PERFORMANCE WORK STATEMENT

USDA Forest Service

Fire and Aviation Management

Aircraft Computer Maintenance Management System (CMMS)

Version 10.0

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1. PURPOSE

The intent of this solicitation and any resultant contract is to obtain a Computerized Maintenance Management System (CMMS) for the United States Forest Service (USFS) aircraft fleet. This product shall be a Configurable Commercial-Off-The-Shelf (COTS) Software and currently in aviation industry use and can be configured to support the USFS aircraft fleet.

2. BACKGROUND

Organization Background
The USFS is a federal agency and subcomponent of the United States Department of Agriculture (USDA). The USFS is a land management agency that protects and manages 154 national forests and 20 grasslands in 44 states and Puerto Rico, encompassing 193 million acres of land, in addition to numerous wilderness, recreation, scenic and other areas. The agency's mission is to sustain the health, diversity, and productivity of the nation's forests and grasslands to meet the needs of present and future generations.

The USFS owns and operates a fleet of various aircraft in support of the agency's mission. These aircraft operate in a variety of roles in response and support of wildfires, including the delivery of smokejumpers, cargo, crew/team transport, lead plane roles, aerial supervision, and infrared scanning missions. The table below shows the current USFS aircraft fleet by make, model, and quantity. Additional aircraft may be added in the future.

Aircraft Make	Aircraft Model	Number in Fleet
Dehavilland	SD3-60 Sherpa	9
Dehavilland	DHC-2 Beaver	4
Dehavilland	DHC-6 Twin Otter	2
Quest	Kodiak 100	2
Cessna	TU206	2
Textron	King Air series	3

3. LEGACY SYSTEM

The USFS CMMS application expired in October 2023. this system was used for parts tracking only. The USFS currently uses custom in-house created spread sheets to track aircraft requirements. The USFS has a requirement for an agency-wide aircraft and logistics information management system to support the USFS aircraft fleet at multiple facilities.

4. REQUIREMENTS

The CMMS application will provide a single-source maintenance tracking and logistical support for aircraft, aircraft parts, and tooling, as well as establish common processes for managing logistics across the USFS aviation program.

The CMMS application shall be interoperable with the current aircraft and parts tracking application's files and datasets (Excel, Word, PDF), be able to integrate data from the current application, from in-house spreadsheets and provide data backup and retrieval capabilities.

A successful offeror (with USFS oversight) will configure all the models/records necessary for each aircraft utilizing the current tracking applications and all existing spreadsheets/tracking data processes.

A phase in approach will be utilized beginning with the SD3-60 fleet being online in the CMMS system within 90 days of contract award. Subsequent airframes will go live to be determined by the government and mutually agreed on by the vendor.

The CMMS application shall also meet the following capability requirements:

4.1. Aircraft Maintenance Management:

- 4.1.1. *Up-To-Date Aircraft Status Logistics:* Capability to perform all maintenance management functions, as well as plan, track, schedule/forecast, audit, etc., using recording procedures, tools, and technical documentation.
- 4.1.2. *Work Order Management*: Capability to create tailored maintenance work orders (aircraft or shop) for planning, cost tracking, and status tracking.
- 4.1.3. *Queries and Reporting*: Capability to provide reports and to filter collected data for use in multiple areas of program analysis (ex: parts, usage tracking and failures, etc.).
- 4.1.4. *Lists Creation*: Capability to create "due" lists filtered by a variety of factors.
- 4.1.5. *Labor*: Capability to track and record labor hours.
- 4.1.6. *Training*: Capability to track and record employee certifications and trainings.
- 4.1.7. *Aircraft Usage and Performance:* Capability to track aircraft usage and performance data.
- 4.1.8. *Technical Directives*: Capability to track and integrate all technical directives, such as Airworthiness Directives, Service Bulletins, etc., into the CMMS. Provides online accessible links to, and compliance tracking of, aircraft, engine, and appliance manufacturer Service Bulletins.
- 4.1.9. *Calibration*: Capability to track calibration of tooling and equipment used in aircraft maintenance discrepancies, to generate lists of all aircraft discrepancies associated with individual calibrated items, and to provide reports of calibrated inventory for compliance management.
- 4.1.10. *Supply Management*:
- 4.1.11. Staffing: Ensure staffing is appropriate to provide services that guarantee aircraft maintenance parts, equipment, and all operational supplies are tracked and accounted.
- 4.1.12. QR Coding: Capability to fully bar code all supply steps.
- 4.1.13. Part Associations and Search: Capability to search for main assemblies and sub-assemblies as well as individual parts. Parts associated with assemblies shall follow on-wing & off-wing assembly movements in CMMS and be both searchable and removable.
- 4.1.14. Cost Analysis: Capability to analyze and compare costs between multiple supply venders.
- 4.1.15. Transportation, Distribution, and Disposition: Capability to process and record transportation, distribution, and disposition actions including issue and disposal.
- 4.1.16. Part History: Capability to track complete lifetime of aircraft parts and components by part number and serial number.

4.2. Traceability:

- 4.2.1. Capability to track traceability of items through changes to part and serial numbers.
- 4.2.2. Warranties and Expiration Dates: Capability to track warranties and expiration dates, both on wing and shelf life.

5. Operations Management:

5.1. Flight and Ground Usage: Capability to track all aircraft usage by flight hour, flight cycle, pressurization cycle, landing, retirement index number (RIN or similar), mission code, severity factor, engine hours, engine starts, engine cycles, propeller hours, calendar date, calendar days, and torque events and propeller beta usage (reversals).

5.2. Usage Information Dissemination: Capability to integrate all usage information into all appropriate installed parts and components.

6. Technical Information Management:

6.1. *Content Use:* Capability to view multiple industry standard technical data file types (xlsx, .docx, .pdf, IETM, etc.).

6.2. *Accessibility*: Ability to be accessed through Chrome browser at the current patched and updated version. Additionally, the client-side browser will be run from the most current approved Windows operating system.

6.3. *Encryption*: Ensure all communications are always encrypted between the browser and the web hosted platform.

6.4. *Compatibility*: Compatible with Microsoft Edge, Safari, Google Chrome, and Android and Apple mobile devices.

6.5. *Data Transfer*: Capability to transfer all existing data from the legacy CMMS application (xlsx, .docx, .pdf, IETM, etc.)).

6.6. *Data Back Up*: Capability to back up all existing data from the prior legacy CMMS System in an exportable, easily accessible, and readable format within 30 days from contract award.

6.7. *Data Migration*: Capability to migrate all existing data from the legacy CMMS system to the new CMMS system ensuring data integrity and minimal data loss.

6.8. *Data Retention*: Capability to retain all historical data indefinitely in a mutually agreed upon format.

6.9. *Data Release*: Ensure all data is returned to the USFS in an exportable, easily accessible, and readable format at the end of the contract period.

7. Technical Support:

7.1. User Support: Provider user support on access and usage issues including but not limited to login, data entry, query, filtering, reporting, and tracking issues. Support shall also include subject matter expertise and knowledge on large transport category aircraft.

7.2. Configure, maintain, and support all aircraft models in the CMMS system necessary to support functions of aircraft tracking, parts management, and forecasting in all areas of aircraft operations and maintenance.

8. Operations and Maintenance:

8.1. System Functionality: Ensure CMMS is fully functional 95% of the time.

8.2. System Capacity: Capacity for CMMS to support up to 5-50 concurrent users.

8.2.1. *User Activity Reports*: Capability to provide reports of users and user activity

8.3. Software Updates and Patching: Coordinate and communicate with USFS Program Manager or Technical Point of Contact when software updates and patches are needed.

9. Software Support and Maintenance:

Ensure support is available 24/7/365, by telephone and/or email.

10. CMMS Configuration Changes

10.1. Incorporate configuration change requests within the scope of the PWS including but not limited to:

10.1.1. Update and or change data of Fleet, components, consumables, tooling as needed by the government.

11. USER TRAINING:

Provide initial personalize virtual software training that will be recorded for future use.

12. MULTI-FACTOR AUTHENTICATION (MFA):

12.1. Single log in to access all areas for their specific level of authority

12.2. Must use an MFA and role-based account management solution for authentication, identity verification, and application access control that is authorized by the USFS.

12.2.1. If the contractor's MFA solution does not meet USFS standards, negotiations may take place for an agreed upon approved solution by both parties. See **ATTACHMENT 3** For the FAM-IM's government MFA Solution.

13. FEDRAMP:

13.1. If CMMS is proprietary, the contractor must host and support CMMS in a FedRAMP certified environment as a fully implemented SAAS solution.

13.1.1. If the CMMS is not proprietary and cannot be hosted in a contractor-provided FedRAMP certified environment, the contractor must permit the CMMS to be hosted on USDA's hosting solution, which has an authority to operate. The contractor must migrate and configure as necessary the CMMS to support this hosting effort, and must follow all USDA hosting solution security guidelines.

14. GOVERNMENT FURNISHED EQUIPMENT (GFE):

The USFS will provide the following government documents to the service provider:

14.1. All current aircraft times, cycles, and calendar tracking data for all installed appliances and components. This will be provided in an Excel format.

14.2. Maintenance planning document for tracking the following information:

14.2.1. All inspection intervals.

14.2.2. Time, cycle, or calendar intervals.

14.3. Current list of all supply parts and any associated tracking information for both consumable and rotatable parts (from legacy CMMS).

14.4. Current list of all supply venders and parts sources (from legacy CMMS)

15. EXPERIENCE

Must have extensive experience with CMMS for large fleet of commercial transport category aircraft.

16. PERIOD OF PERFORMANCE (DATES WILL BE ENTERED UPON AWARD):

The Base Period of Performance is for 12 months from:

Date of Award: Months 1 - 12

At the option of the Government, the contract may be renewed for four (4) option periods. The contract shall not exceed a total of 60 months, if all options are exercised.

Option Schedules:

Option Year 1: Months 13 - 24

Option Year 2: Months 25 - 36

Option Year 3: Months 37 - 48

Option Year 4: Months 49 - 60

17. DELIVERABLES:

17.1. SOFTWARE LICENSE LINE-ITEM DATA

In accordance with Office of Management and Budget Memorandum M-16-12, Category Management Policy 16-1: Improving the Acquisition and Management of Information Technology: Software Licensing, USDA must maintain an inventory of its software licenses, including pricing data. The contractor shall provide line-item pricing data on all software licenses provided to USDA at award and/or during performance of the contract/order. The attachment entitled "Software Template Line-Item Pricing" must be completed and provided with bid package prior to award date.

17.2. DELIVERABLE TABLE

PWS	Deliverable	Due Date
10	System configuration change requests	Mutually agreed upon between Government and Contractor
11	User Training	Within 30 days of award
12	Multi-Factor Identification FAMAuth integration	Upon a date agreed to by the government
17	Software Line-Item Pricing	Provided with bid package for providing of upcoming Software Activation for Licenses Provided After Award Date
	Software	VPAT delivered within 10 days of award

18. QUALITY ASSURANCE AND PERFORMANCE REQUIREMENTS

The Government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). See ATTACHMENT 6 Technical Exhibit , "Quality Assurance Surveillance Plan". This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s). Contractor will ensure that all deliverables for performance under this award instrument are complete, accurate, delivered according to established schedules to the Government for review, comment, and acceptance, and comply with all applicable federal regulations (i.e., Privacy Act, 508, etc.). See Attachment 09.

19. SECURITY

By accepting this contract/agreement, the Contractor/Cooperator and other external organizations (hereafter called Contractor) providing Information Technology (IT) resources or services to the US Forest Service (FS) agrees to comply with the applicable IT security policy as outlined in this document.

Definitions for principal terms used are located at the bottom of the table.

COLUMN A	COLUMN B	COLUMN C	COLUMN D
Use Case (row)	**Type of IT Products or Services**	**Elaboration**	**Applicable Sections of *Standard FS IT Contract Security Language***
H1	Hardware Product – strictly COTS (commercial-off-the-shelf) hardware	No hardware configuration, software, or external information service is needed from the vendor. >> EXAMPLE(S): laptop, desktop computers; smartphones, tablets; physical servers; physical networking devices (e.g., routers, switches)	6, 9
H2	Hardware Product – physical or logical access required	As part of installing or configuring, and/or maintaining IT hardware, the vendor will need physical access to FS premises / facilities, and/or access to FS information or networks.	1, 2, 6, 9
SW1	Software Product – strictly COTS (commercial-off-the-shelf) software	FS is licensing the software; FS/USDA personnel will install, configure and maintain the software, on equipment owned or operated by FS (e.g., desktop, laptop, server, mobile devices) *without any customization.*	6, 9

COLUMN A	COLUMN B	COLUMN C	COLUMN D
Use Case (row)	**Type of IT Products or Services**	**Elaboration**	**Applicable Sections of *Standard FS IT Contract Security Language***
SW2	Software Product - - customized COTS	FS is licensing the software; vendor personnel will install, customize or configure the software on equipment owned or operated on behalf of FS (e.g., desktop, laptop, server, mobile devices).	1, 2, 3, 6, 9
SW3	Custom Software Development	FS is tasking the vendor to design and build software to FS unique requirements and specifications. FS personnel will install, configure, and/or maintain the SW on equipment owned or operated on behalf of FS).	1, 3, 4, 6, 9
SW3a	Custom Software Development w/support	FS is tasking the vendor to design and build software to FS unique requirements and specifications. Vendor personnel will install, configure and/or maintain the SW on equipment owned or operated on behalf of FS).	1, 2, 3, 6, 9
SW4	Software as a Service (SaaS)	FS is licensing any software that is not installed on, and run from, FS equipment or centers; in other words, the application and/or data are accessed over the Internet >> EXAMPLES: Adobe Cloud, Box	see External System - Cloud
ES1	External System - Cloud	FS use of any IT system or services whose functionality relies on any form of cloud model to function (IaaS, PaaS, SaaS). >> NOTE – the cloud system or services these may be provided through private (commercial) entities, or other government entities	1, 2, 3, 4, 5, 6, 9 (plus 7 when applicable)

COLUMN A	COLUMN B	COLUMN C	COLUMN D
Use Case (row)	**Type of IT Products or Services**	**Elaboration**	**Applicable Sections of *Standard FS IT Contract Security Language***

ES2	External System – non-cloud	The vendor is tasked to design, maintain and operate an IT system on behalf of the FS, which will be hosted outside the FS.	1, 2, 3, 4, 5, 6, 9 (plus 7 when applicable)
ES3	External Services	The vendor will be providing a service that requires the FS to provide them FS information or data, which will be stored and/or processed on that entity's equipment or systems. >> EXAMPLES: external consulting, research partners	1, 4, 9 (plus 2 when applicable)
LMR	Land Mobile Radio Equipment	For handheld or vehicle-mounted radios and ancillary equipment only; this row is not to be used for any other hardware types (e.g., computers, servers, networking gear, phones, tablets, etc.), software, external services , systems, or IoT/OT. The rows for those specific use cases (also) apply when they are part of the acquisition.	8, 9
Internet of Things (IoT) /Operational Technology (OT)	IoT or OT devices only	Purchase of IoT or OT devices for installation, configuration, access, operation, etc. only by FS personnel	6, 7, 9
OT / Control Systems	Control Systems	Building Automation Systems (BAS) and any other systems that use OT and involve the design, installation, configuration, access, control, operation/management or other efforts by the vendor	1, 2, 3, 4, 5, 6, 7, 9

Definitions

1. Hardware. The material physical components of a system (see NIST SP 800-53 Rev5). Examples include, but are not limited to, laptops, desktops, servers, routers, mobile devices, peripheral devices, etc.
2. Software. The term "software" includes firmware, operating systems, applications, and application services (e.g., cloud-based software), as well as products containing software (see OMB M-22-18).
3. (LMR) Ancillary hardware generally includes such items as components for radio control, testing, power systems or transmission systems.
4. An external service is an external entity that provides a service that requires access to FS information.

5. An external system is a system that is implemented outside of the authorization boundary of the FS system (i.e., a service that is used by, but not part of, the FS system) and for which the FS typically has no direct control over the application of required security and privacy controls, supply chain, or the assessment of security and privacy control effectiveness. Examples of external systems are service-oriented architectures (SOAs), a cloud-based system, or data center operations. A cloud-based system is software, infrastructure, or platform made available to users on demand via the Internet from a cloud service provider (CSP).
6. NIST defines Internet of Things (IoT) devices as those that have at least one transducer (sensor or actuator) for interacting directly with the physical world and at least one network interface (e.g., Ethernet, WiFi, Bluetooth) for interfacing with the digital world.
7. Many IoT devices constitute Operational Technology (OT), defined by NIST as "[p]rogrammable systems or devices that interact with the physical environment (or manage devices that interact with the physical environment). These systems/devices detect or cause a direct change through the monitoring and/or control of devices, processes, and events. Examples include industrial control systems, building management systems, fire control systems, and physical access control mechanisms."

20. SECTION 508 REQUIREMENTS

SECTION 508 – ACCESSIBILITY OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

(a) This PWS is subject to Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) as amended by the Workforce Investment Act of 1998 (P.L. 105-220). Specifically, subsection 508(a)(1) requires that when the Federal Government procures Information and Communications Technology (ICT)[1], the ICT must allow Federal employees and members of the public with disabilities comparable access to and use of information and data provided to Federal employees and members of the public without disabilities.

(b) The ICT accessibility standards as 36 CFR Part 1194 were developed by the Architectural and Transportation Barriers Compliance Board (also known as the Access Board) and apply to contracts, task orders, and indefinite quantity contracts on or after June 25, 2001.

(c) Each Information and Communications Technology (ICT) product or service furnished under this contract shall comply with the Information and Communications Technology Accessibility Standards (36 CFR 1194), as specified in the contract, at a minimum. If the Contracting Officer determines any furnished product or service is not in compliance with the contract, the Contracting Officer will promptly inform the

[1] Please note that the term Information and Communications Technology (ICT) is synonymous with Electronic and Information Technology (EIT), the previously used term. The term ICT will be used to meet international standards after the release of the Section 508 Refresh.

Contractor in writing. The Contractor shall, without charge to the Government, repair or replace the non-compliant products or services within a period of time specified by the Government in writing. If such repair or replacement is not completed within the time specified, the Government shall have the following recourses:

1) Cancellation of the contract, delivery, or task order, purchase or line item without termination liabilities; or
2) In the case of custom Information and Communications Technology (ICT) being developed by a contractor for the Government, the Government shall have the right to have any necessary changes made or repairs performed by itself or by another firm for the non-compliant ICT, with the contractor liable for reimbursement to the Government for any expenses incurred thereby.

(d) The contractor must ensure that all ICT products and services that are less than fully compliant with the accessibility standards are provided pursuant to extensive market research and are the most current compliant products or services available to satisfy the contract requirements.

(e) For every ICT product or service accepted under this contract by the Government that does not comply with 36 CFR 1194, the contractor shall, at the discretion of the Government, make every effort to replace or upgrade it with a compliant equivalent product or service, if commercially available and cost neutral, on either a contract specified refresh cycle for the product or service, or on a contract effective option/renewal date, whichever shall occur first.

SECTION 508 COMPLIANCE

The Awardee shall comply with the standards, policies, and procedures below. In the event of conflicts between the referenced documents and this PWS, the PWS shall take precedence.

Section 508 Accessibility Standards

1) 29 U.S.C. 794d (Rehabilitation Act as amended)
2) 36 CFR 1194 (Section 508 standards)
3) http://www.access-board.gov/sec508/508standards.htm (Section 508 standards)
4) FAR 39.2 (Section 508)
5) http://www.ocio.usda.gov/document/departmental-regulation-4030-001 (USDA standards, policies, and procedures for Section 508)

In addition, all contract deliverables are subject to these standards.

All web content or communications materials produced, regardless of format (text, audio, video, etc.), must conform to the applicable Section 508 standards to allow Federal employees and members of the public with disabilities comparable access to and use of information and data provided to Federal employees and members of the public without disabilities. All contractors (including sub-contractors) and consultants responsible for preparing or posting content must comply with the applicable Section 508 accessibility standards and, where applicable, those set forth in the referenced policy or standards document above. Remediation of any materials that do not comply with the applicable provisions of 36 CFR Part 1194 as set forth in the PWS shall be the responsibility of the contractor or consultant.

The following Section 508 provisions apply to the products and/or services identified in this PWS:

- 36 CFR Part 1194.21 provisions a-l
- 36 CFR Part 1194.22 provisions a-p

- 36 CFR Part 1194.23 provisions a-k[4]
- 36 CFR Part 1194.24 provisions a-e
- 36 CFR Part 1194.25 provisions a-j[4]
- 36 CFR Part 1194.26 provisions a-d
- 36 CFR Part 1194.31 provisions a-f
- 36 CFR Part 1194.41 provisions a-c

The following Section 508 provisions apply for software development material identified in this PWS:

For **software development, software applications, and operating systems** the Awardee Shall comply with the following standards, policies, and procedures:

Section 508 Accessibility Standards

1) 29 U.S.C. 794d (Rehabilitation Act as amended)
2) 36 CFR 1194 (Section 508 standards)
    a. 36 CFR Part 1194.21 provisions a-l
    b. 36 CFR Part 1194.31 provisions a-f
    c. 36 CFR Part 1194.41 provisions a-c

For **web-based applications** (intranet, internet information and applications, 16 rules), the Awardee Shall comply with the following standards, policies, and procedures:

Section 508 Accessibility Standards

1) 29 U.S.C. 794d (Rehabilitation Act as amended)
2) 36 CFR 1194 (Section 508 standards)
    a. 36 CFR Part 1194.21 provisions a-l
    b. 36 CFR Part 1194.22 provisions a-p
    c. 36 CFR Part 1194.31 provisions a-f
    d. 36 CFR Part 1194.41 provisions a-c

For **telecommunication** products and services, the Awardee shall comply with the following standards, policies, and procedures:

Section 508 Accessibility Standards

1) 29 U.S.C. 794d (Rehabilitation Act as amended)
2) 36 CFR 1194 (Section 508 standards)
    a. 36 CFR Part 1194.23 provisions a-k
    b. 36 CFR Part 1194.31 provisions a-f
    c. 36 CFR Part 1194.41 provisions a-c

For **video and multimedia applications** (including training materials), the Awardee Shall comply with the following standards, policies, and procedures:

Section 508 Accessibility Standards

1) 29 U.S.C. 794d (Rehabilitation Act as amended)
2) 36 CFR 1194 (Section 508 standards)
    a. 36 CFR Part 1194.24 provisions a-e
    b. 36 CFR Part 1194.31 provisions a-f
    c. 36 CFR Part 1194.41 provisions a-c

For **self-contained and closed products**, the Awardee shall comply with the following standards, policies, and procedures:

Section 508 Accessibility Standards

1) 29 U.S.C. 794d (Rehabilitation Act as amended)
2) 36 CFR 1194 (Section 508 standards)
    a. 36 CFR Part 1194.21 provisions a-l
    b. 36 CFR Part 1194.25 provisions a-j
    c. 36 CFR Part 1194.31 provisions a-f
    d. 36 CFR Part 1194.41 provisions a-c

For **desktop and portable computers**, the Awardee shall comply with the following standards, policies, and procedures:

Section 508 Accessibility Standards

1) 29 U.S.C. 794d (Rehabilitation Act as amended)
2) 36 CFR 1194 (Section 508 standards)
    a. 36 CFR Part 1194.21 provisions a-l
    b. 36 CFR Part 1194.26 provisions a-d
    c. 36 CFR Part 1194.31 provisions a-f
    d. 36 CFR Part 1194.41 provisions a-c

For **help desk and other support services**, the Awardee shall comply with the following standards, policies, and procedures:

Section 508 Accessibility Standards

1) 29 U.S.C. 794d (Rehabilitation Act as amended)
2) 36 CFR 1194 (Section 508 standards)
    a. 36 CFR Part 1194.31 provisions a-f
    b. 36 CFR Part 1194.41 provisions a-c

If the help desk or other support services include training, the Awardee must also comply with the following standards, policies, and procedures in addition to 36 CFR Part 1194.31 provisions a-f and 36 CFR Part 1194.41 provisions a-c:

a. 36 CFR Part 1194.21 provisions a-l (installable and web-based training)
b. 36 CFR Part 1194.22 provisions a-p (web-based software)

All Information and Communications Technology (ICT) subject to the 36 CFR 1194 standards will have a Section 508 usability and acceptance test where Section 508 compliance will be validated. This test must be administered by a Federal Section 508 Testing Center.

All maintenance for Information and Communications Technology that requires upgrades, modifications, installations, and purchases will adhere to the Section 508 standards and 36 CFR 1194.

WCAG 2.0 COMPLIANCE

The Awardee shall comply with the standards, policies, and procedures below. In the event of conflicts between the referenced documents and this PWS, the PWS shall take precedence.

Custom ICT Development Services

When the Awardee provides custom ICT development services pursuant to this contract, the Awardee shall ensure the ICT fully conforms to the applicable Revised 508 Standards prior to delivery and before final acceptance.

Installation, Configuration, and Integration Services

When the Awardee provides installation, configuration, or integration services for equipment and software pursuant to this contract, the offeror shall not install, configure, or integrate the equipment and software in a way that reduces the level of conformance with the applicable Revised 508 standards.

Maintenance, Upgrades, and Replacements

The Awardee shall ensure maintenance upgrades, substitutions, and replacements to equipment and software pursuant to this contract do not reduce the original level of conformance with the applicable Revised 508 standards at the time of the contract award.

Service Personnel

The Awardee shall ensure the personnel providing the labor hours possess the knowledge, skills, and ability necessary to address the applicable Revised 508 standards defined in this contract and shall provide supporting documentation upon request.

Hosting Services

When providing hosting services for electronic content provided by the agency, the Awardee shall not implement the hosting services in a manner that reduces the existing level of conformance of the electronic content with applicable Revised 508 standards. Throughout the life of the contract, the agency reserves the right to perform testing on a vendor or contractor's hosted solution to verify conformance with this requirement.

Validation for ICT Items

When purchasing ICT where 1) 508 validation is not possible prior to award, 2) when ICT will be changed after the award, or 3) ICT will be hosted in a third-party environment, the Awardee shall test and validate the ICT solution for conformance to the Revised 508 standards, in accordance with the requirement testing methods, as defined by the agency. Throughout the life of the contract, the agency reserves the right to perform testing to verify conformance with this requirement.

Documentation

The Awardee shall maintain and retain full documentation of the measures taken to ensure compliance with the applicable requirements, including records of any testing or demonstrations conducted.

Conformance Reporting

Prior to acceptance, the Awardee shall provide an Accessibility Conformance Report (ACR) for each ICT item that is developed, updated, configured for the agency, and when product substitutions are offered. The ACR should be based on the latest version of the Voluntary Product Accessibility Template (VPAT) provided by the Information Technology Industry Council (ITI). To be considered for award, an ACR must be submitted for each ICT item, and must be completed according to the instructions provided by ITI.

When the contractor is required to perform testing to validate conformance to the agency's accessibility requirements, the Awardee shall provide a Supplemental Accessibility Conformance Report (SAR) that contains the following information:

- Accessibility test results based on the required test methods.
- Documentation of features provided to help achieve accessibility and usability for people with disabilities.
- Documentation of core functions that cannot be accessed by persons with disabilities.
- Documentation on how to configure and install the ICT item to support accessibility.
- When an ICT item is an authoring tool that generates content (including documents, reports, videos, multimedia productions, web content, etc.)., provide information on how the ICT item enables the creation of accessible electronic content that conforms to the Revised 508 Standards, including the range of accessible user interface elements the tool can create.
- Before final acceptance, the contractor shall provide a fully working demonstration of the completed ICT Item to demonstrate conformance to the agency's accessibility requirements. The demonstration shall expose where such conformance is and is not achieved.

Before acceptance, the agency reserves the right to perform independent testing to validate that the ICT solution provided by the contractor conforms to the applicable Revised 508 standards.

Non-Compliance

Before final acceptance of any ICT item, including updates and replacements, if the Awardee claims its products or services satisfy the applicable Revised 508 standards specified in the contract vehicle, and the contracting officer determines that any furnished ICT item is not in compliance with such requirements, the contracting officer will promptly inform the Awardee in writing of the non-compliance. The Awardee shall, at no cost to the agency, repair or replace the non-compliant products or services within the period specified by the contracting officer.

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or use information and communication technology (ICT), it shall be accessible to people with disabilities. Federal employees and members of the public who have disabilities must have access to, and use of, information and data that is comparable to people without disabilities.

Item that contains ICT: software

SOFTWARE

E205.1 General Electronic content shall comply with E205.

E205.2 Public Facing Electronic content that is public facing shall conform to the accessibility requirements specified in E205.4.

E205.3 Agency Official Communication Electronic content that is not public facing shall conform to the accessibility requirements specified in E205.4 when such content constitutes official business and is communicated by an agency through one or more of the following:

- A. An emergency notification;
- B. An initial or final decision adjudicating an administrative claim or proceeding;
- C. An internal or external program or policy announcement;
- D. A notice of benefits, program eligibility, employment opportunity, or personnel action;
- E. A formal acknowledgement of receipt;
- F. A survey questionnaire;
- G. A template or form;
- H. Educational or training materials; or
- I. Intranet content designed as a Web page.

E205.4 Accessibility Standard (WCAG 2.0) - Electronic content shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (Incorporated by reference, see 702.10.1).

E206.1 General. Where components of ICT are hardware and transmit information or have a user interface, such components shall conform to the requirements in Chapter 4.

E207.1 General Where components of ICT are software and transmit information or have a user interface, such components shall conform to E207 and the requirements in Chapter 5

Exception from E207.1 General: Software that is assistive technology and that supports the accessibility services of the platform shall not be required to conform to the requirements in Chapter 5.

E207.2 WCAG Conformance User interface components, as well as the content of platforms and applications, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

Exceptions from E207.2 WCAG Conformance:

- Software that is assistive technology and that supports the accessibility services of the platform shall not be required to conform to E207.2.
- Non-web software shall not be required to conform to the following four Success Criteria in WCAG 2.0: 2.4.1 Bypass Blocks; 2.4.5 Multiple Ways; 3.2.3 Consistent Navigation; and 3.2.4 Consistent Identification.
- Non-Web software shall not be required to conform to Conformance Requirement 3 Complete Processes in WCAG 2.0.

E207.3 Complete Process for Non-Web Software Where non-Web software requires multiple steps to accomplish an activity, all software related to the activity to be accomplished shall conform to WCAG 2.0 as specified in E207.2.

E208.1 General Where an agency provides support documentation or services for ICT, such documentation and services shall conform to the requirements in Chapter 6.

E301 General

E301.1 Scope. The requirements of Chapter 3 shall apply to ICT where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

E302 Functional Performance Criteria

302.1 Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.

302.2 With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.

302.3 Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.

302.4 Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.

302.5 With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.

302.6 Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.

302.7 With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.

302.8 With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.

302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.

503.1 General Applications shall conform to 503.

503.2 User Preferences Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.

Exception from E503.2 User Preferences: Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.

503.3 Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.

503.4 User Controls for Captions and Audio Description Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 503.4.

503.4.1 Caption Controls Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.

503.4.2 Audio Description Controls. Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.

504.2 Content Creation or Editing Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.

504.2.1 Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.

504.2.2 PDF Export. Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).

504.3 Prompts. Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.

504.4 Templates. Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.

602.1 General. Documentation that supports the use of ICT shall conform to 602.

603.1 General. ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.

603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.

603.3 Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.