISSUED BY CODE 90MC00

SSS National Headquarters (NHQ)
Selective Service System, 1501 Wilson Blvd, Suite 700
Arlington, VA, 22209, US

10. THIS ACQUISITION IS ☐ UNRESTRICTED OR ☒ SET ASIDE: 100 % FOR:

☒ SMALL BUSINESS
☐ HUBZONE SMALL BUSINESS
☐ SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS (SDVOSB)
☐ WOMEN-OWNED SMALL BUSINESS (WOSB)
☐ ECONOMICALLY DISADVANTAGED WOMEN-OWNED SMALL BUSINESS (EDWOSB)
☐ 8(A)

NORTH AMERICAN INDUSTRY CLASSIFICATION STANDARD (NAICS): 541519

SIZE STANDARD: 150 Employees

11. DELIVERY FOR FREE ON BOARD (FOB) DESTINATION UNLESS BLOCK IS MARKED
☒ SEE SCHEDULE

12. DISCOUNT TERMS

☐ 13a. THIS CONTRACT IS A RATED ORDER UNDER THE DEFENSE PRIORITIES AND ALLOCATIONS SYSTEM - DPAS (15 CFR 700)

13b. RATING

14. METHOD OF SOLICITATION
☐ REQUEST FOR QUOTE (RFQ) ☐ INVITATION FOR BID (IFB) ☒ REQUEST FOR PROPOSAL (RFP)

15. DELIVER TO CODE

See Schedule

16. ADMINISTERED BY CODE 90MC00

Same As Issuing Office

17a. CONTRACTOR/ OFFEROR CODE FACILITY CODE

TELEPHONE NUMBER

18a. PAYMENT WILL BE MADE BY CODE 90MC00

SSS National Headquarters (NHQ)
Selective Service System, 1501 Wilson Blvd, Suite 700
Arlington, VA, 22209, US

☐ 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 NUMBER	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	See Schedule				
	(Use Reverse and/or Attach Additional Sheets as Necessary)				

25. ACCOUNTING AND APPROPRIATION DATA

26. TOTAL AWARD AMOUNT *(For Government Use Only)*

☒ 27a. SOLICITATION INCORPORATES BY REFERENCE (FEDERAL ACQUISITION REGULATION) 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

☐ 29. AWARD OF CONTRACT: REFERENCE _____ OFFER 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

31a. UNITED STATES OF AMERICA *(SIGNATURE OF CONTRACTING OFFICER)*

30b. NAME AND TITLE OF SIGNER *(Type or print)*	30c. DATE SIGNED	31b. NAME OF CONTRACTING OFFICER *(Type or print)*	31c. DATE SIGNED

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION IS NOT USABLE

STANDARD FORM 1449 (REV. 11/2021)
Prescribed by GSA - FAR (48 CFR) 53.212

19. ITEM NUMBER	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	See Schedule				

32a. QUANTITY IN COLUMN 21 HAS BEEN

☐ RECEIVED ☐ INSPECTED ☐ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

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. TELPHONE NUMBER OF AUTHORZED GOVERNMENT REPRESENTATIVE
	32g. EMAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

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

STOCK RECORD (S/R)		40. PAID BY
38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	

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

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Section II: Continuation of SF1449

Item Number	Base Item Number	Supplies/Services	Quantity	Unit
0001		Website Modernization Development	1	JB
Contract Type: Firm Fixed Price				
			Unit Price	
			Extended Price	
	Description: Website Modernization Development includes: -website design -development/implementation/testing -cloud hosting -security -legacy data/content migration -content management system -compliance -integration -documentation and verification -AI-Conversational Capabilities The contractor shall provide all personnel, management, supervision, tools, materials, and services necessary to modernize, redesign, migrate, deploy, secure, and maintain the Selective Service System public-facing website and associated digital services platform. IAW Part 2 Compliance Requirements and Part 3 Automatic Registration Capabilities. SEE ATTACHMENT 1-Performance Work Statement (PWS)		
Purchase Requisitions				

IDC Type: Not Applicable

Period Of Performance Start Date	Period Of Performance End Date	Period Of Performance Address
		SSS National Headquarters (NHQ) Selective Service System 1501 Wilson Blvd Arlington VA US 22209

Item Number	Base Item Number	Supplies/Services	Quantity	Unit
0002		Project Management	1	JB
Contract Type: Firm Fixed Price				
			Unit Price	
			Extended Price	
	Description: The contractor shall provide and maintain an ongoing collaborative business relationship, IAW: -Part 4, 4.3 Project Manager and Alternative Project Manager SEE ATTACHMENT 1-PWS			
Purchase Requisitions				

IDC Type: Not Applicable

Period Of Performance Start Date	Period Of Performance End Date	Period Of Performance Address
		SSS National Headquarters (NHQ) Selective Service System 1501 Wilson Blvd Arlington VA US 22209

Item Number	Base Item Number	Supplies/Services	Quantity	Unit
0003		Operations and Sustainment	1	JB
Contract Type: Firm Fixed Price				
			Unit Price	
			Extended Price	
	Description: Operations and Sustainment includes: -Testing, Training, and Documentation -Operational Support -Weekly Security Monitoring -Monitoring -Weekly Status Reporting The Contractor shall provide all required technical support IAW, -Part 5, Operations and Sustainment SEE ATTACHMENT 1-PWS			
Purchase Requisitions				

IDC Type: Not Applicable

Period Of Performance Start Date	Period Of Performance End Date	Period Of Performance Address
		SSS National Headquarters (NHQ) Selective Service System 1501 Wilson Blvd Arlington VA US 22209

Item Number	Base Item Number	Supplies/Services	Quantity	Unit
0004		Enhancement and Feature Development	0	
Contract Type: Firm Fixed Price				
			Unit Price	
			Extended Price	
OPTION	Description: The Contractor shall provide all required technical support IAW, Part 5, 5.2 Enhancement & Feature Development. SEE ATTACHMENT 1-PWS			
Purchase Requisitions				

IDC Type: Not Applicable

Period Of Performance Start Date	Period Of Performance End Date	Period Of Performance Address
		SSS National Headquarters (NHQ) Selective Service System 1501 Wilson Blvd Arlington VA US 22209

Item Number	Base Item Number	Supplies/Services	Quantity	Unit
1001	0001	Option Year 1	0	JB
Contract Type: Firm Fixed Price				
			Unit Price	
			Extended Price	
	Description: -Operations and maintenance -Technical support with project manager and alternate project manager -Testing -Performance and availability monitoring -Documentation and verification of federal compliance			
Purchase Requisitions				

Option: 1
Option Time Date: 10/1/27
Option Time Duration: 365
Option Time Units: Days
IDC Type: Not Applicable

Period Of Performance Start Date	Period Of Performance End Date	Period Of Performance Address
		SSS National Headquarters (NHQ) Selective Service System 1501 Wilson Blvd Arlington VA US 22209

Item Number	Base Item Number	Supplies/Services	Quantity	Unit
2001	0001	Option Year 2	0	JB
Contract Type: Firm Fixed Price				
			Unit Price	
			Extended Price	
	Description: -Operations and maintenance -Technical support with project manager and alternate project manager -Testing -Performance and availability monitoring -Documentation and verification of federal compliance			

Purchase Requisitions			

Option: 2
Option Time Date: 10/1/28
Option Time Duration: 364
Option Time Units: Days
IDC Type: Not Applicable

Period Of Performance Start Date	Period Of Performance End Date	Period Of Performance Address
		SSS National Headquarters (NHQ) Selective Service System 1501 Wilson Blvd Arlington VA US 22209

Item Number	Base Item Number	Supplies/Services	Quantity	Unit
3001	0001	Option Year 3	0	JB
Contract Type: Firm Fixed Price				
			Unit Price	
			Extended Price	
	Description: -Operations and maintenance -Technical support with project manager and alternate project manager -Testing -Performance and availability monitoring -Documentation and verification of federal compliance			
Purchase Requisitions				

Period Of Performance Start Date	Period Of Performance End Date	Period Of Performance Address
		SSS National Headquarters (NHQ) Selective Service System 1501 Wilson Blvd Arlington VA US 22209

Option: 3
Option Time Date: 10/1/29
Option Time Duration: 364
Option Time Units: Days
IDC Type: Not Applicable

Item Number	Base Item Number	Supplies/Services	Quantity	Unit
4001	0001	Option Year 4	0	JB
Contract Type: Firm Fixed Price				
			Unit Price	
			Extended Price	

	Description: -Operations and maintenance -Technical support with project manager and alternate project manager -Testing -Performance and availability monitoring -Documentation and verification of federal compliance

Purchase Requisitions			

Option: 4
Option Time Date: 10/1/30
Option Time Duration: 364
Option Time Units: Days
IDC Type: Not Applicable

Period Of Performance Start Date	Period Of Performance End Date	Period Of Performance Address
		SSS National Headquarters (NHQ) Selective Service System 1501 Wilson Blvd Arlington VA US 22209

Item Number	Base Item Number	Supplies/Services	Quantity	Unit
5001		Operations Testing Platform (Optional CLIN)	0	

Contract Type: Firm Fixed Price

	Unit Price	
	Extended Price	

	Description: Operations Testing Platform includes: -Assessment -Development -Implementation The contractor shall, as an optional task, design and propose a fully isolated web-based Operations Testing Platform IAW: -Part 6, Operations Testing Program -Part 6, 6.1 Operations Testing Platform Assessment and Implementation SEE ATTACHMENT 1-PWS

Purchase Requisitions			

Option:
Option Time Date: 10/1/27
Option Time Duration: 365
Option Time Units: Days
IDC Type: Not Applicable

Period Of Performance Start Date	Period Of Performance End Date	Period Of Performance Address
		SSS National Headquarters (NHQ) Selective Service System 1501 Wilson Blvd

		Arlington VA US 22209

Item Number	Base Item Number	Supplies/Services	Quantity	Unit
6001		Transition-Out Support	0	
Contract Type: Firm Fixed Price				
			Unit Price	
			Extended Price	
	Description: Upon contract expiration, termination, or Government-directed transition, the Con tractor shall provide orderly transition support to the Government or successor contractor, IAW: -Part 5, 5.5, Transition-out Support SEEATTACHMENT 1-PWS			
Purchase Requisitions				

Option:
Option Time Date: 10/1/27
Option Time Duration: 365
Option Time Units: Days
IDC Type: Not Applicable

Period Of Performance Start Date	Period Of Performance End Date	Period Of Performance Address
		SSS National Headquarters (NHQ) Selective Service System 1501 Wilson Blvd Arlington VA US 22209

Section III: Contract Clauses

Clauses incorporated by reference

Article Number	Reference Text
52.212-4	52.212-4 Contract Terms and Conditions—Commercial Products and Commercial Services (Nov 2023)
52.204-25	52.204-25 Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment (Nov 2021)
52.222-90 (Dev)	Addressing DEI Discrimination by Federal Contractors (Deviation Mar 2026)

Clauses incorporated by full text

52.212-5 Contract Terms and Conditions Required to Implement Statutes or Executive Orders—Commercial Products and Commercial Services (Oct 2025)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial

products and commercial services:

(1) 52.203-19, Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements (Jan 2017) (section 743 of Division E, Title VII, of the Consolidated and Further Continuing Appropriations Act, 2015 (Pub. L. 113-235) and its successor provisions in subsequent appropriations acts (and as extended in continuing resolutions)).

(2) 52.204-23, Prohibition on Contracting for Hardware, Software, and Services Developed or Provided by Kaspersky Lab Covered Entities (DEC 2023) (Section 1634 of Pub. L. 115-91).

(3) 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment. (Nov 2021) (Section 889(a)(1)(A) of Pub. L. 115-232).

(4) 52.209-10, Prohibition on Contracting with Inverted Domestic Corporations (Nov 2015).

(5) 52.232-40, Providing Accelerated Payments to Small Business Subcontractors (Mar 2023) (31 U.S.C. 3903 and 10 U.S.C. 3801).

(6) 52.233-3, Protest After Award (Aug 1996) (31 U.S.C. 3553).

(7) 52.233-4, Applicable Law for Breach of Contract Claim (Oct 2004) (Public Laws 108-77 and 108-78 (19 U.S.C. 3805 note)).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial products and commercial services:

_____(1) 52.203-6, Restrictions on Subcontractor Sales to the Government (Jun 2020), with Alternate I (Nov 2021) (41 U.S.C. 4704 and 10 U.S.C. 4655).

_____(2) 52.203-13, Contractor Code of Business Ethics and Conduct (Nov 2021) (41 U.S.C. 3509)).

_____(3) 52.203-15, Whistleblower Protections under the American Recovery and Reinvestment Act of 2009 (Jun 2010) (Section 1553 of Pub. L. 111-5). (Applies to contracts funded by the American Recovery and Reinvestment Act of 2009.)

_____(4) 52.203-17, Contractor Employee Whistleblower Rights (Nov 2023) (41 U.S.C. 4712); this clause does not apply to contracts of DoD, NASA, the Coast Guard, or applicable elements of the intelligence community—see FAR 3.900(a).

_____(5) 52.204-10, Reporting Executive Compensation and First-Tier Subcontract Awards (Jun 2020) (Pub. L. 109-282) (31 U.S.C. 6101 note).

(6) [Reserved].

_____(7) 52.204-14, Service Contract Reporting Requirements (Oct 2016) (Pub. L. 111-117, section 743 of Div. C).

_____(8) 52.204-15, Service Contract Reporting Requirements for Indefinite-Delivery Contracts (Oct 2016) (Pub. L. 111-117, section 743 of Div. C).

_____(9) 52.204-27, Prohibition on a ByteDance Covered Application (Jun 2023) (Section 102 of Division R of Pub. L. 117-328).

_____(10) 52.204-28, Federal Acquisition Supply Chain Security Act Orders—Federal Supply Schedules, Governmentwide Acquisition Contracts, and Multi-Agency Contracts. (DEC 2023) (Pub. L. 115–390, title II).

_____(11) (i) 52.204-30, Federal Acquisition Supply Chain Security Act Orders—Prohibition. (DEC 2023) (Pub. L. 115–390, title II).

_____(ii) Alternate I (DEC 2023) of 52.204–30.

_____(12) 52.209-6, Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, Proposed for Debarment, or Voluntarily Excluded. (Jan 2025) (31 U.S.C. 6101 note).

_____(13) 52.209-9, Updates of Publicly Available Information Regarding Responsibility Matters (Oct 2018) (41 U.S.C. 2313).

(14) [Reserved].

_____(15) 52.219-3, Notice of HUBZone Set-Aside or Sole-Source Award (Oct 2022) (15 U.S.C. 657a).

_____(16) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (Oct 2022) (if the offeror elects to waive the preference, it shall so indicate in its offer) (15 U.S.C. 657a).

(17) [Reserved]

_____(18)(i) 52.219-6, Notice of Total Small Business Set-Aside (Oct 2022 (15 U.S.C. 644).

_____(ii) Alternate I (Mar 2020) of 52.219-6.

_____(19)(i) 52.219-7, Notice of Partial Small Business Set-Aside (Nov 2020) (15 U.S.C. 644).

_____(ii) Alternate I (Mar 2020) of 52.219-7.

_____(20) 52.219-8, Utilization of Small Business Concerns (Jan 2025) (15 U.S.C. 637(d)(2) and (3)).

_____(21)(i) 52.219-9, Small Business Subcontracting Plan (Jan 2025) (15 U.S.C. 637(d)(4)).

_____(ii) Alternate I (Nov 2016) of 52.219-9.

_____(iii) Alternate II (Nov 2016) of 52.219-9.

_____(iv) Alternate III (Jun 2020) of 52.219-9.

_____(v) Alternate IV (Jan 2025) of 52.219-9.

_____(22)(i) 52.219-13, Notice of Set-Aside of Orders (Mar 2020)(15 U.S.C. 644(r)).

_____(ii) Alternate I (Mar 2020) of 52.219-13.

_____(23) 52.219-14, Limitations on Subcontracting (Oct 2022) (15 U.S.C. 637s)

_____(24) 52.219-16, Liquidated Damages - Subcontracting Plan (Sep 2021) (15 U.S.C. 637(d)(4)(F)(i)).

_____(25) 52.219-27, Notice of Set-Aside for, or Sole-Source Award to, Service-Disabled Veteran-Owned Small Business (SDVOSB) Concerns Eligible Under the SDVOSB Program (Feb 2024) (15 U.S.C. 657f).

_____(26) 52.219-28, Post award Small Business Program Re-representation (Jan 2025) (15 U.S.C. 632(a)(2)).

_____(ii) Alternate I (Mar 2020) of 52.219-28.

_____(27) 52.219-29, Notice of Set-Aside for, or Sole-Source Award to, Economically Disadvantaged Women-Owned Small Business Concerns (Oct 2022) (15 U.S.C. 637(m)).

_____(28) 52.219-30, Notice of Set-Aside for, or Sole-Source Award to, Women-Owned Small Business Concerns Eligible Under the Women-Owned Small Business Program (Oct 2022) (15 U.S.C. 637(m)).

_____(29) 52.219-32, Orders Issued Directly Under Small Business Reserves (Mar 2020) (15 U.S.C. 644(r)).

_____(30) 52.219-33, Nonmanufacturer Rule (Sep 2021) (15U.S.C. 637(a)(17)).

_____(31) 52.222-3, Convict Labor (Jun 2003) (E.O. 11755).

_____(32) 52.222-19, Child Labor—Cooperation with Authorities and Remedies (Jan 2025) (E.O. 13126).

_____(33) 52.222-21, Prohibition of Segregated Facilities (Apr 2015).

_____(34) (i) 52.222-26, Equal Opportunity (Sep 2016) (E.O. 11246).

_____(ii) Alternate I (Feb 1999) of 52.222-26.

_____(35) (i) 52.222-35, Equal Opportunity for Veterans (Jun 2020) (38 U.S.C. 4212).

_____(ii) Alternate I (Jul 2014) of 52.222-35.

_____(36) (i) 52.222-36, Equal Opportunity for Workers with Disabilities (Jun 2020) (29 U.S.C. 793).

_____(ii) Alternate I (Jul 2014) of 52.222-36.

_____(37) 52.222-37, Employment Reports on Veterans (Jun 2020) (38 U.S.C. 4212).

_____(38) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496).

_____(39)(i) 52.222-50, Combating Trafficking in Persons (Oct 2025) (22 U.S.C. chapter 78 and E.O. 13627).

_____(ii) Alternate I (Mar 2015) of 52.222-50 (22 U.S.C. chapter 78 and E.O. 13627).

_____(40) 52.222-54, Employment Eligibility Verification (Jan 2025) (Executive Order 12989). (Not applicable to

the acquisition of commercially available off-the-shelf items or certain other types of commercial products or commercial services as prescribed in FAR 22.1803.)

_____(41)(i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA-Designated Items (May 2008) (42 U.S.C. 6962(c)(3)(A)(ii)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

_____(ii) Alternate I (May 2008) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

_____(42) 52.223-11, Ozone-Depleting Substances and High Global Warming Potential Hydrofluorocarbons (May 2024) (42 U.S.C. 7671, et seq.).

_____(43) 52.223-12, Maintenance, Service, Repair, or Disposal of Refrigeration Equipment and Air Conditioners (May 2024) (42 U.S.C. 7671, et seq.).

_____(44) 52.223-20, Aerosols (May 2024) (42 U.S.C. 7671, et seq.).

_____(45) 52.223-21, Foams (May 2024) (42 U.S.C. 7671, et seq.).

_____(46) 52.223-23 Sustainable Products and Services (May 2024) (E.O. 14057, 7 U.S.C. 8102, 42 U.S.C. 6962, 42 U.S.C. 8259b, and 42 U.S.C. 7671l).

_____(47)(i) 52.224-3, Privacy Training (Jan 2017) (5 U.S.C. 552a).

_____(ii) Alternate I (Jan 2017) of 52.224-3.

_____(48) (i) 52.225-1, Buy American - Supplies (Oct 2022) (41 U.S.C. chapter 83).

_____(ii) 52.225-1, Alternate I (Oct 2022) of 52.225-1.

_____(49)(i) 52.225-3, Buy American-Free Trade Agreements-Israeli Trade Act (Nov 2023) (19 U.S.C. 3301 note, 19 U.S.C. 2112 note, 19 U.S.C. 3805 note, 19 U.S.C. 4001 note, 19 U.S.C. chapter 29 (sections 4501-4732), Public Law 103-182, 108-77, 108-78, 108-286, 108-302, 109-53, 109-169, 109-283, 110-138, 112-41, 112-42, and 112-43.

_____(ii) Alternate I [Reserved].

_____(iii) Alternate II (Dec 2022) of 52.225-3.

_____(iv) Alternate III (Nov 2023) of 52.225-3.

_____(v) Alternate IV (Oct 2022) of 52.225-3.

_____(50) 52.225-5, Trade Agreements (Nov 2023) (19 U.S.C. 2501, et seq., 19 U.S.C. 3301 note).

_____(51) 52.225-13, Restrictions on Certain Foreign Purchases (FEB 2021) (E.O.'s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

_____(52) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Oct 2016) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. Subtitle A, Part V, Subpart G Note).

_____(53) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (Nov 2007) (42 U.S.C. 5150).

_____(54) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (Nov 2007) (42 U.S.C. 5150).

_____(55) 52.226-8, Encouraging Contractor Policies to Ban Text Messaging While Driving (May 2024) (E.O. 13513).

_____(56) 52.229-12, Tax on Certain Foreign Procurements (FEB 2021).

_____(57) 52.232-29, Terms for Financing of Purchases of Commercial Products and Commercial Services (Nov 2021) (41 U.S.C. 4505, 10 U.S.C. 3805).

_____(58) 52.232-30, Installment Payments for Commercial Products and Commercial Services (Nov 2021) (41 U.S.C. 4505, 10 U.S.C. 3805).

_____(59) 52.232-33, Payment by Electronic Funds Transfer - System for Award Management (Oct 2018) (31 U.S.C. 3332).

_____(60) 52.232-34, Payment by Electronic Funds Transfer - Other than System for Award Management (Jul 2013) (31 U.S.C. 3332).

_____(61) 52.232-36, Payment by Third Party (May 2014) (31 U.S.C. 3332).

_____(62) 52.239-1, Privacy or Security Safeguards (Aug 1996) (5 U.S.C. 552a).

_____(63) 52.240-1, Prohibition on Unmanned Aircraft Systems Manufactured or Assembled by American Security Drone Act-Covered Foreign Entities (Nov 2024) (Sections 1821-1826, Pub. L. 118-31, 41 U.S.C. 3901 note prec.).

_____(64) 52.242-5, Payments to Small Business Subcontractors (Jan 2017) (15 U.S.C. 637(d)(13)).

_____(65)(i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Nov 2021) (46 U.S.C. 55305 (b) and 10 U.S.C. 2631).

_____(ii) Alternate I (Apr 2003) of 52.247-64.

_____(iii) Alternate II (Nov 2021) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial products and commercial services:

_____(1) 52.222-41, Service Contract Labor Standards (Aug 2018) (41 U.S.C. chapter 67).

_____(2) 52.222-42, Statement of Equivalent Rates for Federal Hires (May 2014) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

_____(3) 52.222-43, Fair Labor Standards Act and Service Contract Labor Standards-Price Adjustment (Multiple Year and Option Contracts) (Aug 2018) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

_____(4) 52.222-44, Fair Labor Standards Act and Service Contract Labor Standards - Price Adjustment (JAN 2021) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

_____(5) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment - Requirements (May 2014) (41 U.S.C. chapter 67).

_____(6) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services - Requirements (May 2014) (41 U.S.C. chapter 67).

_____(7) 52.222-55, Minimum Wages for Contractor Workers Under Executive Order 14026 (Jan 2022).

_____(8) 52.222-62, Paid Sick Leave Under Executive Order 13706 (Jan 2022) (E.O. 13706).

_____(9) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations (Jun 2020) (42 U.S.C. 1792).

(d) Comptroller General Examination of Record. The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, as defined in FAR 2.101, on the date of award of this contract, and does not contain the clause at 52.215-2, Audit and Records - Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e)(1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c), and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in this paragraph (e)(1), in a subcontract for commercial products and commercial services. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause –

(i) 52.203-13, Contractor Code of Business Ethics and Conduct (Nov 2021) (41 U.S.C. 3509).

(ii) 52.203-17, Contractor Employee Whistleblower Rights (NOV 2023) (41 U.S.C. 4712).

(iii) 52.203-19, Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements (Jan 2017) (section 743 of Division E, Title VII, of the Consolidated and Further Continuing Appropriations Act, 2015 (Pub. L. 113-235) and its successor provisions in subsequent appropriations acts (and as extended in continuing resolutions).

(iv) 52.204-23, Prohibition on Contracting for Hardware, Software, and Services Developed or Provided by Kaspersky Lab Covered Entities (DEC 2023) (Section 1634 of Pub. L. 115-91).

(v) 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment. (Nov 2021) (Section 889(a)(1)(A) of Pub. L. 115-232).

(vi) 52.204-27, Prohibition on a ByteDance Covered Application (Jun 2023) (Section 102 of Division R of Pub. L. 117-

328).

(vii) (A) 52.204–30, Federal Acquisition Supply Chain Security Act Orders—Prohibition. (DEC 2023) (Pub. L. 115–390, title II).

(B) Alternate I (DEC 2023) of 52.204–30.

(viii) 52.219-8, Utilization of Small Business Concerns (Jan 2025) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds the applicable threshold specified in FAR 19.702(a) on the date of subcontract award, the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(ix) 52.222-21, Prohibition of Segregated Facilities (Apr 2015)

(x) 52.222-26, Equal Opportunity (Sep 2015) (E.O. 11246).

(xi) 52.222-35, Equal Opportunity for Veterans (Jun 2020) (38 U.S.C. 4212).

(xii) 52.222-36, Equal Opportunity for Workers with Disabilities (Jun 2020) (29 U.S.C. 793).

(xiii) 52.222-37, Employment Reports on Veterans (Jun 2020) (38 U.S.C. 4212).

(xiv) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause 52.222-40.

(xv) 52.222-41, Service Contract Labor Standards (Aug 2018) (41 U.S.C. chapter 67).

(xvi) (A) 52.222-50, Combating Trafficking in Persons (Oct 2025) (22 U.S.C. chapter 78 and E.O. 13627).

(B) Alternate I (Mar 2015) of 52.222-50 (22 U.S.C. chapter 78 and E.O. 13627).

(xvii) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment-Requirements (May 2014) (41 U.S.C. chapter 67).

(xviii) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services-Requirements (May 2014) (41 U.S.C. chapter 67).

(xix) 52.222-54, Employment Eligibility Verification (Jan 2025) (E.O. 12989).

(xx) 52.222-55, Minimum Wages for Contractor Workers Under Executive Order 14026 (Jan 2022).

(xxi) 52.222-62, Paid Sick Leave Under Executive Order 13706 (Jan 2022) (E.O. 13706).

(xxii)(A) 52.224-3, Privacy Training (Jan 2017) (5 U.S.C. 552a).

(B) Alternate I (Jan 2017) of 52.224-3.

(xxiii) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Oct 2016) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. Subtitle A, Part V, Subpart G Note).

(xxiv) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations (Jun 2020) (42 U.S.C. 1792). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(xxv) 52.232-40, Providing Accelerated Payments to Small Business Subcontractors (Mar 2023) (31 U.S.C. 3903 and 10 U.S.C. 3801). Flow down required in accordance with paragraph (c) of 52.232-40.

(xxvi) 52.240-1, Prohibition on Unmanned Aircraft Systems Manufactured or Assembled by American Security Drone Act-Covered Foreign Entities (Nov 2024) (Sections 1821-1826, Pub. L. 118-31, 41 U.S.C. 3901 note prec.).

(xxvii) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Nov 2021) (46 U.S.C. 55305 (b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the Contractor may include in its subcontracts for commercial products and commercial services a minimal number of additional clauses necessary to satisfy its contractual obligations.

(End of clause)

52.217-8 Option to Extend Services (NOV 1999)
The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 10 days of expiration.

(End of clause)

52.217-9 Option to Extend the Term of the Contract (MAR 2000)
(a) The Government may extend the term of this contract by written notice to the Contractor within 15 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension.

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

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 60 months.

(End of clause)

Section IV: List of Documents, Exhibits, and other Attachments

File Attachments:

Title	Description	File Name	Entity	Reference
Website Modernization PWS.	Website Modernization. PWS	Website Modernization’s. PWS	Header	

Section V: Solicitation Provisions

Clauses incorporated by reference

Article Number	Reference Text
52.212-1	52.212-1 Instructions to Offerors—Commercial Products and Commercial Services (Sep 2023)
52.212-2	52.212-2 Evaluation—Commercial Products and Commercial Services (Nov 2021)

Clauses incorporated by full text

52.204-24 Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment (Nov 2021)

The Offeror shall not complete the representation at paragraph (d)(1) of this provision if the Offeror has represented that it "does not provide covered telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument" in paragraph (c)(1) in the provision at 52.204-26, Covered Telecommunications Equipment or Services—Representation, or in paragraph (v)(2)(i) of the provision at 52.212-3, Offeror Representations and Certifications-Commercial Products or Commercial Services. The Offeror shall not complete the representation in paragraph (d)(2) of this provision if the Offeror has represented that it "does not use covered telecommunications equipment or services, or any equipment, system, or service that uses covered telecommunications equipment or services" in paragraph (c)(2) of the provision at 52.204-26, or in paragraph (v)(2)(ii) of the provision at 52.212-3.

(a) *Definitions.* As used in this provision—

Backhaul, covered telecommunications equipment or services, critical technology, interconnection arrangements, reasonable inquiry, roaming, and substantial or essential component have the meanings provided in the clause 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

(b) *Prohibition*. (1) Section 889(a)(1)(A) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2019, from procuring or obtaining, or extending or renewing a contract to procure or obtain, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. Nothing in the prohibition shall be construed to—

(i) Prohibit the head of an executive agency from procuring with an entity to provide a service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(2) Section 889(a)(1)(B) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2020, from entering into a contract or extending or renewing a contract with an entity that uses any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. This prohibition applies to the use of covered telecommunications equipment or services, regardless of whether that use is in performance of work under a Federal contract. Nothing in the prohibition shall be construed to—

(i) Prohibit the head of an executive agency from procuring with an entity to provide a service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(c) *Procedures.* The Offeror shall review the list of excluded parties in the System for Award Management (SAM) (https://www.sam.gov) for entities excluded from receiving federal awards for "covered telecommunications equipment or services".

(d) *Representation.* The Offeror represents that—

(1) It □ will, □ will not provide covered telecommunications equipment or services to the Government in the performance of any contract, subcontract or other contractual instrument resulting from this solicitation. The Offeror shall provide the additional disclosure information required at paragraph (e)(1) of this section if the Offeror responds "will" in paragraph (d)(1) of this section; and

(2) After conducting a reasonable inquiry, for purposes of this representation, the Offeror represents that—

It □ does, □ does not use covered telecommunications equipment or services, or use any equipment, system, or service that uses covered telecommunications equipment or services. The Offeror shall provide the additional disclosure information required at paragraph (e)(2) of this section if the Offeror responds "does" in paragraph (d)(2) of this section.

(e) *Disclosures.*

(1) Disclosure for the representation in paragraph (d)(1) of this provision. If the Offeror has responded "will" in the representation in paragraph (d)(1) of this provision, the Offeror shall provide the following information as part of the offer:

(i) For covered equipment—

(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the original equipment manufacturer (OEM) or a distributor, if known);

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(ii) For covered services—

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained: Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the Product Service Code (PSC) of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(2) Disclosure for the representation in paragraph (d)(2) of this provision. If the Offeror has responded "does" in the representation in paragraph (d)(2) of this provision, the Offeror shall provide the following information as part of the offer:

(i) For covered equipment—

(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the OEM or a distributor, if known);

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

(ii) For covered services—

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained: Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the PSC of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

(End of provision)

52.212-1 ADDENDUM- PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS TO OFFERORS-COMMERCIAL ITEMS (DEC 2006)

1. GENERAL INSTRUCTIONS:

a. Addendum to Paragraph (c) Period for acceptance of offers: Paragraph (c) is changed to read as follows: The Offeror agrees to hold the prices in its offer firm for **120 calendar days** from the proposal due date, unless another time is specified in an amendment to the solicitation.

b. Addendum to Paragraph (h) Multiple awards. Paragraph (h) is changed to read as follows: Selective Service System intends to award a single contract because of this solicitation. Multiple awards **will not** be made because of this solicitation.

c. Addendum to Paragraph (g) Contract award. Paragraph (g) is changed to read as follows: The Government intends to award without discussions. Therefore, the offeror's initial proposal should contain the offeror's best approach/terms for all the evaluation factors (technical, past performance, and price). However, despite this intent, the Government reserves the right to conduct discussions if the Source Selection Authority (SSA) determines they are necessary. If the SSA determines that discussions are necessary, a competitive range will be established. If a competitive range is established, the Government may conduct discussions with those offerors whose proposals are included in the competitive range. The Government reserves the right to limit the number of proposals included in the competitive range to the greatest number that will permit efficient competition among the most highly rated proposals. In the event, issues pertaining to this award cannot be resolved to the SSA's satisfaction, the Government reserves the right to withdraw and cancel the solicitation. In such event, offerors will be notified in writing.

d. Addendum to Paragraph (I) Debriefing. Paragraph (I) is changed to read as follows: The offerors are reminded that the Government reserves the right to award this effort based on the initial proposal without discussions. The Contracting Officer (KO) will notify unsuccessful offerors of the source selection decision in accordance with FAR 15.503. Upon such notification, unsuccessful offerors may request and receive a debriefing. Offerors desiring a debriefing must make their request in accordance with the requirements of FAR 15.505 or 15.506, as applicable. Unsuccessful Offerors are only entitled to one debriefing. This includes offerors who submit multiple proposals. However, if discussions are required, the KO will notify offerors of any decision to exclude them from the competitive range; whereupon they may request and receive a debriefing in accordance with FAR 15.505. Offerors excluded from the competitive range may request a pre-award debriefing or they may choose to wait until after the source selection decision to request a post-award debriefing. Offerors excluded from the competitive range are entitled to no more than one debriefing. The KO will notify unsuccessful offerors in the competitive range of the source selection decision in accordance with FAR 15.506. Upon such notification, unsuccessful offerors may request and receive a debriefing. Offerors desiring a debriefing must make their request in accordance with the requirements of FAR 15.505 or 15.506, as applicable.

e. Addendum to Paragraph (b) Submission of Offers: In addition to those requirements as stated in paragraph (b), the following are added and shall apply to the submission requirements in response to this solicitation:

a. The Offeror is expected to examine this entire solicitation document. Failure to do so will be at the offeror's own risk. The Offeror's proposal must be clear, concise, and include sufficient detail for SSS's effective evaluation, and for substantiating the validity of stated claims. The proposal should not simply rephrase or restate the Government's requirements but rather provide convincing rationale to address how the offeror intends to meet all the stated requirements. Offerors should assume that the Government has no prior knowledge of their capabilities and experience. Accordingly, please note that the Government will base its evaluation solely on the information presented in the offeror's proposal. Additional portions of the successful offeror's proposal may be incorporated into the contract as an attached in the award document at the Government's discretion.

b. The Government may make award based on initial offers received, without discussion of such offers. Proposals shall set forth full, accurate, and complete information as required by this solicitation package. The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

c. An Offeror submitting restricted data shall mark it as follows in accordance with FAR 52.215-1, Instructions to Offerors-Competitive Acquisition, which is incorporated by reference. FAR Clause 52.215-1 states: "Restriction on disclosure and use of data. Offerors that include in their proposals data that they do not want disclosed to the public for any purpose, or used by the Government except for evaluation purposes, shall:

    i. Mark the title page with the following legend:

    This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed-in whole or in part-for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of-or in connection with-the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets [insert numbers or other identification of sheets]; and

    ii. Mark each sheet of data it wishes to restrict with the following legend:

    Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

d. The Government assumes no liability for disclosure or use of unmarked data and may use or disclose the data for any purpose. Unless restricted, information submitted in response to this request may become subject to disclosure to the public pursuant to the provisions of the Freedom of Information Act (5 U.S.C. 551).

e. This procurement is conducted under the procedures of FAR Part 15.

f. **Discrepancies:** If an offeror believes that the requirements in these instructions contain an error, omission, or are otherwise unsound, the offeror should immediately notify the KO in writing prior to the close date of the RFP.

g. Electronic Reference Documents: All referenced documents for this solicitation are available on the SAM.gov website at Home | SAM.gov . Prospective offerors are encouraged to subscribe for real-time email notifications to stay apprised of when information has been posted to the website for this solicitation.

h. Communications: Exchanges of source selection information between the Government and offerors will be controlled by KO or CS. Evaluation notices and responses will be transmitted as emails and will be treated as source selection information.

Prospective

2. GENERAL INFORMATION:

a. **SUBMISSION OF OFFERS:** Each offer shall be provided to the Government in four (4) separately electronically submitted bound Volumes and shall contain the following:

1. Volume I: Administrative Proposal, to include Cover Letter
2. Volume II: Technical Proposal (Reference: PWS – Attachment 1)
3. Volume III: Factor 3: Past Performance (Reference: PPQ Attachment 2)
4. Volume IV: Factor 4: Price
5. Volume V: Contract Documentation to include Small Business

b. **PROPOSAL STRUCTURE AND DETAILS:**
The Offeror shall submit each Volume as indicated in table 1 below:

TABLE 1

Volume Title	Description	Page Limit Per Section
I	Cover Letter-Administrative Proposal	10 Pages
II	Technical Proposal	80 Pages
III	Factor 3. Past Performance/**Attachment 2**	20 Pages
IV	Factor 4. Price (Pricing for CLINs on SF 1449 Schedule B, and completion/submission of the contractor's pricing sheet via an Excel spreadsheet to include Government-requested backup documentation).	N/A
V	Factor 5 – Contract Documentation (as specified in the section.	N/A

Unless otherwise specified, one page is one side of a U.S. Letter size (8.5” x 11”) piece of paper. All electronic files shall be in Microsoft Word or Excel formats. Any documents shall be submitted using the same file format. Printed pages must maintain 12-point Times New Roman font and be single spaced. Printed pages (except for Excel and PowerPoint) must maintain one-inch margins. Excel files must maintain margins of no less than 0.7 inches, and PowerPoint files must maintain margins of no less than 0.5 inches. Headers and footers may be of a font larger than 12 points but shall not be smaller than ten-point font. Charts/Graphics/Tables embedded in the proposal will count toward page limitations.

Charts/Graphics/Tables must maintain a minimum of ten-point Times New Roman font. Ledger size (11” x 17”) paper may be used in the Project Staffing Plan when providing charts/graphics/tables. A single side of an 11” x 17” piece of paper will be counted as two pages where page limitations apply. Items such as a Title Page, Table of Contents, Cover Letter, List of Figures, and Acronym Lists are excluded from page counts below, unless they are inclusive of a document (e.g., a Table of Contents within the Draft Transition-In Plan), in which case it would count toward the stated page limitations. PDF files will be allowed for executed documents such as a Cover Letter.

Any pages submitted beyond the page limitations will be removed and not evaluated.

c. ADMINISTRATIVE PROPOSAL (VOLUME I)

Volume I contains administrative information. This volume shall contain the following:

1. **Transmittal/Cover Letter**

   The offeror’s Transmittal/Cover Letter for the proposal shall include the following information:

   - The Prime Contract Number and identification of the Offeror’s POC for any matters or issues related to this requirement and its proposal to include POC name, title, phone number and email address.
   - The Offeror shall submit a statement that the contractor under which this proposal is being submitted has been registered in SAM.gov and all information is up to date.
   - Offeror’s complete Business Mailing Address
   - Tax Identification Number (TIN)
   - Unique Entity Identification (UEI) (replaces DUN & Bradstreet Number (DUNS) designation)
   - CAGE code/NAICS code
   - In addition, Offerors shall fill out the FAR Clause 52.204-24 contained in this solicitation, complete the requested entry information, and submit the completed filled out clause with their proposal.

   NOTE: OFFER AND AWARD (SF1449)

When completed and signed by the Offeror, Standard Form (SF) 1449, “Solicitation, Offer, and Award,” constitutes the Offeror’s acceptance of the items and conditions of the proposed order. Therefore, the form must be executed by representatives of the Offeror authorized to commit the offeror to contractual obligations. The Offeror shall sign SF1449 in Block 17. **All Offerors must submit their proposals electronically to the named Contracting Officer and Contract Specialist.**

d. SUBMISSION OF THE TECHNICAL PROPOSAL (VOLUME II)

Volume II is the Technical Proposal and shall contain the following:

i. FACTOR 1-Technical Capability to include Project Schedule
ii. FACTOR 2-Management Approach to include:
    1. Management Plan
    2. Submittal Verification
    3. Key Personnel and Project Manager and Alternate
iii. Technical Assumptions (if any)

The offeror shall not include any price data in Volume II of the proposal.

e. SUBMITTAL REQUIREMENTS

A reading of the Offeror’s technical proposal should leave an evaluator with a detailed, clear understanding of all aspects of the technical proposal and approach. Use the check boxes below to ensure that the technical evaluation factors are thoroughly addressed. The Offeror’s attention is invited to view the PWS (Attachment 1), which describes the Government’s minimum requirements. At minimum, the technical proposal shall address the following information in separate sections.

1. **FACTOR 1-TECHNICAL CAPABILITY:** As part of the technical capability, the offeror shall provide the following:

☐ A comprehensive statement of the Offeror’s understanding of the work required in the PWS to include the Offeror’s approach to attaining the contract objectives and how the offeror will meet the task requirements (PWS Sections 2.1 and 2.2.) identified in the PWS. It should describe processes, manpower, resources, certifications, and schedules, along with any other significant category being proposed to ensure that all requirements in the PWS are properly performed to the standards required by the Government’s PWS.

☐ **NOTE: <u>PROJECT SCHEDULE</u>: The Government requires all work under this contract to be substantially completed no later than September 25, 2026. This completion date is based upon mission-critical operational requirements and is considered a <u>material requirement</u> of the solicitation.**

Offerors shall submit a detailed project schedule demonstrating their ability to complete all required tasks, deliverables, testing, acceptance activities, and project closeout by September 25, 2026. The schedule shall identify key milestones, critical path activities, staffing assumptions, subcontractor involvement (if applicable), and any dependencies or Government-furnished information required to support performance

Offerors shall clearly identify any assumptions, constraints, or risks that could affect timely completion and describe mitigation measures to ensure successful performance within the required timeframe. Failure to demonstrate a credible and achievable approach for completing the requirement by September 25, 2026, may result in the proposal being evaluated unfavorably or determined unacceptable.

2. **FACTOR 2-MANAGEMENT APPROACH:**

☐ ***a. 1-Management Plan.*** The Offeror shall provide a narrative that describes the Offeror as an organization, and their ability and experience to manage the requirements of the solicitation to include the Offeror's approach to providing qualified personnel to perform the requirements of the PWS. The narrative should also explain the organizational structure and include an Organization Chart that shows the management and leadership positions, and lines of authority. The offeror shall tailor the Management Approach to achieve the unique requirements as identified in the PWS.

☐ ***b. 2-Submittal Verification.***

The Contractor shall provide verification of compliance with the following security compliance, access and authentication requirements, found at Part 2.4 of the PWS:

1. Provide a FedRAMP-authorized cloud infrastructure (AWS, Azure, or equivalent) supporting multi-AZ/high availability architecture.
2. Provide AWS services including Amazon S3, Amazon CloudWatch, (SSL certificates and Certificate Manager supported by AWS).
3. Provide a FedRAMP-authorized cloud environment at Moderate baseline or higher.
4. Provide proof that cloud infrastructure follows federal cybersecurity standards.
5. Provide CMS and Plugin Security Management.
6. Provide proof that the website loads quickly, operates efficiently, and delivers seamless user experience by improving speed, reducing resource usage, while maintaining responsiveness under varying traffic conditions.
7. Meet Federal regulations, standards and industry, best practices for enterprise information systems and data management, including: Compliance with National Institute of Standards and Technology (NIST) Special Publications 800-53, 800-37, 800-30, 800-47, 800-207, 800-161, 800-63, and 800-218, as well as Office of Management and Budget (OMB) Memorandum M-21-31, Binding Operational Directive (BOD) 19-02, and Executive Order (EO) 14028.
8. Provide a solution that is fully compliant with the Federal Information Security Modernization Act (FISMA).
9. Provide a formal Authority to Operate (ATO) at FIPS 199 Moderate impact level for the entire period of performance, governed by the NIST Risk Management Framework (SP 800-37).
10. Provide a comprehensive System Security Plan (SSP) that maps directly to the required NIST SP 800-53 security control baseline. Any cloud-based components of the solution must possess FedRAMP Authorization at an equivalent impact level.

11. Provide software that adheres to secure development practices as defined in NIST SP 800-218.
12. Provide a formal attestation of compliance as required by OMB M-22-18.
13. Provide a robust continuous monitoring program that satisfies the logging and investigative support requirements of OMB M-21-31.
14. Provide documentation required for audits and compliance reviews under frameworks tied to OMB M-22-18, NIST controls and related federal security requirements.
15. Provide Security Documentation Package that Includes SSP support artifacts, control implementation evidence, security boundary diagrams, inherited/shared control matrix, and required RMF documentation support materials.
16. Provide Section 508 Accessibility Conformance Report (ACR) using the most current Voluntary Product Accessibility Template (VPAT) available at the time of delivery.
17. Provide documentation that the Chatbot solution is FedRAMP-authorized.

☐ c. Key Personnel and Project Manager and Alternate

1. The offeror shall provide a detailed resume of the proposed key personnel (Program Manager, and Alternate), to include experience, certification, training, and qualifications; that fully demonstrates the key person's ability with the project staff to successfully manage and perform the requirements of the contract. (The resume is a separate document and will not be counted in the page limitation count.)

2. The offeror shall discuss its project staffing approach, describing the project staffing strategy rationale for the proposed labor mix, and the experience, skill, and qualifications of the proposed personnel to include submitting a complete Project Staffing Plan incorporating the positions requested in the PWS and solicitation.

3. The offeror shall address its approach to hiring, retaining, and replacing appropriately experienced and cleared personnel throughout the duration of the contract.

TECHNICAL ASSUMPTIONS

The offeror shall identify and address any assumptions affecting the technical proposal citing the components(s) of the proposal to which they pertain. All technical assumptions and Basis of Estimate assumptions shall be included in the technical volume. This shall include any non-Price information that serves as the basis of a Price assumption identified in the offeror's Price Proposal.

The Government reserves the right to reject any proposal that includes any assumption that adversely impacts the Government's requirements.

f. VOLUME III-FACTOR 3-PAST PERFORMANCE & Capability Statement

The offeror shall provide one (1) Past Performance reference using the Past Performance Questionnaire at **Attachment 2.** The reference shall be from relevant and recent contracts, on-going contracts, subcontracts and/or task/delivery orders accomplished within the past three (3) years. **Relevant** efforts are defined as any efforts that are of similar size and scope as the tasks in the PWS. Recent efforts are defined as those performed to any extent within

the last three (3) years prior to the closing date of the solicitation. Those efforts shall be the same or similar in type, size, and complexity as the requirements of this contract.

The offeror shall list the reference in their submittal proposal package to include the filled-out information for the reference for items requested below.

1. Company or Organization receiving the goods and/or services.
2. Point-of-Contact with knowledge of the goods and/or services received and the offeror's performance:
    a. First and Last name
    b. Job Title
    c. Phone Number(s)
    d. Email Address
3. Description of the deliverable(s) and/or service provided and included the location of the service and its relevancy to the requirements of this solicitation effort.
4. Contract/Task Order Number, if any.
5. Date(s) or Period of Performance services were provided.
6. Total contract and/or delivery or task order value of the resources or services provided.
7. Copy of letter sent to company authorizing the Point-of-Contact (POC) to discuss contract performance with Government evaluators.

*In addition to the Past Performance Questionnaire, offerors shall add and submit a Capabilities Statement describing the types of relevant contracts (using the "relevant" definition as described above in this section) and the type of positions currently employed or have employed in the past 3 years along with the number of personnel on a particular project.

***NOTE: The offeror shall also send the Past Performance Questionnaire at Attachment 2 to the one designated reference and have them complete it and the offeror shall submit the completed Attachment 2 questionnaire to the Government with their proposal package by the submittal closing date. The offeror is responsible for ensuring that the reference is provided with their proposal package.**

****Please note that if an offeror does not have one (1) past performance reference to submit in accordance with the above submittal requirement, the Offeror shall note this information in their proposal.**

g. SUBMISSION OF THE PRICE PROPOSAL (FACTOR 4-VOLUME IV)

Volume IV contains Price Proposal information. This volume shall contain:

a. Supplies or Services and Prices (CLIN sections of the Solicitation)
b. Price Excel Spreadsheet provided by the offeror
c. Price Supporting Documentation for sub-areas – Breakout of all pricing via a separate excel spreadsheet.
d. Pricing Assumptions

The offeror shall fully support all proposed prices. An offeror's proposal is presumed to represent the offeror's best efforts in response to the solicitation. Any inconsistency,

whether real or apparent, between promised performance and price, shall be explained in the proposal.

The offeror shall submit all proposed prices using Microsoft Excel software utilizing the formats without cells locked and including all formulas.

a. PRICE SUPPORTING DOCUMENTATION

The price supporting documentation is required to enable the Government to perform realistic price analysis. The offeror shall provide the following price supporting documentation:

1. Summary schedule (Section B-Supplies or Services and Price/Costs) which provides the total firm-fixed-price (FFP) or not-to-exceed (NTE) amount for each CLIN and the total FFP or NTE price offered.
2. Full back-up documentation for the CLINs for the period of performance and each task area using the offeror's own Excel spreadsheet or workbook. The back-up documentation shall detail the labor categories to be used, labor hours proposed by category back-up detail for each category.
3. Price Assumptions
   The offeror must submit all (if any) assumptions upon which the Price Proposal is based.

h. **VOLUME V – CONTRACT DOCUMENTATION**

a. The offeror's proposal shall include a **signed copy** of the solicitation and any amendments issued. Offerors proposal must also include a Small Business Participation Plan **(applicable to all offerors, including those with commercial plans and comprehensive subcontracting plans).** The offeror shall submit a Small Business Participation Commitment Document which specifies the offeror's level of commitment to small business utilization in performance of this requirement. The Small Business Commitment Document needs to address the following:

1. The extent to which the vendor will utilize small business (SB), small, disadvantaged business (SDB), women-owned small business (WOSB), Historically Underutilized Business Zone (HUB Zone) small business, veteran-owned small business (VOSB) and service-disabled and veteran-owned small business (SDVOSB).
2. Level of commitment to use such firms.
3. Types of work the small business firms are to perform.
4. Statement of quantitative degree to which small businesses (including small businesses in all socio-economic categories) will participate in the acquisition relative to the total of the acquisition. (A minimum quantitative requirement (MQR) of30% or better of the total contract value for small business concerns participation is required. Small business primes performance is included in the 30% or better participation).
5. Detailed explanations/documentation supporting the proposed participation commitment and quantitative degree of participation. **(Note: This information will not be incorporated into the resultant contract)**

The offeror's proposal shall also include a Small Business Subcontracting Plan (appliable to large businesses only). Other than small business offerors shall submit a Small Business Subcontracting plan satisfying the requirements in FAR 52.219-9. In addition to the requirements of FAR clause 52.219-9, the small business subcontracting plan shall address affirmatively all other small business subcontracting requirements in FAR Part 19.7. The small business subcontracting plan shall be submitted separately from the Small Business Participation Commitment Document required above, which applies to both small and other than small businesses.

Note **1:** Though difference from each other, the Small Business Participation Commitment Document is a compliment in part to a Small Business Subcontracting Plan for offerors required to submit a plan. Other than small business vendors need to ensure consistency between both documents where appropriate.

Note 2: The Subcontracting Plan is not a requirement for evaluation in source selection, but rather, a requirement for award to other than sma11 business, once determined to be acceptable, the subcontracting plan shall be incorporated into the resulting contract.

b. SUBMISSION OF QUESTIONS:

Offerors are requested to submit questions grouped by solicitation Section and refer to the Section/Sub-section or Page number.

Questions/comments on the solicitation are due no later than the date indicated below. Questions submitted after the deadline may not be answered. Questions/comments will only be considered and responded to if received via email to the contracting officer and contract specialist listed in the solicitation.

Questions relating to this acquisition shall be submitted using the following table format:

EXAMPLE: QUESTION FORMAT – TABLE 2

#	Question*	Solicitation Section #		Solicitation Page #
1				
2				
3				
4				

*NOTE: One question per row

Questions must be received before the date/time of June 12, 2026, at 2:00PM Eastern Standard Time. All questions shall be received via email and sent to the Contracting Officer, Georgette Hendricksen (georgette.hendricksen@sss.gov) and Contracting Specialist, Shimere Cooper (scooper@sss.gov) with the SUBJECT LINE: "SSS Website Modernization-Questions-Contractor Name"

Questions or requests for extension submitted after the indicated question cut-off date will not be considered. Any information given to a prospective offeror concerning this solicitation will be furnished promptly to other prospective offerors as an amendment to the solicitation.

c. DELIVERY INSTRUCTIONS

The offeror shall submit proposals in accordance with the instructions identified in the Cover Page of the SF-1449. Proposals not received by or before the submission stated date noted in Box 8 on the first page of the SF-1449. (**June 30, 2026 @ 2:00PM Eastern Time (ET)** will not be considered.

d. SUBMISSION OF PROPOSALS

The proposals shall be sent electronically via email only to the Contracting Officer, Georgette Hendricksen (georgette.hendricksen@sss.gov) and Contract Specialist, Shimere Cooper (scooper@sss.gov) with the **SUBJECT LINE: "SSS WEBSITE MODERNIZATION PROJECT-CONTRACTOR NAME."**

E-mail submissions cannot exceed 35MB.

It is the Offeror's responsibility to follow up with the Contracting Officer after submitting questions and proposals to ensure receipt.

***NOTE: The Selective Service System (SSS) has a size limitation of 35MB for each e-mail to an SSS e-mail address. Electronic files shall be clearly labeled and compatible with Windows 11, Microsoft Office 365, and Adobe Acrobat.**

e. PERIOD OF ACCEPTABILITY OF PROPOSALS:

Proposals and pricing shall be valid for a period of not less than 120 calendar days from the date of delivery unless another time is specified in an amendment to the solicitation. **For proposal/planning purposes only, offerors shall use a Project Start date of 15 July 2026.**

52.212-2 EVALUATION-COMMERCIAL PRODUCTS AND COMMERCIAL SERVICES (NOV 2021)

(a) Evaluation: See FAR 52.212-2 Addendum below.

(b) Options. The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s).

(c) A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

(End of provision)

52.212-2 ADDENDUM-EVALUATION-COMMERCIAL ITEMS (DEC 2006)

Paragraph (a), Evaluation:

I. BASIS FOR AWARD:

1. The Government anticipates awarding a Contract to the offeror whose proposal is the most advantageous to the Government, price and other factors considered. Technical proposals will be evaluated based on the factors described in the submittal and evaluation sections (Reference 52.212-1 and 52.212-2 Addendums). Only technical proposals receiving an overall technical rating of **"GOOD"** or higher will be eligible for award. All evaluation factors other than price, when combined, are significantly more important than price. Award may be given to the offeror whose proposal is determined to be the best value for the Government.

This acquisition is being conducted under FAR Part 15 best value trade-off. Accordingly, the Government reserves the right to do any or all the following:

a. Award on initial proposals, without discussion.
b. The Government may make award based on initial offers received or the Government may make award after clarification of some aspects of the proposal or discussions related to the proposal.
c. Have communications, ask clarifying questions, request corrections relative to minor errors in the price proposal, or request price substantiating documentation to facilitate the Government's final evaluation of price proposals with one or some offerors. These communications, clarifications, or

requests for corrections or substantiating documentation will not materially change the offeror's proposal in terms of conformance to the Contract requirements, constitute discussions, or materially change pricing.

d. The Government reserves the right not to consider for award any proposal that does not adhere to the administrative requirements presented in the Instructions to Offerors of this solicitation.
e. Proposals shall set forth full, accurate, and complete information as required by this complete solicitation package. The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.
f. **NOTE:** The Government intends to establish a competitive range consisting of the most highly rated proposals based on the evaluation factors identified in this solicitation. The competitive range may be limited to those proposals that have a reasonable chance of being selected for award. In determining the competitive range, the Government will consider the relative strengths, weaknesses, deficiencies, significant weaknesses, evaluated risk, and evaluated prices of proposals. Accordingly, the Government reserves the right to reduce the number of proposals in the competitive range for purposes of efficiency pursuant to FAR 15.306(c).

The receipt of an evaluation rating of NOT ACCEPTABLE in any single Factor will result in the overall proposal being determined NOT ACCEPTABLE and, therefore, ineligible for award.

2. The will evaluate proposals to determine the extent to which each proposal demonstrates an understanding of the requirements and capability to successfully perform the contract. During the evaluation process, the Government may identify strengths, weaknesses, significant weaknesses, deficiencies, and risks associated with each proposal. For purposes of this evaluation:

- **Strength** means an aspect of a proposal that enhances the probability of successful contract performance or provides a benefit to the Government.
- **Weakness** means a flaw in the proposal that increases the risk of unsuccessful contract performance.
- **Significant Weakness** means a flaw in the proposal that appreciably increases the risk of unsuccessful contract performance.
- **Deficiency** means a material failure of a proposal to meet a Government requirement or a combination of significant weaknesses that increases the risk of unsuccessful contract performance to an unacceptable level.
- **Risk** means the potential for disruption of schedule, increased cost, degradation of performance, or the need for increased Government oversight.

3. The Government will evaluate proposals using the following factors:

Factor 1 – Technical Capability and Project Schedule

Factor 2 – Management Approach

Factor 3 – Past Performance

Factor 4 – Price

4. Relative Importance of Factors:

Factor 1, Technical Capability and Project Schedule is the most important evaluation factor and is significantly more important than Factors, 2, 3, and 4 combined.

The Government places substantial emphasis on an Offeror's demonstrated ability to successfully execute the requirement and achieve the required completion date. Superior ratings under Factor 1 may justify the selection of a higher-priced proposal where the Government determines that the additional technical and schedule benefits warrant the associated price premium.

The ratings attributed to both Factors 1 and 2, and their respective technical submissions, are indicated in the ratings chart below. If a proposal's technical submissions are determined to be *Unacceptable,* it will no longer be evaluated or considered for award. For a proposal to be determined technically acceptable, all proposed items shall meet the merits of a "Good" submission therefore exceeding the minimum technical requirements in the attached PWS. Ratings are defined in the table below:

Technical Evaluation Ratings for Factors 1 and 2 and their respective areas:

Table 3 for Combined Technical/Risk Ratings

Rating	Description
Outstanding	Proposal indicates an exceptional approach and understanding of the requirements and contains multiple strengths, and risk of unsuccessful performance is low.
Good	Proposal indicates a thorough approach and understanding of the requirements and contains at least one strength, and risk of unsuccessful performance is low to moderate.
Acceptable	Proposal meets requirements and indicates an adequate approach and understanding of the requirements, and risk of unsuccessful performance is no worse than moderate.
Marginal	Proposal has not demonstrated an adequate approach and understanding of the requirements, and/or risk of unsuccessful performance is high.
Unacceptable	Proposal does not meet requirements of the solicitation, and thus contains one or more deficiencies, and/or risk of unsuccessful performance is unacceptable. Proposal is not awardable.

1. FACTOR 1: TECHNICAL CAPABILITY AND PROJECT SCHEDULE

To perform this portion of the evaluation, the Government will review the information provided by the offeror related to its understanding of the requirements. The Government will evaluate the following:

a. The relevancy and comprehensiveness of the offeror's proposal Technical Approach to

meeting the risk requirements of the PWS and the resultant Contract.

b. The technical approach will also be assessed to determine the degree to which the offeror include the planned steps in describing the processes, manpower, resources, certifications, and schedules to ensure fulfillment of the standards required in the Government's PWS.
c. The evaluation of the offeror's technical approach will also determine the degree to which the approach is clear, logical, practical, efficient, cost effective, and complete.
d. The offeror's proposal will also be reviewed to assess the risks associated with the proposed approach and the risk mitigation measures.'
e. PROJECT SCHEDULE: Further, the Government will evaluate the extent to which the offeror demonstrates a clear, realistic, and achievable approach to the completion of all required work by **September 25, 2026.**

Evaluation will consider:

1. The completeness and feasibility of the proposal project schedule.
2. The adequacy of staffing and resource allocation
3. Identification and management of performance risks
4. The likelihood that the offeror can successfully complete all requirements by September 25, 2026.
5. The offeror's demonstrated understanding of schedule-critical activities and mitigation strategies.

PROPOSALS THAT FAIL TO PROVIDE A CREDIBLE APPROACH FOR MEETING THE REQUIRED COMPLETION DATE MAY BE RATED LOWER OR FOUND UNACCEPTABLE.

2. FACTOR 2: MANAGEMENT APPROACH

The management approach will be evaluated to assess the degree to which it reflects an effective, efficient, feasible, and practical level of understanding of the operating environment in accomplishing the tasks and deliverables of this contract from a management perspective, particularly those areas described in the submittal section with minimal risk.

The Government will also evaluate the following areas under FACTOR 2 - Management Approach:

a. **Management Plan-**The plan will be evaluated to assess the offeror's ability and experience to manage the requirements of the solicitation to include providing qualified personnel to perform the requirements of the PWS and the offeror's organizational structure and management and leadership positions and lines of authority to achieve the requirements of the PWS.
b. **Submittal Verification –** The contractor credentials and validation confirmation will be evaluated for compliance with the Government's security, access and authentication requirements in the PWS.
c. **Key personnel and project manager and alternate**. The documentation will evaluate the extent to which the Offeror demonstrates the capability to effectively manage and execute the requirements of the PWS. Specifically, the Government will evaluate:

Key Personnel:

- The relevance, depth, and quality of experience of proposal key personnel
- The extent to which proposed personnel possess experience performing work of similar size, scope, complexity, and technical requirements

- Professional certifications, resumes, education, and specialized qualifications relevant to the requirement.
- The demonstrated ability of Key Personnel to successfully lead comparable projects and achieve required outcomes.
- The staffing plan demonstrating that the offeror understands the scope, quality control processes, and risks of the requirement and personnel necessary to meet required milestones and schedule requirements.

d. **FACTOR 3-PAST PERFORMANCE:**

The Government will evaluate the Offeror's past performance to assess the Offeror's probability of successful performance and ability to perform the contract successfully based on relevant past performance information. This assessment is based on the Offeror's record of relevant and recent past performance information that pertains to the requirements outlined in the solicitation. Past performance will be rated as indicated in the Table below. The Government reserves the right to consider data available: 1) through the Past Performance Questionnaire. and 2) in the statistical reporting module of the Contractor Performance Assessment Reporting System (CPARS) regarding the offeror's past performance history for the services being purchased or any other sources available to the Government, other Federal databases; references from Program Managers and Contracting Officers; past customers; Government agencies and activities and other sources deemed necessary.

Relevancy-Past performance evaluation will consist of three elements. The first element is relevancy. Relevancy is defined as a similar scope and magnitude of effort and complexities this solicitation requires. An evaluation of the offeror's past performance is done to determine how relevant a recent effort accomplished by the offeror is to the effort to be acquired through the source selection. **Recent is defined as a performance that is no older than three years from the date the solicitation is issued. Past performance information from an offeror or its subcontractors for which the offeror or its subcontractors were not listed as a prime will not be considered relevant.**

In conducting a performance relevancy assessment, each offeror shall be assigned one of the ratings in Table 4.

Table 4. Past Performance Relevancy Ratings

Rating	Definition
Relevant	Present/past performance effort involved similar scope and magnitude of effort and complexities this solicitation requires.
Not Relevant	Present/past performance effort involved little or none of the scope and magnitude of effort and complexities this solicitation requires.

Confidence Assessments - The second element of the past performance evaluation is to determine how well the contractor performed on the previous relevant contracts. The Government will review past performance information and determine the quality and usefulness as it applies to performance confidence assessment.

In conducting a performance confidence assessment, each offeror shall be assigned one of the ratings in Table 5.

Table 5. Performance Confidence Assessments

Rating	Description
Substantial Confidence	Based on the offeror's recent/relevant performance record, the Government has a high expectation that the offeror will successfully perform the required effort.
Satisfactory Confidence	Based on the offeror's recent/relevant performance record, the Government has a reasonable expectation that the offeror will successfully perform the required effort.
Neutral Confidence	No recent/relevant performance record is available, or the offeror's performance record is so sparse that no meaningful confidence assessment rating can be reasonably assigned. The offeror may not be evaluated favorably or unfavorably on the factor of past performance.
Limited Confidence	Based on the offeror's recent/relevant performance record, the Government has low expectations that the offeror will successfully perform the required effort.
No Confidence	Based on the offeror's recent/relevant performance record, the Government has no expectation that the offeror will be able to successfully perform the required effort.

NOTE: Offerors without a record of relevant past performance or for whom information on past performance is not available or is so sparse that a past performance rating cannot be reasonably assigned will not be evaluated favorably or unfavorably on past performance and as a result, will receive a "Neutral" rating for the Past Performance factor. However, the Government reserves the right to decide that a "Satisfactory" past performance rating is worth more than a "Neutral" past performance rating in a best value determination.

The Government may reject a proposal if it is found that the offeror deleted, misrepresented, or withheld any information that might have a negative impact on its past performance record.

e. **FACTOR 4-PRICE PROPOSAL EVALUATION**

1. The offeror's price proposal will be evaluated to assess price realism and reasonableness. Prices that are excessively high or low (without sufficient justification) may be considered **unrealistic and unreasonable** and may receive no further consideration. Any proposal that is not within the total estimated level of effort cited in the PWS shall include an explanation that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range. In addition, price will be evaluated and considered in the source selection decision. However, the Government is willing to pay a price premium for proposals that provide demonstrable advantages in Technical Capability and Project Schedule when those advantages are determined to provide meaningful, realistic value and reduced performance risk to the Government.

2. Price Assumptions: The Government reserves the right to reject any proposal that includes any price assumptions that may adversely impact satisfying the Government's requirements.

3. The Offeror is responsible for ensuring the proposed pricing is complete, accurate, and fully supports performance of all solicitation requirements. Failure to provide sufficient pricing detail may adversely affect the Government's ability to evaluate the proposal and may result in the proposal being evaluated less favorably.

In determining the competitive range, the Government will consider the evaluated strengths, weaknesses, significant weaknesses, deficiencies, risks and evaluated prices of all proposals. The competitive range will consist of the most highly rated proposals, unless the Government determines that a different number is necessary to permit an efficient competition.

f. **ORGANIZATIONAL CONFLICT OF INTEREST (OCI)**

The Offeror will be evaluated to assess whether an actual or potential OCI exists as defined by FAR Part 9.5. If an actual or potential OCI is identified that cannot be mitigated, avoided, or resolved in accordance with FAR Part 9.5, that Offeror may be ineligible for award.

June 1, 2026

SELECTIVE SERVICE SYSTEM

Performance Work Statement (PWS)

Website Modernization Project

Part 1: General Information:

1.1 Introduction

The Selective Service System (SSS) is a federal agency established under the Military Selective Service Act (MSSA), 50 USC 3801 et seq. Its mission is to register men and maintain a system that will rapidly provide manpower in a fair and just manner.

1.2 Purpose

SSS requires modernization of its public-facing digital platform to support statutory mission execution, secure public interaction, and implementation of automatic registration capabilities mandated under Section 535 of the National Defense Authorization Act (NDAA) for Fiscal Year (FY) 2026.

The Contractor shall provide modernization, hosting, integration support, testing, deployment, documentation, and sustainment services necessary to deliver a secure, scalable, compliant, and highly available enterprise-grade digital platform supporting current and future SSS mission requirements.

1.3 Background

Section 535 of the FY 2026 NDAA directed SSS to implement automatic registration by December 18, 2026. The congressional mandate shifts the Agency's mission from self-initiated registration to automatic registration, requiring the Agency to enhance and modernize website specifications to align with the congressional mandate.

1.3 Scope

SSS is seeking a qualified vendor to design, develop, secure, host, and maintain a modern, scalable, and federally compliant static website. The website must also integrate with existing and future SSS web application systems to support national operational requirements. The website shall function as a secure, scalable digital front door to SSS mission systems, supporting automated registration workflows and public interaction.

1.4 Requirements

The website modernization requirement objectives are organized into five categories:

Compliance requirements (Part 2): Ensuring the website meets all federal and legal standards for security, accessibility, privacy, and digital service delivery.

Automatic registration readiness capabilities (Part 3): Integrates the website with SSS web applications to support automatic registration and streamline workflows.

User Acceptance Testing (UAT) and Project Oversight (Part 4): Test all website features and integrations in a controlled environment to confirm functionality, mission alignment, and readiness for launch as well as ensure project oversight.

Operations and Sustainment (Part 5):

Provide ongoing collaborative support to SSS through operational assistance, training, documentation, and communication to ensure effective and successful service delivery.

Operations Testing Program (Part 6 – Optional CLIN):

Provide an operations testing platform to support secure experimentation and operational evaluation activities. This is an optional requirement at a later date and is dependent on future mission requirements and funding availability.

Note: The contractor shall deliver a final Project Plan to SSS within 10 calendar days of contract award (*See sections 7.1 and 7.2 for complete list of milestones and deliverables*).

Part 2 – Compliance Requirements:

2.1 Cloud Infrastructure and Hosting

The Contractor shall:

- Provide a FedRAMP-authorized cloud infrastructure (AWS, Azure, or equivalent) supporting multi-AZ/high availability architecture.
- Create a virtual Private Cloud (VPC) configuration.
- Build in web Application Firewall (WAF)VPN access for secure administrative operations.
- Create an automated code build and deployment pipelines.
- Provide AWS services including Amazon S3, Amazon CloudWatch, (SSL certificates and Certificate Manager supported by AWS).
- Users with a secure website login page (Username and password, with authentication requirements).
- Implement URL redirection to preserve legacy links and ensure smooth navigation and user experience.
- Build in security controls monitored to protect against unauthorized activity and emerging threats.

- Operates within a FedRAMP-authorized cloud environment at Moderate baseline or higher.
- Provide weekly Data backups, log aggregation, and secure storage.
- Conduct ongoing security monitoring and alerting.
- Conduct weekly security scans and implement vulnerability remediation as required.
- Provide managed services for security posture.
- Ensure cloud infrastructure follows federal cybersecurity standards.
- Utilize agile web development capabilities, including: Iterative development, front-end and back-end development, application programming interface (API) development, integrations, and feature enhancements.
- Conduct structured usability evaluations to validate design decisions, user flow efficiency, and overall accessibility.
- Provide analytics interpretation and implement tools to gather usage data, delivering actionable insights to support informed decision-making and continuous improvement.
- Provides disaster recovery capabilities sufficient to restore operations within Government-approved recovery objectives.

2.2 Website Design and Platform Requirements

The Contractor shall:

- Create an intuitive, user-friendly experience that allows visitors to quickly find the information they need.
- Create a consistent visual identity that aligns with SSS brand, mission, and messaging.
- Optimize the site for mobile-first use so it performs seamlessly across all devices and screen sizes.
- Provide clear, accessible content through the use of plain language, readable formatting, and a well-structured information architecture.
- Incorporate analytics and user-feedback mechanisms to support data-driven improvements.
- Build a scalable, maintainable design system that supports future updates and new features.
- Ensure the design supports mission objectives and communicates information accurately and effectively, including the ability for end-users to update or add information to their registration record and upload supporting documentation to verify the change.
- Integrate security, privacy, and functionality considerations into the design from the start.
- Integrate a WordPress or an equivalent content management system (CMS) that enables SSS personnel to independently create, edit, publish, and archive content, including new pages and future updates.

- Provide CMS and Plugin Security Management.
- Provide weekly Operating system updates.
- Provide weekly Patch management.
- Ensure that the website loads quickly, operates efficiently, and delivers a seamless user experience by improving speed, reducing resource usage, while maintaining responsiveness under varying traffic conditions.
- Create embedded search features that automatically update and clear its cache when changes are made to the Agency's public website.

2.3 Content Management Features

The Contractor shall provide backend portal tools that allow SSS personnel to perform weekly updates independently, without requiring Contractor intervention, including the ability to:

- Create new web pages.
- Edit existing web pages.
- Delete or archive web pages.
- Upload and manage documents, images, and multimedia.
- Modify menus, navigation elements, and page hierarchy.
- Update homepage content, alerts, and announcements.
- Manage metadata, tags, and search engine optimization (SEO) fields.
- Publish, schedule, or unpublish content.
- Support the capability to embed an external iframe to securely connect to the web-based application that enables the site's mission-essential functions.
- Modify page layouts using templates or drag-and-drop components.
- Insert or update design elements such as banners, tables, call-out boxes, and content blocks.
- Manage reusable components (e.g., headers, footers, sidebars).
- Apply approved branding, color palettes, and typography.

2.4 Security Compliance and Access and Authentication

The Contractor shall:

- Meet Federal regulations, standards and industry, best practices for enterprise information systems and data management, including:
    - Compliance with National Institute of Standards and Technology (NIST) Special Publications 800-53, 800-37, 800-30, 800-47, 800-207, 800-161, 800-63, and 800-218, as well as Office of Management and Budget (OMB) Memorandum M-

21-31, Binding Operational Directive (BOD) 19-02, and Executive Order (EO) 14028.

- Deliver, operate, and maintain a solution that is fully compliant with the Federal Information Security Modernization Act (FISMA).
- Achieve and maintain a formal Authority to Operate (ATO) at the FIPS 199 Moderate impact level for the entire period of performance, governed by the NIST Risk Management Framework (SP 800-37).
- Provide a comprehensive System Security Plan (SSP) that maps directly to the required NIST SP 800-53 security control baseline. Any cloud-based components of the solution must possess a FedRAMP Authorization at an equivalent impact level.
- Provide software that adheres to secure development practices as defined in NIST SP 800-218.
- Provide a formal attestation of compliance as required by OMB M-22-18.
- Implement a robust continuous monitoring program that satisfies the logging and investigative support requirements of OMB M-21-31.
- Maintain Plan of Action and Milestones (POA&M) to document, track, and remediate all identified security weaknesses. This is a living document throughout the duration of the contract.
- Take remedial action to address vulnerabilities within timelines set by BOD 19-02 and BOD 22-01.
- Coordinate with the SSS Cybersecurity team bi-weekly, or more frequently as required.
- Maintain continuous security posture monitoring.
- Provide documentation required for audits and compliance reviews under frameworks tied to OMB M-22-18, NIST controls and related federal security requirements.
- Require multi-factor authentication (MFA) to access the back-end portal and make it accessible only to authenticated SSS employees and designated government personnel.
- Build in role-based access controls; meaning the system not only verifies who a user is, but also controls what the individual is allowed to do based on assigned roles.
- Adhere to federal identity standards for the purposes of user verification(e.g., Login.gov, PIV/CAC, or other approved authentication mechanisms).
- Log all administrative actions for audit and compliance purposes.
- Ensure that user log in capabilities are integrated with Agency's Azure AD or Entra ID.
- Provide Security Documentation Package that Includes SSP support artifacts, control implementation evidence, security boundary diagrams, inherited/shared control matrix, and required RMF documentation support materials

NOTE: The Government reserves the unconditional right to conduct its own security assessments, including penetration testing, and requires full access to all systems and data.

The Contractor shall facilitate these assessments and remediate all identified security gaps at its own expense. Failure to meet these requirements may result in the suspension or revocation of the system's ATO.

2.5 Legal Federal Compliance

The Contractor shall provide full legal compliance with all applicable federal guidelines listed below. For complete details, refer to the hyperlinks provided:

- Ensure full Section 508 compliance in accordance with federal Web Content Accessibility Guidelines and verify that all public-facing and internal website components meet these accessibility standards. For the complete guidelines, visit www.section508.gov/.
- Ensure full compliance with the 21st Century Integrated Digital Experience Act And OMB-Memo M-23-22. For the complete guidelines, visit www.digital.gov/.
- Ensure compliance with the Executive Order "America by Design" including all requirements related to improving the visual presentation, usability, and overall user experience of the SSS website in digital and physical environments.
- Federal records retention support requirements.

2.6 Documentation and Verification

The Contractor shall:

- Develop and update a Section 508 Compliance report checklist, a 21st Century Integrated Digital Experience Act (21st Century IDEA) report checklist, and an America by Design report checklist to help verify compliance with these federal requirements, along with a corresponding remediation plan for areas were improvements are needed and complete those actions to bring the website into compliance, prior to the go-live date.
- Provide Section 508 Accessibility Conformance Report (ACR) using the most current Voluntary Product Accessibility Template (VPAT) available at the time of delivery.
- Provide testing results, remediation actions, and verification artifacts related to federal compliance requirements.
- Create and store a centralized systems log to record and track website updates performed by SSS personnel. Each log entry shall include an associated date-stamp.

2.7 Performance and Availability

The Contractor shall:

- Deliver 99.9% uptime support.

- Provide documentation validating that the proposed architecture can rapidly scale to accommodate high-volume traffic surges while sustaining optimal system performance.
- Ensure optimization for performance across devices and bandwidth conditions.
- Provide Agency with UI wireframes during the development of the website and specific web pages to ensure timely coordination and feedback between the Agency and vendor as the site is being developed and when updates are needed after the website goes live.
- Routinely Provide maintenance and technical support to SSS personnel related to the website and related content and design updates, developer-related actions, security and service interruptions.

2.8 Analytics and Reporting and Transparency Requirements

The Contractor shall provide and ensure the backend portal supports the Agency's legal and administrative reporting requirements by ensuring:

- Data tracking and analytics protocols are in place.
- Compliance with OPM transparency and reporting standards.
- Integrating Google Analytics or a federal-compliant equivalent acceptable to SSS. (Agency already has an existing Google Analytics SSS account).
- Dashboards and reporting capabilities are built into the system.
- Exportable logs for oversight and record keeping, in a format suitable for SIEM ingestion, are in place.

2.9 Transition Phase and Legacy Content Integration

The Contractor shall:

- Provide a full legacy site assessment of all existing content, data, media files, documents, forms, and interactive components.
- Identify and address system dependencies and required integration with legacy SSS database structures before data migration is initiated.
- Document any obsolete or unsupported features requiring remediation.
- Extract all required content and data from the legacy website in a secure and complete manner.
- Ensure no loss, corruption, or alteration of data during export.
- Maintain proper metadata, timestamps, file structures, and content relationships.
- Map legacy data fields to the new website's data model and content architecture.
- Convert outdated formats into modern, supported formats as needed.
- Validate data compatibility with the new platform's structure and design.
- Migrate all approved data and content into the new website environment.

- Ensure correct placement, formatting, categorization, and tagging.
- Maintain internal and external link integrity wherever possible.
- Rebuild or integrate all required services, APIs, forms, and workflows used in the previous site.
- Ensure migrated data interacts correctly with back-end systems and databases.
- Protect all data during transfer using approved encryption and secure transfer protocols.
- Conduct a comprehensive content evaluation in collaboration with SSS to identify, categorize, and decide the disposition of all legacy website content, including determining which materials will be retained, rewritten, redesigned, consolidated, or removed to support a modernized, accurate, and mission-aligned web presence.
- Incorporate new or updated content provided by SSS, including placeholder pages or templates for pages to be developed at a later date.
- Develop a new design, layout, and user experience that are visually distinct from the existing website, while meeting federal digital and accessibility standards.

Part 3 – Automatic registration capabilities:

3.1 System Readiness and Integration

The Contractor shall coordinate with the SSS team to ensure that the SSS static website is fully functional with the automatic registration web application, including:

- Design user-friendly webpages with intuitive navigation
- Ensuring all dependencies, API, and system interfaces are fully functional and documented.
- Conducting end-to-end integration testing across all connected systems and resolving any defects prior to deployment.
- Validation of scaling capabilities in the hosting environment.
- Performing penetration testing on all new automatic registration components, APIs, and integrations.
- Conducting targeted testing for common vulnerabilities (e.g., injection, authentication bypass, session handling, access control). Testing should be automated and SSS will receive all necessary testing scripts and documentation to perform the tests on their own.
- Providing a remediation plan and implementing fixes for all findings with medium or higher severity risk.
- Coordinating user acceptance testing (UAT) sessions.
- Documenting defects, tracking resolutions, and obtaining approval for production readiness.

- Integrating external web applications by supporting the secure embedding of externally hosted application components (via iFrame), allowing seamless data exchange and execution of mission-essential registration workflows within the SSS.gov environment.

3.2 Smart AI-Conversational Interface Capability to Enhance Customer Experience

The Contractor shall provide an AI-enabled conversational interface (i.e., chatbot) capable of supporting dynamic, context-aware interactions with end users. The solution shall facilitate real-time question-and-answer engagement, guide users through intuitive navigation workflows created by SSS, and provide accurate, relevant, and timely responses to public inquiries. The chatbot shall support seamless customer service interactions, including appropriate escalation pathways to human support personnel when automated resolution is insufficient or when escalation is otherwise required.

The AI-conversational interface shall:

- Support context-aware and adaptive user interactions to enhance the overall customer experience.
- Provide guided navigation and workflow assistance to help users locate information, complete tasks, and access relevant services.
- Deliver clear, accurate, and agency-appropriate responses to public inquiries based on SSS generated responses, including Agency updated responses as required.
- Include configurable escalation mechanisms for routing users to designated agency personnel, support channels, or service desks, as appropriate.
- Maintain accessibility and usability standards consistent with federal digital service requirements.

In addition, the Contractor shall ensure that the chatbot solution:

- Is FedRAMP-authorized or otherwise formally approved by the Agency for use within the operational environment.
- Does not use, retain, or train underlying AI models on government, agency, or end-user data unless expressly authorized in writing by the Government.
- Complies with all applicable federal cybersecurity, privacy, and artificial intelligence governance requirements, including OMB guidance related to AI use, privacy protections, data handling, records management, and security controls.

3.3 AI-Conversational Interface Deliverables

The Contractor shall provide all documentation, technical artifacts, and implementation support necessary to design, configure, integrate, test, deploy, secure, and maintain the AI-conversational interface capability.

Deliverables shall include:

- AI Conversational Interface Design Document.
- System Architecture and Data Flow Diagrams.
- Integration and Deployment Plan.
- Security and Privacy Compliance Documentation.
- Conversation Flow and Knowledge Base Documentation.
- Accessibility Compliance Validation.
- Testing and Validation Reports.
- Operations and Maintenance Documentation.
- Training Materials and User Guides.
- Production Readiness and Transition Support Documentation.

3.4 AI Conversational Capability

The Contractor shall provide an AI-enabled public assistance capability that:

- Supports contextual public-facing assistance.
- Operates within Government-approved hosting and security boundaries.
- Does not train on Government data.
- Provides human escalation capability.
- Maintains full accessibility compliance.
- Provides transparent response provenance where technically feasible.
- Supports audit logging and oversight review.
- Complies with applicable Federal AI governance requirements, privacy requirements, and agency approval processes.

Implementation shall not proceed until all required Government security, privacy, and governance approvals are obtained.

Part 4 - User Acceptance Testing (UAT) and Project Oversight:

4.1 Discovery, Design and Build

The Contractor shall conduct a structured Discovery Phase to ensure accurate requirements, alignment with SSS modernization goals, operations, and reduction of technical and programmatic risk. The Discovery Phase is mandatory prior to initiating any design, development, modernization, integration, or migration work, including the following:

- Conduct structured discovery sessions with SSS stakeholders to understand mission needs, user requirements, compliance constraints, and modernization goals.

- Review existing website assets, content, analytics, system dependencies, and auto-registration requirements to document the full scope of work.
- Deliver mockups and design specification packages for formal government approval prior to development.
- Implement approved designs using secure, modern frameworks aligned with federal cybersecurity, accessibility, and performance requirements.

4.2 Development Staging, Testing, and Deployment

The Contractor shall provide a staging environment test website to complete functional mock-up of the website, including:

- Comprehensive testing, validation, and stakeholder review.
- Support automated workflows for registration and verification processes for constituents and benefit partners.
- Support a staging mock-up of the website.
- Enable comprehensive testing, validation, and stakeholder review.
- Support automated workflows for registration and verification.
- Execute a controlled cutover process, activated only after automated workflows have been fully validated, to transition the website into full compliance and production status.
- Minimize downtime and ensure continuity of operations.
- Restrict access to the staging site to the SSS <-> AWS VPN.

NOTE: This staging capability is required to support the Agency's operational mission changes, during which the Agency's internal teams must test the new redesigned website in coordination with the website application in preparation for automatic registration. Upon validation of all automated workflows and mission-driven updates, the Contractor shall implement a controlled cutover process to transition the static website into full compliance and full production status. The Contractor shall ensure that the cutover process minimizes downtime, maintains continuity of operations, and provides a seamless experience for all users throughout the transition.

4.3 Project Manager and Alternative Project Manager

The Contractor shall provide:

- A project manager and alternate project manager.
- At least one project manager shall be available between the hours of 9:00 AM and 5:00 PM EST, Monday – Friday, except for federal holidays.
- Ensure that the project manager is available within three business days of contract award and shall provide the project manager's name, availability, and designated alternate.

- Minimum of six (6) years hands-on experience in IT project management overseeing website development projects.
- Prior federal government experience is a plus.
- Must have strong skills in the following key areas including strategic thinking, multi-tasking, conflict management, time management, planning and executing to the defined plan, etc.
- Must have strong oral and communication skills (speak, read, and write fluent English) and experience interacting with senior leaders within an organization.

PART 5 – Operations and Sustainment:

The Contractor shall maintain an ongoing collaborative business relationship with SSS throughout the period of performance by providing continuous operational support, administrator training, system documentation, and transparent project communications to ensure sustained functionality, accountability, and successful delivery of services. The Contractor shall support proactive coordination with the Agency through regular status reporting, timely identification of risks or issues, and responsive engagement to facilitate informed decision-making, continuity of operations, and long-term sustainment of the solution.

5.1 Testing, Training, and Documentation

The Contractor shall provide:

- Comprehensive training/testing for SSS administrators and editors on the use of the system.
- Comprehensive user guides and quick-reference materials.
- Ongoing support for backend portal functionality throughout the period of performance.

5.2 Enhancement & Feature Development:

- Develop new page templates, implement custom functionality, expand system integrations, and provide ongoing chatbot training and optimization throughout the contract term and any renewal periods.

5.3 Weekly Status Report

The Contractor shall provide weekly reports to maintain transparency, keep SSS employees aligned, and ensure issues are identified early before they become larger problems. Key objectives include:

- What was accomplished during the week, how tasks are tracked against the project timeline, and any milestones met.
- What is planned for the following week and which teams or individuals are responsible.

- Any obstacles, delays, or challenges that could affect scope, timeline or quality.
- Items that require decisions, resources, approvals, or actions from other teams before work can continue.
- Reviewing outstanding tasks from previous meetings and determining new action items, owners, and deadlines.
- Anything that could impact timeline, scope, or deliverables should be raised early.

5.4 Operational Support Service Levels

The Contractor shall provide operational support services necessary to maintain secure and continuous platform operation.

Minimum response and remediation timelines shall be:

Severity	Response Time	Restoration / Mitigation
Critical (production outage/security compromise)	1 hour	4 hours
High (major functionality degradation)	2 hours	24 hours
Moderate (partial service degradation)	4 business hours	5 business days
Low (minor defects/cosmetic issues)	2 business days	Government-approved schedule

The Contractor shall provide documented incident resolution status updates at Government-defined intervals until closure.

5.5 Transition-Out Support

Upon contract expiration, termination, or Government-directed transition, the Contractor shall provide orderly transition support to the Government or successor contractor.

Transition support shall include:

- Complete transfer of source code and repositories.
- Export of all operational and platform data.
- Transfer of system configurations and infrastructure definitions.
- Credential and access transition support.
- Knowledge transfer sessions.

- Architecture and operational walkthroughs.
- Transition documentation updates.
- Operational continuity support during transition.
- Support for transition of the website, applications, and associated services from the Contractor-hosted cloud environment to the Agency's designated cloud infrastructure, as applicable.

The Government shall provide the Contractor with a minimum of thirty (30) calendar days' written notice prior to initiation of transition activities requiring migration from the Contractor's hosting environment to the Agency's infrastructure. Unless otherwise mutually agreed to in writing by both parties, the Contractor shall complete all transition activities within thirty (30) to sixty (60) calendar days following receipt of such notice.

The Contractor shall ensure no degradation of operational capability during transition activities. Transition support shall continue through Government-confirmed transition completion. The Contractor's acceptance of and compliance with these transition-out support requirements shall be mandatory and a condition of eligibility for contract award.

Part 6 – Operations Testing Program (OPTIONAL CLIN):

The Contractor shall, as an optional task, design and propose a fully isolated web-based Operations Testing Platform within the SSS website environment in close coordination with SSS staff to support experimentation, prototyping, and operational concept testing by SSS personnel. This platform will function as a secure "sandbox" environment, separate from production systems and public facing services, enabling SSS operational staff to explore new workflows, evaluate emerging process improvements, and model potential operational scenarios without affecting live system performance or data.

The Contractor shall first conduct an assessment effort to determine the platform's scope, required integrations, data models, user roles, technical architecture, and security considerations. The Contractor shall document recommendations for the sandbox's functional capabilities, hosting and isolation requirements, representative datasets, analytics tools, administrative controls, and potential pathways to evolve the platform into a fully deployable production capability. The purpose is to validate operational requirements, identify technical risks, and ensure alignment.

The Operations Testing Platform shall incorporate representative functional elements aligned to the SSS mission essential functions: registration, selection, notification, delivery, classification and alternative service. Functional elements may also include representative workflows and enterprise analytics and reporting. These may be lightweight, simulated, or prototype level

elements designed to allow SSS personnel to test ideas, validate assumptions, and assess operational impacts before formal doctrinal adoption.

This is considered an option Contract Line-Item Number (CLIN) intended to support a future Agency needs for an assessment and any associated activities, as applicable. The CLIN is dependent on future mission requirements and funding availability.

If exercised, the Contractor shall deliver an isolated experimentation environment supporting operational workflow testing and prototyping activities separate from production systems.

6.1 Operations Testing Platform Assessment and Implementation

The Contractor shall:

- Assess the proposed Operations Testing Platform, including scope, architecture, security requirements, integrations, representative datasets, user roles, hosting/isolation approach, analytics capabilities, and recommendations for future production evolution. Deliver assessment findings and implementation roadmap.

- Design the isolated web-based Operations Testing Platform environment in coordination with SSS staff, including technical architecture, security controls, workflow models, prototype concepts, and administrative functionality.

- Develop and configure prototype-level operational workflows, simulated mission functional elements, analytics capabilities, and representative testing components supporting experimentation and operational concept evaluation.

- Implement and deploy the isolated Operations Testing Platform within the SSS website environment separate from production systems and public-facing services.

- Configure representative datasets, mock integrations, reporting functions, and testing interfaces necessary to support operational testing and experimentation activities.

- Perform security review, isolation validation, access control configuration, and testing activities to ensure separation from production environments and compliance with applicable Federal security requirements.

- Provide administrator orientation, user training, system documentation, and operational guidance for SSS personnel utilizing the Operations Testing Platform.

- Provide optional ongoing technical support, enhancements, troubleshooting, and prototype modification support for the Operations Testing Platform if exercised by the Government.

Part 7 – Contract Deliverables:

7.1 Schedules and Milestones

Type/Function	Deliverable Title	Description/Location	Due Date (in Business Days)
General	Post Award Meeting	The Contractor shall conduct a post-award meeting in PowerPoint format for the SSS. The intent of the meeting is to initiate the communication process between SSS and the contractor by: • Introducing key personnel and explaining their roles • Explaining the management hierarchy • Reviewing communication ground rules, and • Assuring a common understanding of the contract requirements and objectives. This meeting will be held at SSS or virtually.	Within 3 business days of award, but no later than September 30, 2026.
Project Planning	Initial Draft Project Plan	An initial draft project plan shall be submitted as part of the solicitation response and must clearly address anticipated milestones, estimated duration of tasks, and the overall project schedule.	Due by RFP close date, June 30, 2026.

Type/Function	Deliverable Title	Description/Location	Due Date (in Business Days)
Reporting	Comprehensive Project Timeline	A comprehensive project timeline that outlines all major phases, milestones, and dependencies, and provide a clear, data-supported estimate for the full implementation duration. A detailed and evolving project plan outlining all major tasks, milestones, and expected timelines associated with the website design and development effort.	Due by RFP close date, June 30, 2026.
Reporting	Weekly Status Updates	Weekly status updates to the project plan and monthly progress reports to ensure full visibility into project status, including progress toward design deliverables, potential risks, and schedule impacts.	Weekly
Project Planning	Final Project Plan	A finalized project plan shall be submitted upon award and maintained throughout the life of the project.	Within 10 days of contract award

7.2 Deliverables

The Contractor shall provide all deliverables to the Contracting Officer's Representative (COR) in accordance with the requirements and schedule established at contract award.

Deliverable	Frequency	PWS Reference	Report To
Provide a comprehensive System Security Plan (SSP) that maps directly to the required NIST SP 800-53 security control baseline. Any cloud-based components of the solution	During the development of the website and following completion of the website, the contract will transition into ongoing support services (The	PWS 2.4, Under Part 2 –Security Compliance and Access and Authentication	COR

Deliverable	Frequency	PWS Reference	Report To
must possess a FedRAMP Authorization at an equivalent impact level	COR may request this deliverable at their discretion based on the project timeline.)		
Provide a formal attestation of compliance as required by OMB M-22-18	The contractor must formally certify compliance before SSS allows the website into production and must reaffirm compliance before the go-live phase and then periodically under continuous monitoring requirements once website is operational.	PWS 2.4, Under Part 2 –Security Compliance and Access and Authentication	COR
Implement a robust continuous monitoring program that satisfies the logging and investigative support requirements of OMB M-21-31	During the development of the website and following completion of the website, the contract will transition into ongoing support services (The COR may request this deliverable at their discretion based on the project timeline.)	PWS 2.4, Under Part 2 –Security Compliance and Access and Authentication	COR
A Security Plan of Action and Milestones (POA&M) for shall be maintained to document, track, and remediate all identified security weaknesses	During the development of the website and following completion of the website, the contract will transition into ongoing support services (The requirement is ongoing. The COR may request this deliverable at their discretion based on the project timeline.)	PWS 2.4, Under Part 2 –Security Compliance and Access and Authentication	COR
Provide documentation required for audits and compliance reviews under frameworks tied to OMB M-22-18, NIST controls and related federal security requirements.	At the beginning of the project (pre-development / planning); During development; Before production / go-live (critical formal checkpoint); and After	PWS 2.4, Under Part 2 –Security Compliance and Access and Authentication	COR

Deliverable	Frequency	PWS Reference	Report To
	deployment (continuous monitoring phase).		
Section 508 Compliance report checklist, a 21st Century Integrated Digital Experience Act (21st Century IDEA) report checklist, and an America by Design report checklist, along with a corresponding remediation plan, prior to the go-live date	During the development of the website and following completion of the website (The COR may request this deliverable at their discretion based on the project timeline.)	PWS 2.6, Under Part 2 –Documentation and Verification	COR
Provide Section 508 Accessibility Conformance Report (ACR) using the most current Voluntary Product Accessibility Template (VPAT) available at the time of delivery and provide testing results, remediation actions, and verification artifacts	During the development of the website and following completion of the website, the contract will transition into ongoing support services (The COR may request this deliverable at their discretion based on the project timeline.)	PWS 2.6, Under Part 2 –Documentation and Verification	COR
Provide documentation validating that the proposed architecture can rapidly scale to accommodate high-volume traffic surges while sustaining optimal system performance	During the development of the website and following completion of the website (The COR may request this deliverable at their discretion based on the project timeline.)	PWS 2.7, Under Part 2 –Performance and Availability	COR
Provide exportable logs for oversight and record keeping, in a format suitable for SIEM ingestion	During the development of the website and following completion of the website, the contract will transition into ongoing support services (The COR may request this deliverable at their discretion based on the project timeline.)	PWS 2.8, Under Part 2 –Analytics and Reporting and Transparency Requirements	COR

Deliverable	Frequency	PWS Reference	Report To
Conduct a comprehensive content evaluation in collaboration with SSS to identify, categorize, and decide the disposition of all legacy website content, including determining which materials will be retained, rewritten, redesigned, consolidated, or removed to support a modernized, accurate, and mission-aligned web presence	During the development of the website (The COR may request this deliverable at their discretion based on the project timeline.)	PWS 2.9, Under Part 2 –Transition Phase and Legacy Content Integration	COR
Provide a remediation plan and implementing fixes for all findings with medium or higher severity risk related to the AI platform.	Requirements are due at different phases of design, testing, implementation and go-live. (The COR may request this deliverable at their discretion based on the project timeline.)	PWS 3.1, Under Part 3 –Automatic Registration Capabilities	COR
Provide all documentation, technical artifacts, and implementation support necessary to design, configure, integrate, test, deploy, secure, and maintain the AI-conversational interface capability	Requirements are due at different phases of design, testing, implementation and go-live. (The COR may request this deliverable at their discretion based on the project timeline.)	PWS 3.3, Under Part 3 –Automatic Registration Capabilities	COR
Execute a controlled cutover process, activated only after automated workflows have been fully validated to transition the website into full compliance and production status	During the development of the website (The COR may request this deliverable at their discretion based on the project timeline.)	PWS 4.2, Under Part 4 –Development Staging, Testing, and Deployment	COR
Ensure that the program manager is available within three business days of contract award and shall provide the program manager's name, availability, and designated alternate	Upon three business days of contract award	PWS 4.3, Under Part 4 –Project Manager and Alternative Project Manager	COR
Provide continuous operational support, administrator training, system documentation, and transparent project communications to ensure sustained	During the development of the website and following completion of the website (The COR may request this	PWS 5.1, Under Part 5 –Operations and Sustainment	COR

Deliverable	Frequency	PWS Reference	Report To
functionality, accountability, and successful delivery of services.	deliverable at their discretion based on the project timeline.)		
Support proactive coordination with the Agency through regular status reporting, timely identification of risks or issues, and responsive engagement to facilitate informed decision-making, continuity of operations, and long-term sustainment of the solution.	Weekly	PWS 5.3, Under Part 5 Weekly Status Report –Operations and Sustainment	COR
Provide operational support services necessary to maintain secure and continuous platform operation.	Weekly	PWS 5.4, Under Part 5 Operational Support Service Levels – Operations and Sustainment	COR
Upon contract expiration, termination, or Government-directed transition, the Contractor shall provide orderly transition support to the Government or successor contractor.	The COR may request this at their discretion	PWS 5.5, Under Part 5 Transition-Out Support –Operations and Sustainment	COR
If requested by SSS, design and propose a fully isolated, secure, web-based Operations Testing Platform within the SSS website environment to provide SSS personnel with a sandbox for experimentation, prototyping, and operational concept testing without impacting live systems.	During the development of the website and following completion of the website (The COR may request this deliverable at their discretion based on the project timeline.)	PWS Part 6 – Operations Testing Program	COR
If requested by SSS, provide a fully assessed, securely designed, and implemented isolated Operations Testing Platform, complete with prototype workflows, representative datasets, documentation, training, and an implementation roadmap	During the development of the website and following completion of the website (The COR may request this deliverable at their discretion based on the project timeline.)	PWS 6.1, Under Part 6 –Operations Testing Platform Assessment and Implementation Part 6 – Operations Testing Program	COR

Deliverable	Frequency	PWS Reference	Report To
Develop a comprehensive project timeline that outlines all major phases, milestones, and dependencies, and provide a clear, data-supported estimate for the full implementation duration to ensure effective planning and oversight	Within ten calendar days of the contract award (upon receipt of approval to proceed)	PWS 7.1, Under Part 7-Schedules and Milestones	COR

Part 8 – Performance Requirements and Acceptable Quality Levels:

8.1. Performance Requirements Summary (PRS)

The Contractor shall ensure that the tasks are completed by the required completion guidance based on the tabular summary and advisories below:

Performance Objective	Performance Standard	Performance Threshold/AQL	Method of Surveillance	Incentive/Remedy
Project Management & Transition Planning, PWS, 2.9, Under Part 2 and PWS 4.4. Under Part 4	Contractor provides project manager, alternate PM, project schedule, and status reporting	PM assigned within 3 business days of award; project plan submitted within 10 calendar days; 98% of milestones completed on schedule	COR review of deliverables, weekly status meetings, milestone tracking	Rework required at no additional cost; failure may impact CPARS
Website Design & Development, PWS 2.2 under Part 2 and PWS 4.1, 4.2, under Part 4	Website meets approved design specifications, usability requirements, mobile responsiveness, and CMS functionality	98% compliance with approved requirements; less than 3% rejection rate per quarter	Design reviews, UAT, stakeholder validation	Contractor correction/rework required

Performance Objective	Performance Standard	Performance Threshold/AQL	Method of Surveillance	Incentive/Remedy
Hosting & Cloud Infrastructure, PWS 2.1, Under Part 2	FedRAMP-authorized hosting environment maintained with secure architecture and operational services	99.9% uptime measured monthly	System monitoring reports, uptime dashboards, COR validation	Service credits to invoice or corrective action plan
Security Compliance, PWS 2.1, PWS, 2.4 Under Part 2 and PWS 4.1, Under Part 4	Website and hosting environment maintain compliance with NIST, FISMA, FedRAMP, EO 14028, and applicable federal cybersecurity requirements	No unresolved high-risk vulnerabilities beyond mandated remediation timelines; 100% compliance with MFA and logging requirements	Security scans, penetration testing, audit reviews, POA&M review	Immediate remediation at contractor expense
Vulnerability Management & Continuous Monitoring, PWS 2.1, PWS 2.4, Under Part 2	Contractor performs weekly scans, monitoring, patching, and remediation activities	100% of critical/high vulnerabilities remediated within required BOD timelines	Review of scan reports, POA&M, security meetings	Corrective action required
Accessibility and Design Integration Compliance, PWS 2.5, PWS, 2.6, Under Part 2	Website complies with Section 508 and WCAG requirements, 21st Century Integrated Digital Experience Act requirements, America by Design requirements	100% compliance prior to production deployment	Accessibility testing, VPAT/ACR review, independent validation	Rework prior to acceptance

Performance Objective	Performance Standard	Performance Threshold/AQL	Method of Surveillance	Incentive/Remedy
Content Management, PWS 2.3 Under Part 2	Create, edit, publish, archive, and manage content	Operational during UAT	Testing, review, validation	Rework prior to acceptance
Automatic registration Integration, PWS 3.1 Under Part 3	Website fully integrates with SSS automatic registration applications and APIs	100% successful integration and workflow validation prior to production cutover	End-to-end integration testing, UAT, defect tracking	Contractor remediation required
Testing & Staging Environment, PWS 3.1, Under Part 3, PWS, 4.1, PWS 4.2, PWS 5.1, Under Part 5	Contractor provides staging environment and supports testing activities	Staging environment available throughout testing phase with no critical defects outstanding before production deployment	UAT sessions, test scripts, COR validation	Delayed production approval until corrected
Data Migration & Legacy Content Transition PWS 2.9 Under Part 2	Legacy content migrated securely and accurately without data loss	100% successful migration of approved content and metadata	Data validation reviews, migration testing	Contractor correction at no cost
Reporting & Analytics, PWS 2.8 Under Part 2	Contractor implements analytics, dashboards, reporting, and exportable logging	All reporting functions operational and logs exportable for SIEM ingestion	COR review, dashboard demonstrations	Rework required

Performance Objective	Performance Standard	Performance Threshold/AQL	Method of Surveillance	Incentive/Remedy
Training & Documentation, PWS 5.1, Under Part 5	Contractor delivers training, user guides, and operational documentation	100% completion and government acceptance prior to transition to operations	Training attendance records, document review	Additional training/documentation required

Performance Objective	Performance Standard	Performance Threshold/AQL	Method of Surveillance	Incentive/Remedy
Weekly Status Reporting, PWS 5.2 Under Part 5	Contractor provides complete and accurate weekly status reports	100% weekly submission compliance	COR review	Corrective action notice
Performance & Availability, PWS 2.7 Under Part 2	Website maintains performance under projected traffic conditions	Successful completion of load and stress testing with no critical failures	Performance testing reports	Contractor remediation required
Deliverable Quality, PWS 2.5 Under Part 2, PWS 5.1 Under Part 5 and PWS 6.1, Under Part 6	Deliverables conform to PWS requirements and government standards	No more than 3% rejection rate per quarter	Deliverable review and acceptance process	Rework required within designated timeframe
Deliverable Quality, PWS 5.1 Under Part 5	Contractor provides continuous operational support, administrator training, system documentation, and transparent project communications to ensure sustained	No more than 3% rejection rate per quarter	Deliverable review and acceptance process	Immediate remediation and possible contractual remedies

Performance Objective	Performance Standard	Performance Threshold/AQL	Method of Surveillance	Incentive/Remedy
	functionality, accountability, and successful delivery of services			
Deliverable Quality, PWS 5.2 Under Part 5 Provide	Deliverables conform to PWS requirements	100% successful operational support and response time	Deliverable review and acceptance process	Immediate remediation and possible contractual remedies
Deliverable Quality, PWS 5.4 Under Part 5 Provide	Deliverables conform to PWS requirements	100% successful operational support and response time	Deliverable review and acceptance process	Immediate remediation and possible contractual remedies
Timeliness of Deliverables	Deliverables submitted by required due dates	98% delivery on time; remaining 2% submitted within 10 days	Schedule tracking, COR review	Corrective action and potential negative performance assessment

Additional Advisories:

- No critical defects discovered in production after deployment.
- **Response Time for Priority Incidents:**
  - Critical incidents acknowledged within 1 hour.
  - Resolved/workaround within 24 hours.
- **Backup Validation:** Weekly backups verified through quarterly restoration testing.
- **Change Management:** All production changes approved by COR and documented before deployment.

Surveillance Methods will Include:

- Random sampling.
- Automated monitoring tools.
- Quarterly performance reviews.
- Government security assessments.

9.0 Quality Assurance Surveillance Plan (QASP):

The Government will utilize a QASP to monitor Contractor performance on the contract, which can change at any time during the life of the contract. As such, the Government reserves the right to unilaterally edit the QASP at its discretion. The QASP aims to:

- Establish clear methods for monitoring the Contractor's performance to ensure all requirements are met.
- Ensure transparency, accountability, and consistency in how performance is assessed throughout the life of the contract.