Federal Trade Commission
Office of the Chief Administrative Services Officer
Logistics and Security Management Division

Attachment 9.1 - Performance Work Statement
Logistics Support Services
July 2026

Table of Contents

1.0 – Introduction 1
1.1 – Background 1
1.2 – Statement of Need 1
2.0 – Constraints and Requirements 2
2.1 – General Requirements 2
2.2 – Laws, Regulations, and Guidelines 3
3.0 – Performance Work Statement 3
3.1 – Objectives 4
3.2 – Required Tasks 4
3.2.1 – Transition-In 4
3.2.2 – Project Management 4
3.2.3 – Asset Management (Personal Property) 5
3.2.4 – Parking Operations 7
3.2.5 – Office Supplies 8
3.2.6 – Transit Support Services 9
3.2.7 – Fleet Support 9
3.2.8 – Litigation Logistics Support 10
3.2.9 – Document Destruction Support 10
3.2.10 – Express Shipping Support 10
3.2.11 – Freight Loading & Off-Loading 11
4.0 – Key Personnel 11
4.1 – General Requirements 12
4.2 – Project Lead 12
4.3 – Senior Asset Management Specialist 13
4.4 – Personnel Security 13
4.5 – Suitability (Fitness) Determination Contractor Employee Fitness 13
4.6 – Background Investigations 15
4.7 – Employment Eligibility 16
4.8 – Security Management 17
5.0 – Period of Performance 17
5.1 – Place of Performance 17
5.2 – Hours of Operation 18
5.3 – Type of Contract 18
6.0 – Performance and Deliverables 18
6.1 – Deliverables 18

6.2 – Kick-off Meeting 19
6.3 – Weekly Status Meetings 19
6.4 – Project Management Plans..... 19
6.5 – Schedule of Deliverables..... 20
6.6 – Performance Requirement Summary 20
6.7 – Performance Monitoring..... 23
7.0 – Contract Administration.....24
7.1 – Contracting Officer's Representative 24

1.0 – Introduction

1.1 – Background

The Federal Trade Commission is an independent federal government law enforcement and regulatory agency with the authority to promote and protect consumers' welfare through its jurisdiction over both consumer protection and competition issues. The FTC's mission is to work to protect consumers by preventing anticompetitive, deceptive, and unfair business practices, enhancing informed consumer choice and public understanding of the competitive process, and accomplishing this without unduly burdening legitimate business activity.

Within the FTC, the Office of the Chief Administrative Services Officer (OCASO) enables FTC's mission by keeping staff and visitors, property, and information safe and secure in a civil and respectful work environment. OCASO's Logistics and Security Management Division ensures that FTC employees operate in a safe and secure physical space and provide a wide variety of support services including mail, office supplies, and transportation.

1.2 – Statement of Need

The FTC requires a qualified contractor to provide unified logistics and asset management services that include:

- **Asset lifecycle management**, including intake, inventory control, tracking, reconciliation, storage management, deployments, maintenance updates, and disposition activities.
- **Parking coordination support** at headquarters, satellite buildings, and regional locations including permit processing, stacked parking support, customer assistance, and data entry.
- **Office supplies operations**, including receiving, stocking, distributing, inventorying, reporting, and supply program coordination.
- **Transit subsidy program support** for federal employee participation in the DOT TranServe system.
- **Fleet support**, including preventative maintenance coordination, usage tracking, driver authorization, safety oversight, and records management.
- **Litigation logistics support**, including material staging, packing, shipment coordination, recovery, inventorying, and disposal of non-serviceable equipment.
- **Document destruction coordination**, supporting secure disposal of sensitive paper and electronic media.
- **Express shipping support**, including label generation, carrier coordination, material transport, and mailbox monitoring.
- **Freight loading/off-loading**, ensuring safe, compliant transfer of palletized materials, staging, onward movement, and equipment operation.

2.0 – Constraints and Requirements

2.1 – General Requirements

The contractor shall provide uninterrupted support services across all logistics, asset, and parking functions. The FTC expects that this work can be met with the equivalent of approximately four (4) full time individuals assuming a 2080-hour work year.

1) Staffing
   a. The contractor shall provide qualified personnel in sufficient quantities to ensure uninterrupted performance across all mission areas.
   b. The contractor shall ensure that all personnel assigned in performance of this award are able to obtain and maintain a security clearance as determined by FTC Personnel Security and in accordance with FTC Clause 1152.204-90, Contractor Personnel Security Requirements.
   c. The contractor shall ensure that all staff assigned in support of this contract possess the appropriate qualifications and skills required to support all current and future software applications and technologies.
   d. The contractor shall cross-train staff to ensure sufficient, qualified support is always available for each of the required tasks.
   e. Contractor staff are not authorized building access outside of regular FTC business hours (i.e., weekend or late evenings) without prior knowledge and approval by the Contracting Officer or the Contracting Officer's Representative.
2) Security
   a. Compliance with FTC policies governing information security, privacy, space management, and facilities operations is required.
   b. All systems containing Personally Identifiable Information (PII) must comply with the Privacy Act (5 U.S.C. 552a).
   c. Contractor must follow all procedures for background checks, E-Verify, and continuous vetting.
3) Systems
   d. **ServiceNow** is the official system of record for personal property, asset lifecycle tracking, and work order processing. Contractor staff must be trained and capable of acting as power users for reporting and workflow refinement with a minimum of two years of ServiceNow experience.
   e. Contractor is not responsible for ServiceNow platform maintenance.
   f. **TranServe** (DOT) shall be used for transit benefit program actions.
4) Vehicle and Equipment
   a. The contractor is authorized to drive the FTC cargo van which includes transport of materials and delivering IT equipment from locations other than HQ and GAO.
      i. The FTC cargo van is not a dedicated resource for this contract.
      ii. Coordination for its use must be conducted with other FTC stakeholders.
   b. The contractor shall operate government-owned vehicles, pallet jacks, and forklifts. The contractor must maintain current and valid documentation, including:
      i. Certification of insurance
      ii. Valid driver's license
      iii. Forklift operator certification

5) Travel
   a. Intermittent travel to FTC regional offices may be required to support mission essential asset management operations. Such travel will occur on an as-needed basis and only when remote support is insufficient to meet operational requirements.

2.2 – Laws, Regulations, and Guidelines

General Services Administration (GSA)

- GSA Public Building Service, Assignment and Management of Parking Spaces
- GSA 8.12 – Parking Security
- GSA §102-35 – Disposition of Personal Property
- GSA §102-74.265 – Parking Facilities

Occupational Safety and Health Administration (OSHA)

- 1910 Subpart D – Walking-Working Surfaces
- 1910 Subpart E – Exit Routes and Emergency Planning
- 1910 Subpart J – General Environmental Controls
- 1910 Subpart N – Materials Handling and Storage
- 1926.250 – General Requirements for Storage
- 1926.252 – Disposal of Waste Material

Transportation Authority

- United States Code, title 5, SECTION 7905(b)(2)(C)
- Clean Air Act as of 2008
- Executive Order 12191 Federal facility ridesharing program
- Executive Order 13150 Federal Workforce Transportation
- American Recovery and Reinvestment Act of 2009 (Section 1151)

Miscellaneous

- Cybersecurity & Infrastructure Security Agency (CISA), ST18-005 – Proper Disposal of Electronic Devices
- 5 U.S. Code § 552a, Records Maintained on Individuals
- 41 CFR 102-35, Disposition of Personal Property
- 41 CFR 102-36, Disposition of Excess Personal Property
- 41 CFR 102-37, Donation of Surplus Personal Property
- 41 CFR 102-41, Disposition of Personal Property with Special Handling Requirements
- FTC 1152.204-90, Contractor Personnel Security Requirement

3.0 – Performance Work Statement

For the duration of this contract, including any exercised option periods, the contractor shall provide all management, personnel, support, supplies, material and equipment required to provide uninterrupted performance of all tasks as detailed in this Section 3.0 – Performance Work Statement, and in accordance with the laws, regulations, and guidelines detailed in Section 2.0 – Constraints and Requirements. Hours listed next to service areas are approximate.

3.1 – Objectives

FTC seeks achievement of the following strategic objectives:

1) Seamless interaction and collaboration between the contractor and other service providers in support of service delivery;
2) Increased customer satisfaction and success with proactive, responsive, and knowledgeable problem and issue resolution; increased self-service options for end users; and timely and effective service delivery; and
3) Continuous improvement of end user services through business process engineering and extensive knowledge management practices.

3.2 – Required Tasks

For the duration of the contract term, including any option periods, the contractor shall provide all personnel, equipment, tools, materials, supervision, and other items and services necessary to perform the required tasks.

3.2.1 – Transition-In

The contractor shall develop and execute a Transition-In Plan focused on assuming operations and management responsibilities with minimum loss of operational continuity and minimal user community disruption. The contractor shall assume full responsibilities no more than 14 calendar days after date of award. If applicable, the contractor shall coordinate with the incumbent contractor to ensure successful and seamless transition.

Note: All activities associated with contract must be fully functional and operational no later than September 30, 2026.

3.2.2 – Project Management

The contractor shall utilize project management practices and methodologies for all tasks and projects to ensure all risks and issues are documented and communicated throughout the life of the award. When managing the tasks and activities under this award, the contractor shall rely upon project management's best practices and guidelines.

The following are required as part of the contractor's project management plan:

1) Escalation Plan

   The contractor shall create an escalation plan to ensure that work orders that cannot be accomplished in the timeframes specified in Section 6.0 Performance and Deliverables, are recognized and routed to the appropriate FTC staff for assistance and/or resolution.

2) Quality Control Plan

   The contractor shall provide a quality control plan designed to ensure that work orders are retrieved and completed in the required timeframe and accuracy targets as detailed in Section 6.0 – Performance and Deliverables.

3) Communication Plan

   The contractor shall provide a communication plan to ensure successful collaboration with other contracts, service providers, or other offices within the FTC to successfully support for required tasks detailed within this performance work statement.

4) Continuity of Operation Plan (COOP)

   The contractor shall provide a continuity of operation plan to ensure continual performance of essential functions under a broad range of circumstances (i.e., national emergency, pandemic, natural disaster).

5) Standard Operating Procedures (SOP)

   The contractor shall ensure that SOPs for accomplishing the activities are established, up-to-date, and in line with FTC policy and procedures.

   For missing or deficient procedures, the contractor must ensure that the procedures are created or updated. The contractor shall maintain all approved SOPs under configuration control on the FTC provided information repositories.

3.2.3 – Asset Management (Personal Property) **(approx. 40 hrs/week)**

The Contractor's personnel shall perform daily asset lifecycle duties to ensure accurate, timely, and compliant management of Government property throughout its acquisition, utilization, maintenance, transfer, and disposal phases.

The contractor shall manage controlled storage areas containing approximately 1,200 assets for intake, storage, and disposal. FTC wide technology refreshes. e.g. laptop refresh of approximately 1,000 assets, will require increased storage capacity for an estimated six-month period and are expected to occur every 4 - 5 years. Daily transfer orders average between 5-10 requests. Disposition activities are part of an ongoing collection process and are consolidated and conducted monthly.

Asset Intake and Receipt:

- Review incoming equipment, receiving logs and validate documentation against purchase orders.
- Create new asset records in the Government asset management system (ServiceNow) with required metadata (serial numbers, acquisition cost, location codes, custodian information). Ensure proper tagging, barcoding, and labeling of all newly received assets.
- Notify custodians and program offices of asset availability.

Daily Storage Management:

- Ensure all stored assets are placed in designated, labeled, and controlled storage areas.
- Maintain accurate bin/shelf locations in the asset management system.
- Conduct daily walk-throughs to verify storage orderliness, security, and environmental conditions.

- Identify and report missing, damaged, or improperly stored assets.
- Maintain segregation of high-value, sensitive, or controlled equipment as required by policy.
- Update storage maps or layout documentation whenever items are moved or reorganized.
- Monitor storage capacity and alert the COR of limitations or required adjustments.

Asset Assignment and Deployment:

- Process asset issuance requests and document hand-offs between custodians.
- Track the deployment of assets to final location to include offsite operation support.
- Update system records to reflect custody changes, deployment locations, and status changes.
- Prepare deployment kits and verify completeness before release to end users.
- Support asset staging, configuration documentation, and tracking of moves/adds/changes.

Asset Tracking and Monitoring:

- Perform daily record updates for active asset movements, transfers (stockroom-to-stockroom), or location changes.
- Monitor high-value or sensitive assets for compliance with tracking requirements.
- Run data integrity checks to identify missing attributes, incomplete records, or inconsistencies.
- Initiate discrepancy resolution actions and coordinate follow-up with custodians.

Asset Maintenance and Status Updates:

- Track maintenance actions and service requests for applicable assets.
- Update lifecycle status fields (active, repair, excess, missing, disposed) as required.
- Maintain documentation supporting repairs, refurbishments, or component upgrades.
- Coordinate with IT or facilities teams regarding maintenance schedules when required.

Asset Disposition Activities:

- Support end-of-life processing, including packing, staging, sanitization, and verification of documentation required to report unneeded assets for transfer, donation, or final survey/destruction.
- Update disposal records, ensuring compliance with Government disposal policies.
- Prepare assets for pickup by disposal vendors or Government personnel.
- Maintain chain-of-custody documentation until final disposition is confirmed.

Reporting and Documentation:

- Generate daily or routine status reports as required by the COR.
- Create and update standard operating procedures (SOPs) when workflow adjustments occur.
- Document all lifecycle actions performed and retain records in accordance with agency retention requirements.
- Support audit requests by maintaining complete and accurate asset history documentation.

- Conduct and report comprehensive wall-to-wall physical inventories at least annually (or as directed by the COR) to reconcile system records with physical counts.
- Conduct routine and situational audits in accordance with agency policy and the direction of the COR.

Coordination and Communication:

- Respond to inquiries regarding asset status or location.
- Collaborate with logistics, procurement, IT, security, and facilities teams for cross-functional actions.
- Provide daily updates to the Senior Specialist regarding issues, risks, and work progress.

3.2.4 – Parking Coordination Support **(approx. 10 hrs/week)**

The contractor shall manage the end-to-end parking coordination program for the FTC to including the FTC-Headquarters garage, satellite building (GAO), eight regional locations and other parking facilities used by FTC in Washington, DC Area.

The contractor shall support the management of the FTC parking garage to maximize the space and or allocation designated for a particular facility; note that some parking spaces are stacked two-deep. During normal FTC business hours (8:00 am – 5:00 pm weekdays), the contractor shall assist parkers in departing within 15 minutes after a request is received as associated with stacked parking communications.

The FTC-Headquarters building has a parking garage that is approximately 17,000 square feet and accommodates 38 cars. The GAO location has multiple time-zone stacked parking lanes and accommodates 111 FTC allocated spaces.

Note: Vehicle parking support (i.e., facilitate government and employee vehicle moves to assist stacked parking in the garages) is for FTC-Headquarters *only.* However, in addition to FTC-Headquarters, parking program support (i.e., processing parking permits, issuing fobs) is required for FTC-GAO Building as well as public garages located near both the FTC-Headquarters.

The contractor shall:

1) Process ad-hoc requests for HQ and GAO garage parking spaces or permits;
   a. These requests shall be coordinated with HQ Security, GAO Parking Office, and other facilities utilized by the FTC;
2) Coordinate parking passes for the satellite building and issue new parking passes supporting annually renewals;
3) Monitor the parking mailbox (parking@ftc.gov);
   a. Respond to, and ensure, that requests are completed in a timely fashion;
   b. Escalate issues in accordance with FTC policy and guidance;
4) Maintain database of assigned parking designations;
   a. Update records, including additions, deletions, moves, changes, or check-outs, as necessary;

5) Within two weeks of departure, coordinate retrieval of parking passes or proximity cards from departing employees and notify external parking contractors to disable and/or deactivate parking entry access.
6) Assist new staff members by familiarizing users with policies and procedures, the parking pass, and peripherals related to parking;
    a. Provide equipment, training and training materials such as tip sheets and guidebooks, as a level of orientation/onboarding in support of employees using parking facilities at or procured by the FTC;
7) Assist staff with transition to or from the Transit Benefit Program to or from Parking Management Program as employees cannot be enrolled in both benefit programs simultaneously.

3.2.5 – Office Supplies **(approx. 32 hrs/week)**

The contractor shall support FTC Office Supplies by storing, organizing, distributing, and issuing materials, equipment, or products from stockrooms, or offices. Key duties include tracking inventory levels, processing orders, inspecting deliveries for accuracy/damage, maintaining records, and operating machinery like forklifts.

The contractor shall:

1) Coordinate with FTC's Supply Program Manager on incoming supply orders:
    a. Receive incoming supplies from FTC receiving areas.
    b. Open, inspect, count, and compare invoice orders and against shipping manifest.
    c. Submit Receiving Reports and findings, including any discrepancies.
    d. Support re-packaging and labeling for outgoing shipments.
2) Maintain office supply storage areas in HQ and satellite buildings:
    a. Ensure established supply levels are maintained by tracking backorder supply items.
    b. Submit orders requests to the FTC Supply Program Manager.
    c. Organize stocks by shelving, and storing items in designated areas while maintaining safe, clean, and orderly storage spaces.
    d. Update the system of record to account for incoming, distributed, and exhausted office supplies in coordination with the FTC Supply Program Manager who oversees the agency's supply program and stockrooms in the HQ and satellite buildings.
3) Baseline supplies usage and develop procedures to ensure timely receipt, inventorying, maintenance, and restocking of the following areas throughout the HQ and satellite buildings:
    a. 13 Supply Service Areas.
    b. Printer paper stocks in 13 copier rooms.
    c. Desktop printer toner supplies, coordinating with the FTC IT Help Desk for distribution.
    d. Ship designated supply materials to Regional Offices as needed.
4) Distribute available supplies from stockroom:
    a. Deliver supplies to specified offices. These requests will be made by the COR, FTC Supply Program Manager, or other authorized FTC personnel.
    b. Maintain two boxes of copy-paper in consolidated print areas weekly or as needed.
5) Monitor and maintain stock levels, conducting regular physical inventory counts, and ensuring accurate, up-to-date records in databases or spreadsheets.

6) Operate forklift and cargo vehicles to transport items or property between FTC HQ and GAO building locations or other designated vicinity by the COR, FTC Supply Program Manager, or other authorized FTC personnel.
7) Conduct administrative duties:
   a. Answering phones, reporting inventory status, managing correspondence (emails, mail), data entry, scheduling, document filing, (shipping logs, invoices, and purchase orders).
   b. Recording supply order requests.
8) Assemble a standard list of supplies for litigation teams, prepare the assembled supplies for freight shipment; and inventory and restock any items returned at conclusion of trial. There are typically between 8 - 10 local or regional trials per year.
9) Recommend to the FTC quarterly changes or updates to the supplies baseline inventory based on observed trends, program knowledge, and requests received.

3.2.6 – Transit Support Services **(approx. 10 hrs/week)**

The contractor shall assist in the management of the end-to-end Department of Transportation Transit Benefit Program for eligible employees at the FTC Headquarters Washington, DC and satellite building (GAO) to including the FTC-Regional Locations across the United States servicing FTC staff using mass transportation as a primary means of travel to work only.

1) Provide staff guidance and training for the Department of Transportation (DoT) Employee Electronic Application System (TranServe).
2) Approve/Deny applicants with eligibility parameters.
3) Conduct audits of personnel that are in violation of DoT and Federal Compliance.
4) Withdraw departing personnel or non-compliant users.
5) Action group box request within 2 hours of inquiry during business hours after receipt at least 90% of the time in accordance with the Performance Requirement.
6) Conduct administrative duties:
   a. Answering phones, reporting inventory status', managing correspondence (emails, mail), data entry, scheduling, document filing, (shipping logs, invoices, and purchase orders).
   b. Elevating system faults and problematic issues to Program Manager.

3.2.7 – Fleet Support **(approx. 10 hrs/week)**

The contractor shall assist in the management of the end-to-end oversight of FTC Fleet vehicles, lift equipment, and driver authorization; to include conducting driver safety, regulatory compliance, and cost-efficiency.

1) Assist FTC Fleet Manager in identifying and scheduling preventative maintenance to minimize downtime, tracking fuel usage, managing driver safety and training, and records to optimize vehicle utilization, scheduling, fuel/charge time and route planning.
2) Program vehicle availability and scheduling regular service, reporting repairs, managing vehicle lifecycles. (Routine Actions (5) per month - (2) vehicles)
3) Routinely check vehicle serviceability with safety checklist and compliance with safety regulations (e.g., OSHA, FMCSA), service records, authorized driver licensing, and vehicle dispatch records and mileage data.

4) Conduct New Driver Training and Awareness for optimal safe operation, and monitoring driver behavior to enhance safety and efficiency.

3.2.8 – Litigation Logistics Support **(approx. 10 hrs/week)**
The contractor shall assist in supporting the end-to-end activities of planning, coordinating, consolidating, packing, shipping and receiving litigation stakeholder supplies, materials and equipment.

1) Coordinate the time, place and the staging limits of materials being assembled and shipped or received from a trial location.
2) Pack, wrap and prepare litigation materials and equipment for over the road hauling by transporter to trial destination.
3) Conduct inventory of litigation materials and equipment at staging area and develop a shipping manifest documenting load and quantities to include pallet or device weight prior to pick-up by transporter
4) Conduct receiving inventory documenting any damage or deficiencies to the load as well as comparing the shipping manifest with the materials received.
5) Conduct recovery and restoration activities by re-stocking supplies and conducting functions checks of equipment and materials for future usage. Dispose of obsolete, damaged or non-serviceable equipment and re-ordering replacements for future use.

3.2.9 – Document Destruction Support **(approx. 8 hrs / week)**

The contractor shall assist in supporting the end-to-end activities of coordinating secure document or e-media shred bin container placement, servicing notification, surge support and consolidating.

1) Maintain a file that designates the location or placement of secure containers (locked consoles (36-inch) or large bins (64–96 gallon) to facility staff awareness of deposit sensitive documents) for destruction used to hold workforce confident documents until retrieved by vendor for destruction. (Routine Actions (2) per month)
2) Assist with the movement and or collection of containers that support surge operations facilitating mass dumping of sensitive materials beyond scheduled intervals (weekly, monthly, or on-call) to collect the materials.
3) Assist with container placement and movement of e-Media containers that hold hard-drive, thumb and CD/DVD materials for product destruction.
4) Answering phones, reporting inventory status', managing correspondence (emails, mail), data entry, scheduling, document filing, (shipping logs, invoices, and purchase orders).

3.2.10 – Express Shipping Support **(approx. 10 hrs/week)**

The contractor shall assist in the management of the end-to-end express shipping support activities by accurately inputting shipment details into Shipping Carriers on-line platform or with or mobile apps to generate valid shipping labels.

1) Assist customers with the proper selection of proper services, declaring accurate value for shipment, securely attaching labels, and scheduling pickups. (Routine actions (5) per month).

2) Ensure sender and recipient addresses, contact information, and package details (weight/dimensions) are precise to avoid delays or incorrect billing.
3) Service Selection: Choose the appropriate FedEx service (Express, Ground, etc.) based on speed and budget requirements.
4) Label Generation & Printing: Create, print, and securely attach labels, ensuring barcodes are visible and not covered by tape.
5) Properly identify and label shipments requiring special care, such as those with lithium batteries or dry ice.
6) Ensure customer packages are ready for pickup or drop-off by specific deadlines (e.g., 5 PM for some locations).
7) Transport sealed/label package(s) to nearest FedEx Office/Store: On occasion drop parcel to a full-service location in time for 6 PM delivery driver pick-up.
8) Monitor group mailbox and address any customer inquiries for shipping service support answering phones, reporting package status, managing correspondence (emails, mail), data entry, scheduling, shipment tracking.

3.2.11 – Freight Loading & Off-Loading **(approx. 10 hrs/week)**

The contractor shall assist in supporting the end-to-end transfer of goods between transportation truck and loading dock location (palletized materials and equipment and containers) for storage, onward movement and distribution.

1) Follow proper safety protocols, proper weight distribution, and effective communication between drivers and staff with forklift operator or operator of pallet jack (electronic/non-electronic versions).
2) Coordinate onward movement of offloaded materials with stakeholders.
3) Prepare load for movement by stabilizing load and transport vehicles by ensuring that load has sufficient wrapping and straps in case of a load shift.
4) Operate equipment like forklifts or docking equipment by inspecting cargo, forklift brakes and lift apparatus for damage to avoid incidents or accidents and transport efficiency. (Routine actions (10) per month).
5) Track Shipment: Confirm shipment in stages and confirm final destination and report FTC leaders.

4.0 – Key Personnel

Certain skilled, experienced professional and/or technical personnel are essential for accomplishing the tasks detailed in this performance work statement. These individuals are defined as "*key personnel.*"

The FTC will review and approve employee résumés and qualifications for key personnel positions prior to assignment.

In the event of key personnel departures, the contractor shall provide immediate and complete mission and functional coverage until replacements are available. These replacements are required within 15 days after departure of the key personnel.

For this contract, the **Project Lead and Senior Asset Management Specialist** are designated as "*key personnel*." The contractor shall submit résumés for all key personnel identified. Key personnel shall not be removed, diverted, or replaced from work without prior written approval from both the Contracting Officer (CO) and the Contracting Officer's Representative (COR). Replacement personnel must possess qualifications equal to or greater than those of the individual being replaced.

Designated alternates shall be identified for both the Project Lead and the Senior Asset Management Specialist to ensure continuity of operations.

4.1 – General Requirements

The contractor shall hire staff suitable to provide excellent customer service skills for public service, and FTC employees. The contractor shall, always, operate using the utmost professional standards in their interactions with all these stakeholders. The contractor's staff represented shall have a customer-focused attitude. Any issues that are unable to be resolved shall be escalated to the Contracting Officer (CO) or Contracting Officer's Representative (COR).

The key personnel are essential for successful contractor performance. The contractor agrees that key personnel shall not be removed, diverted, or replaced without approval of the COR and CO. Any personnel offered as substitutes shall have qualifications equal to or better than the key personnel being replaced. All requests for approval of substitutions shall be submitted to the COR and CO at least 30 calendar days prior to any proposed changes in key personnel. Each request shall provide a detailed justification and include a complete résumé for the proposed substitute.

The contractor shall identify key personnel and their designated alternates (when the primary is not available) necessary to meet the requirements of this solicitation in its quote

4.2 – Project Lead

The Project Lead shall be a Senior Logistician with leadership experience responsible for ensuring that all project deliverables are completed on time, within scope and within budget.

Responsibilities:

1) Lead operations for all service areas and conduct/oversee daily activities.
2) Ensure service performance and continuity across all service areas.
3) Write and/or coordinate communications about service updates, disruptions, or changes to the COR and as appropriate, affected stakeholders.
4) Report risks and issues across services areas promptly to the COR and proactively propose solutions or resolutions.
5) Provide subject-matter expertise related to federal regulations and agency policies.

The project lead shall have:

1) A minimum of three years' experience directly managing successful multi-location logistics services , preferably with federal agencies/government.
2) Direct experience managing a project team of full-time employees.

3) Effective leadership experience with Requirements Management, Service Level Agreements, Change Control Management, Data Analytics, and Quality Assurance.
4) Advanced time management and analytical skills.
5) Excellent client-facing communication (both verbal and written) skills.
6) Certified Project Management Professional (PMP) is desired.

4.3 – Senior Asset Management Specialist

Responsibilities:

1) Lead asset management operations and conduct/oversee daily activities.
2) Develop, update, and implement asset management procedures and internal controls.
3) Conduct high-level reviews of asset data and initiate correction of discrepancies.
4) Coordinate with stakeholders across logistics, IT, security, and facilities.
5) Prepare and deliver analytical reports, dashboards, audit responses, and executive briefings.
6) Provide subject-matter expertise related to federal regulations and agency policies.

Qualifications:

1) Bachelor's degree in business administration, supply chain, logistics, or equivalent combination of education and experience in related field.
1) Minimum 5 years of federal or equivalent corporate level asset or property management experience.
2) Demonstrated knowledge of Federal Management Regulations and agency property policies.
3) A minimum of 2 or more years of experience with enterprise asset management systems, ServiceNow Asset Management and Hardware Asset Management (HAM) Modules.

4.4 – Personnel Security

The FTC has determined that because this contract may require access to Federally controlled facilities, access to controlled unclassified information (CUI) and/or logical access to FTC Information Technology (IT) resources, the Contractor shall pre-screen all candidates designated for employment to perform work under this contract prior to their Entry on Duty (EOD) with the FTC to verify their compliance with minimum security fitness requirements.

Pre-screening will include, but not be limited to, the use of Employment Eligibility Verification (E-Verify), the Office of Personnel Management (OPM) Central Verification System (CVS), and validation of the date of birth and the Social Security Number of the person/candidate prior to EOD. See Employment Eligibility section below. For those individuals requiring access, the contractor will forward all this information to the FTC Personnel Security Unit (PSU), which will determine the resolution of suitability for such individuals

4.5 – Suitability (Fitness) Determination Contractor Employee Fitness

"Contractor employee fitness" is an agency-specific assessment of a contractor employee's character, reputation, and conduct to ensure they are suitable to work on behalf of the government, often required for access to facilities or IT systems.

Work performed under this contract is unclassified. However, based on the designated position risk level, the Federal Trade Commission (FTC) will initiate a background investigation conducted by the Defense Counterintelligence and Security Agency (DCSA) for contractor personnel who: (1) have regular, ongoing, unescorted access to FTC buildings and grounds; (2) access FTC information technology systems; and/or (3) access FTC information not available to the public, including Controlled Unclassified Information (CUI). This investigation ensures that individuals meet established standards of honesty and trustworthiness in accordance with FTC regulations.

4) Any access to non-public FTC facilities, FTC information technology systems, and/or non-public FTC information will require a contractor employee fitness determination. All initial, existing, and reciprocal or transfer of trust contractor employee fitness determinations will be subject to continuous vetting. The scope and frequency of continuous vetting will vary based on the position's risk level. An example of continuous vetting is outlined in Trusted Workforce 2.0 (https://www.dcsa.mil/Personnel-Security/Continuous-Vetting/).

5) A favorable contractor employee fitness determination requires completion and successful adjudication of a security application request (release forms, fingerprints, and a full background investigation). To facilitate the fitness determination, the prospective contractor employee shall submit to the FTC complete and accurate information as identified on the National Background Investigation Services (NBIS)'s e-Application (eAPP) (https://eapp.nbis.mil) or other system as provided by the Personnel Security Division (PSD). Contractors should anticipate a minimum of two weeks for the process, provided all requested information is timely, accurate and complete and no adverse information is received. A background investigation generally will require that the candidate has cumulatively resided in the United States for at least three of the past five years. This requirement is subject to certain exceptions assessed on a case-by-case basis by PSD in accordance with established federal personnel vetting standards.

6) After the contractor employee fitness determination, each contractor employee with a favorably adjudicated background investigation shall be enrolled in and subject to the FTC's continuous vetting process. Enrollment in the FTC's continuous vetting process also requires enrollment in the Federal Bureau of Investigation (FBI) Record of Arrest and Prosecution Background ("Rap Back") program, which provides the FTC with notification of any criminal activity by the enrollee. Upon enrollment in Rap Back, the FTC shall provide each enrollee with a notification of their rights with respect to the collection and use of their fingerprints and to the accuracy of the information obtained from Rap Back, as well as a copy of the FBI Privacy Act Statement that describes how FBI may use their fingerprint images.

7) The fact that the FTC may initiate background investigations and continuous vetting on assigned contractor personnel does not relieve the contractor of the responsibility to provide qualified, reliable personnel of sound character and conduct. This includes providing contractor personnel who can maintain compliance with federal laws regarding controlled substances (see Controlled Substances Act, 21 U.S.C. § 801) and a Drug-free workplace (see 41 U.S. Code § 8102 - Drug-free workplace requirements for Federal contractors).

8) The FTC reserves the right to deny or restrict a Contractor Employee's access to government facilities, Controlled Unclassified Information (CUI), and/or logical access to FTC IT resources if the employee's actions conflict with the standards of conduct applicable to federal employees (see 5 CFR 2635 and 5 CFR 5701 Subpart 5.2) or if the FTC determines the individual poses a risk of compromising CUI under this contract.

9) The FTC reserves the right and prerogative to deny and/or restrict access to Government facilities, access to CUI and/or logical access to IT resources for any Contract Employee whose actions are inconsistent with or conflict with the standards of conduct that apply to Government employees, 5 CFR 2635 and 5 CFR 5701 Subpart 5.2, or whom the FTC determines to present a risk of compromising CUI to which he or she would have access under this contract. The FTC shall have and exercise full control over granting, denying, withholding or terminating access to Federal controlled facilities, access to CUI and/or logical access to FTC IT resources based upon the results of a background investigation. The FTC may, as it deems appropriate, authorize and make a favorable EOD decision based on preliminary security checks.

10) The favorable EOD decision would allow the employees to commence work temporarily prior to the completion of the full investigation. The granting of a favorable EOD decision shall not be considered as assurance that a full suitability authorization will follow. The granting of a favorable EOD decision or a full suitability determination shall in no way prevent, preclude, or bar the withdrawal or termination of any such access by the FTC, at any time during the term of the contract. No employee of the Contractor performing work under the contract (Contractor Employee) shall be allowed EOD and/or access to sensitive information or systems without a favorable EOD decision or suitability determination by the PSU. No Contractor Employee shall be allowed unescorted access to an FTC facility without a favorable EOD decision or suitability determination by the PSU. Contractor Employees who do not need access to Federally controlled facilities, access to CUI and or logical access to IT resources will not be subject to suitability screening.

4.6 – Background Investigations

The Position Description provided by the COR for Contractor Employees shall undergo a Position Risk Designation (PRD) based on the duties each individual will perform on the contract. The results of the PRD shall identify the appropriate background investigation to be conducted. Background investigations will be processed through the FTC PSU. Prospective Contractor Employees with prior favorable fitness or suitability determinations and/or security clearances (as appropriate) may be granted reciprocal recognition, to the extent practicable, when

in the PSU's sole discretion, it is determined that the prior determination or clearance meets or exceeds that which is required by the position. All Contractor Employees, including any replacements or additions, shall submit to fingerprinting and complete and provide the following pre-screening security forms no less than 15 business days before the starting date of the contract or 15 business days prior to the expected EOD:

1) Résumés
2) Completed Notification of Incoming Contract Personnel
3) Completed Declaration for Federal Employment – OF 306
4) Risk Designation Worksheet
5) FTC Non-Disclosure Agreement

Required forms will be provided by the FTC at the time of award of the contract or upon identification of new individuals to be added to the Contractor's workforce. Only complete packages will be accepted by the PSU. Specific instructions on submission of packages will be provided upon award of the contract. Such records shall be maintained in accordance with the Privacy Act of 1974, 5 U.S.C. 552a. The FTC PSU may not be able to complete a satisfactory background investigation for prospective Contractor Employees who have not resided in the US for three of the past five years or who have not registered with the Selective Service, if required. In such cases, the FTC retains the right to deem a prospective Contractor Employee as ineligible to perform work under this contract due to insufficient background information.

4.7 – Employment Eligibility

The Contractor agrees that each Contractor Employee shall have successfully passed the FTC E-Verify program operated by United States Citizenship and Immigration Services (USCIS) to establish work authorization. The Contractor must record and retain the case verification number (obtained after closing a case upon completion of the search/verification) written on or attached to the I-9, which must be made available for inspection if requested by an authorized FTC or other authorized U.S. Government official. The Contractor agrees that each Contractor Employee working on this contract shall have a Social Security Card issued and approved by the Social Security Administration. The Contractor shall be responsible to the Government for the acts and omissions of its own employees and those of its Subcontractor(s) and their employees.

Subject to existing law, regulations and/ or other provisions of this contract, illegal or undocumented aliens shall not be employed by the Contractor, or under this contract. The Contractor shall ensure that this provision is expressly incorporated into any and all Subcontracts or subordinate agreements issued in support of this contract.

1) The contractor will ensure the COR and CO are notified of all changes to those contractor personnel performing work on this contract that require non-public access.
2) Any loss of an FTC-issued identification card or building pass must be reported immediately to the COR. The report should include the card or pass number, the name of the individual to whom it was issued, and its last known location and disposition. Similarly, any loss of FTC materials or information, as well as any device or equipment—including those containing personally identifiable information (PII)—must be reported immediately to both the COR and the FTC Help Desk at (202) 326-3500

(available 24/7). Failure to comply with these requirements may result in revocation of the Contractor Employee's eligibility to continue work under this contract.

3) The Contractor must immediately report to the PSD, through the COR, any adverse information concerning Contractor Employees that comes to their attention. Reports must be based on verified facts and not on rumor or innuendo. Termination of a Contractor Employee does not remove the obligation to submit this report. Each report must include the employee's name, Social Security number, and a description of the adverse information being reported.
4) The FTC must be notified of all terminations or resignations within five (5) days of occurrence. The Contractor is responsible for returning all FTC-issued identification cards, equipment, and building passes for Contractor Employees, as well as any FTC materials or information in the possession of terminated employees, to the COR. The COR will then return the identification cards and building passes to FTC.

4.8 – Security Management

The Contractor shall provide a point of contact (individual) to work with the FTC PSU. This individual will interface with the PSU on all security matters, to include physical, personnel, and protection of all Government information and data accessed by the Contractor. The COR and the PSU shall have the right to inspect the procedures, methods, and facilities utilized by the Contractor in complying with the security requirements under this contract. Should the COR determine that the Contractor is not complying with the security requirements of this contract, the Contractor will be informed in writing by the Contracting Officer of the proper action to be taken to affect compliance with such requirements.

5.0 – Period of Performance

The FTC anticipates awarding a one-year (12-month) base contract with four one-year option periods. The anticipated start date is September 30, 2026.

5.1 – Place of Performance

While primary performance occurs at FTC Headquarters and GAO, intermittent travel to FTC Regional Offices may be required to perform mission-essential asset management program support tasks. Limited onsite visits to Regional locations with less than ten travel days per fiscal year anticipated. All work must be performed within the United States. The addresses for the FTC locations are as follows:

FTC – Headquarters 600 Pennsylvania Ave, NW Washington DC 20580	FTC – Government Accountability Office (GAO) 441 G St., NW Washington, DC 20548
FTC – East Central Regional Office 1111 Superior Avenue, Suite 200 Cleveland, OH 44114	FTC – Midwest Regional Office John C. Kluczynski Federal Building 230 South Dearborn Street, Room 3030 Chicago, IL 60604
FTC - Northeast Regional Office One Bowling Green, Suite 318 New York, NY 10004	FTC – Northwest Regional Office 915 Second Avenue, Room 2896 Seattle, WA 98174

FTC – Southeast Regional Office 225 Peachtree Street, NE, Suite 1500 Atlanta, GA 30303	FTC – Southwest Regional Office 1999 Bryan Street, Suite 2150 Dallas, TX 75201-6808
FTC – Western Regional Office (SF) 901 Market Street, Suite 570 San Francisco, CA 94103	FTC – Western Regional Office (LA) 10990 Wilshire Blvd., Suite 400 Los Angeles, CA 90024

5.2 – Hours of Operation

The contractor shall be responsible for conducting business between the hours of 8:00 a.m. Eastern Time (ET) until 5:00 p.m. ET, Monday through Friday. Unless otherwise specified, all references to days will mean business days, Monday through Friday.

The contractor is not required to perform services on Federal holidays. The FTC recognizes the following federal holidays:

New Year's Day	Martin Luther King Jr.'s Birthday	President's Day
Memorial Day	Juneteenth Day	Independence Day Labor
Day Columbus Day	Veteran's Day	Thanksgiving Day
Christmas Day		

5.3 – Type of Contract

The FTC anticipates awarding a hybrid contract with both firm-fixed price and time-and-materials CLINs.

Much of the work performed under this action falls into the category of routine and will be billed under a firm-fixed price CLIN. Time-and-materials CLINs are reserved for special conditions (i.e., after hours processing, urgent mission support), freight operations (optional service) and contain a not-to-exceed limit established by the FTC. To control costs, all tasks billed under time-and-material CLINs will be reviewed, including associated costs, and approved by the Contracting Officer's Representative prior to commencement of work.

6.0 – Performance and Deliverables

Unless otherwise specified, all monthly reports and deliverables are due to the COR via email in electronic format (PDF, Word, Excel) no later than the tenth of (10^{th}) each month for the previous month's reporting period activities (i.e., September's reporting activities are due no later than October 10^{th}). Annual reports are due within 15 calendar days of the start of a period of performance.

6.1 – Deliverables

The contractor shall submit a consolidated monthly report detailing:

6.1.1 – Monthly

1) Number of logistics support activities by date by category.

2) Office supply receipt, distribution, and reconciliation supply par levels by categories, reconciliations of receiving reports, and noted discrepancies.
3) Asset intake, storage status, daily movements, audits, disposition, and capacity indicators.
4) Parking program permit/stacked parking activity and mailbox responsiveness.
5) Transit (TranServe) eligibility actions, mailbox inquiries, and compliance audits.
6) Fleet maintenance, driver authorization, and usage checks.
7) Litigation support shipping/receiving actions and recovery activities.
8) Document destruction container activity and surge operations.
9) Express shipping volumes, carrier label metrics, and mailbox inquiries.

6.1.2 – Quarterly

1) Property inventory reconciliation results, ServiceNow accuracy review, and Controlled storage conditions.
2) Parking utilization and permit controls.
3) Transit Compliance and Allocation Audit.
4) Supplies report with changes or updates to the supplies baseline inventory

6.1.3 – Annual Asset Lifecycle Compliance Report

A formal summary of annual compliance with federal property management regulations.

6.1.4 – Ad Hoc Report

On occasion, the COR or other authorized FTC personnel may request ad hoc reports. The content, format, and due date of all ad hoc requests will be agreed to by the contractor and COR.

6.2 – Kick-off Meeting

Within ten calendar days of contract award, the contractor shall participate in a kick-off meeting with the FTC. Participants will include the contractor's project manager, contracting officer, contracting officer's representative, and any other individuals deemed necessary to ensure successful performance. Unless otherwise noted, the kick-off meeting will be held at FTC Headquarters located in Washington, DC.

6.3 – Weekly Status Meetings

On a weekly basis, the contractor shall participate in a meeting with the government to review performance, identify any areas for improvement, and identify any areas of potential risk or poor performance as well as providing updated on any on-going/open action items (i.e., new project, corrective action). The time and place of the meeting and the agenda will be agreed to by the contractor and government at least two calendar days in advance. The COR shall determine the renewal of this standing meeting based on performance and effectiveness.

6.4 – Project Management Plans

The contractor shall develop and deliver, within 15 calendar days of award, an initial project management plan to include the subtopics as detailed in section 3.2.2.

6.5 – Schedule of Deliverables

Section	Deliverable	Format	Frequency	Due
3.2.1	Transition In Plan	MS Office via Email	Once	With the quote
3.2.2(1)	Escalation Plan	MS Office via Email	Annually	Within 15 days of start of period of performance
3.2.2(2)	Quality Control Plan	MS Office via Email	Annually	Within 15 days of start of period of performance
3.2.2(3)	Communication Plan	MS Office via Email	Annually	Within 15 days of start of period of performance
3.2.2(4)	Continuity of Operation Plan	MS Office via Email	Annually	Within 15 days of start of period of performance
3.2.2(5)	Standard Operating Procedures	MS Word	As needed	According to agreed-upon schedule
3.2.3	Office Supplies Report	MS Office via Email	Monthly	NLT 10th of each month
6.1.1	Monthly Deliverables	MS Office via Email	Monthly	NLT 10th of each month
6.1.2	Quarterly Deliverables	MS Office via Email	Quarterly	NLT 10th following the quarter
6.1.3	Annual Asset Lifecycle Compliance Report	MS Word	Annually	NLT 10th of Q1
6.2.5	Ad Hoc Reports	Agreed Upon Format	As Needed	As agreed, to by FTC and the contractor

6.6 – Performance Requirement Summary

The following provides the target performance standards for this contract. The government will evaluate the contractor's performance using the minimum standards and acceptable quality levels below and may use the results of its evaluation as follows:

Section	Description	Objective	Standard	Acceptable Quality Level
3.2.1	Transition In	Transition In	Transition activities and deliverables are completed in accordance with the approved transition plan.	1. All transition activities and deliverables (100%) are completed in accordance with the approved transition plan and all deliverables are accepted by both parties.
3.2.3	Asset Management	Work Order Completion	Asset Management – Stockroom-to-stockroom Transfer Order	1. Outgoing property is placed in state of In Transit in ServiceNow within 24 business hours.

Section	Description	Objective	Standard	Acceptable Quality Level
3.2.3	Asset Management	System Entry	Asset information is timely and accurate.	1. Asset records and data in ServiceNow are accurate 98% of the time. 2. Asset records and data are updated to reflect changes in asset status within one business day, 95% of the time. 3. Assets entered into ServiceNow are 99% accurate.
3.2.3	Asset Management	Inventory Status location & Category	Asset inventory, reports, and audits are timely and accurate.	1. Receiving and Distribution bi-weekly, every two weeks, property inventory of designated area, or other assigned areas, is 98% accurate. 2. Assigned audit reporting turned in within the established timeframe 90% of the time. 3. Receiving reports are 98% accurate.
3.2.4	Parking Operations	Response to Car Move Requests	Customers are satisfied with services offered.	1. Annual OED Customer Service Survey "satisfied" or “very satisfied” with the garage services, 80% of the time.
3.2.4	Parking Operations	Movement of Vehicles	Visually monitor and address requests for assistance.	1. Facilitate exit from the garage within 15 minutes of request 90% of the time.
3.2.4	Parking Operations	Ticketing	ServiceNow Tickets Parking initial requests are placed in the approval process.	1. Parking Initial requests in process within 24 hours. Qualified recipients able to pick up parking pass within 48 hours.
3.2.4	Parking Operations	FTC Parking Management Request Mailbox	Monitor and address customer parking pass requests.	1. Respond to all requests within 2 hours 90% of the time. Notify Parking Coordinator within 2 hours of requests requiring escalation 90% of the time.
3.2.4	Parking Operations	FTC Parking Permit Management E-mail Phone Delivery	Monitor and address customer parking pass requests.	1. Respond to phone calls and voicemails within 30 minutes of receipt during established business hours 90% of the time. Notify Parking Coordinator within 45 minutes of requests requiring escalation 90% of the time.

Section	Description	Objective	Standard	Acceptable Quality Level
3.2.5	Office Supply Support	FTC Supply Mailbox	Monitor and address customer office supply requests.	1. Respond to all requests within 2 hours 90% of the time. 2. Notify Supply Manager within 2 hours of requests for out-of- stock or non-stocked items 90% of the time. 3. Deliver in stock supplies within 4 hours 90% of the time.
3.2.5	Office Supplies Support	Report	Submit Monthly Report	1. On-hand quantities of Supplies by stockroom and category 2. Inventory by Service Support Area 3. Shipped Supplies from HQ
3.2.5	Office Supplies Support	Receiving Report	Receive, inventory, and sign invoices.	1. Receive incoming shipments, inventory contents, and provide the Supply Manager with a signed invoice 95% of the time.
3.2.5	Office Supplies Support	Distribution Areas & Customer Service	Monitor and provide notification when par/re-order threshold levels are reached.	1. Notify Supply Manager within 2 hours via email when par levels are reached 95% of the time. 2. Reported inventory levels are +/-5% variance 90% of the time.
3.2.6	Office Supplies Support	Report	Submit Quarterly report with changes or updates to the supplies baseline inventory	1. Based on observed trends over the past 3 months (minimum), program knowledge, and requests received.
3.2.6	Transit Support Services	Actions-Mailbox System Phone	Monitor and address customer transit support requests.	1. Approval records and data in TranServe are accurate 98% of the time 2. Asset records and data are updated to reflect changes in travel asset status within one business day, 95% of the time. 3. Data entered into TranServe system are 99% accurate.
3.2.7	Fleet Management	Actions-Mailbox Phone	Monitor and address customer cargo requests.	1. Respond to all requests within 2 hours 90% of the time. 2. Notify Fleet Manager within 2 hours of requests for elevated assistance 90% of the time. 3. Follow-up with unresolved support within one business day with status 90% of the time.

Section	Description	Objective	Standard	Acceptable Quality Level
3.2.8	Litigation Support	Actions-Mailbox Teams Page System Phone	Monitor and address customer litigation support requests.	1. Respond to all requests within 2 hours 90% of the time. 2. Notify Shipping Manager within 2 hours of requests for elevated assistance 90% of the time. 3. Follow-up with unresolved support within one business day with status 90% of the time.
3.2.9	Document Destruction Coordination	Actions-Document Shredding Mailbox Phone	Monitor and address customer document shredding requests.	1. Respond to all requests within 2 hours 90% of the time. 2. Notify Shred Manager within 2 hours of requests for elevated assistance 90% of the time. 3. Follow-up with unresolved support within one business day with status 90% of the time.
3.2.10	Express Shipping Support	Actions-Mailbox System Phone	Monitor and address customer express shipping requests.	1. Respond to all requests within 2 hours 90% of the time. 2. Notify Mail Manager within 2 hours of requests for elevated assistance 90% of the time. 3. Follow-up with unresolved support within one business day with status 90% of the time.
3.2.11	Freight Loading & Off-Loading	Actions-Mailbox System Phone	Monitor and address customer transit support requests.	1. Respond to all requests within 1 hours 90% of the time. 2. Notify Shipping Manager within 30 minutes of requests for elevated assistance 90% of the time. 3. Follow-up with recipient for inspection support within one business day with status 90% of the time.
6.1	All	Reports and Deliverables	Reports and deliverables are accurate, submitted on time, and in the approved format	1. Deliverables are received either before or on the mutually agreed due date, 95% of the time 2. Deliverables are approved as meeting Government requirements by the second submission, 95% of the time

6.7 – Performance Monitoring

The COR will engage in routine inspection and random sampling of work to monitor the contractor's performance. Monitoring methods include, but are not limited to:

1) Direct observation
2) Verbal communications
3) Data validation
4) Periodic inspections

5) Program status reviews
6) Deliverable reviews
7) Customer surveys/complaints
8) Periodic/Random samplings
9) Inspection and Inventory of Government Owned Furnished Property

7.0 – Contract Administration

7.1 – Contracting Officer's Representative

A COR will be designated at time of award.