

**PERFORMANCE WORK STATEMENT:
TECHNICAL INFORMATION PRODUCTS
AND SERVICES**

SPAWARSYSCEN SAN DIEGO

NOVEMBER 7, 2001

CONTENTS

C.1 GENERAL REQUIREMENTS

C.1.1 INTRODUCTION

C.1.1.1 Purpose

C.1.1.2 Scope of Work

C.1.1.3 Purpose of Work

C.1.1.4 Customer Base

C.1.1.5 Location of Services and Travel

C.1.1.5.1 SPAWARSYSCEN San Diego Complex

C.1.1.5.2 Locations Outside SPAWARSYSCEN San Diego Complex

C.1.1.5.3 Travel

C.1.1.6 Minimum Quality Standards

C.1.2 SERVICE-PROVIDER PERSONNEL

C.1.2.1 General Requirements

C.1.2.1.1 Basic Requirements

C.1.2.1.2 Appearance

C.1.2.1.3 Compliance with Federal, State, and Local Laws and Base Regulations

C.1.2.2 Key Personnel

C.1.2.2.1 Service-Provider Supervisor and Alternate(s)

C.1.2.2.2 Resource Personnel

C.1.2.2.3 Support Personnel

C.1.2.3 Education and Experience

C.1.2.4 Employee Training

C.1.2.5 Performance Evaluation Meetings

C.1.3 SECURITY REQUIREMENTS

C.1.3.1 General Requirements

C.1.3.2 Personnel Security Clearances

C.1.3.2.1 Security Clearances

C.1.3.2.2 Service-Provider Picture Badges

C.1.3.3 Information Security

- C.1.3.3.1 Regulations and Directives
- C.1.3.3.2 Restricted Information

C.1.3.4 Security of Information Systems (IS)

C.1.3.5 Physical Security

- C.1.3.5.1 General Requirements
- C.1.3.5.2 Key and Entry Badge Control Plan
- C.1.3.5.3 Reporting of Key and Entry Badge Loss
- C.1.3.5.4 Key and Lock Replacement
- C.1.3.5.5 Lock Combinations

C.1.3.6 Transportation of Classified Material

C.1.4 SERVICE-PROVIDER'S CUSTOMER SERVICE QUALITY PLAN

C.1.4.1 Service-Provider's Customer Service Quality Plan

C.1.4.2 Availability of Customer Service Quality Plan

C.1.5 SPAWARSYSCEN SAN DIEGO'S QUALITY-ASSURANCE PLAN

C.1.5.1 Designated Government Representative Officer's Representative

C.1.5.2 Incomplete or Defective Performance

C.1.5.3 Observations by SPAWARSYSCEN San Diego

C.1.6 INTELLECTUAL PROPERTY

C.1.6.1 Assignment of Copyright

C.1.6.2 Proprietary Information

C.1.7 DIVING REQUIREMENTS

C.1.7.1 Location

C.1.7.2 Diving Team and Equipment

C1.7.3 Transportation

C.1.8 ADMINISTRATIVE REQUIREMENTS

C.1.8.1 Hours of Operation

- C.1.8.1.1 Work Week
- C.1.8.1.2 Holidays

C.1.8.2 Overtime

- C.1.8.2.1 Work Week
- C.1.8.2.2 Emergency Requests

C.1.9 ENVIRONMENTAL AND SAFETY REQUIREMENTS

C.1.9.1 Basic Requirements

- C.1.9.1.1 Compliance with Laws and Regulations
- C.1.9.1.2 Safety and Environmental Plan
- C.1.9.1.3 Reporting of Unsafe or Hazardous Conditions
- C.1.9.1.4 Hazardous Materials and Hazardous Waste
- C.1.9.1.5 Notification of Hazardous Materials Spills and Accidents
- C.1.9.1.6 Material Storage and Use
- C.1.9.1.7 Compliance with Safety Regulations

C.1.9.2 Sanitation and Cleanliness

C.1.9.3 Fire Preparedness and Fire Prevention

C.1.9.4 Disaster Preparedness Plan

C.1.9.5 Reduction of Utilities

- C.1.9.5.1 General Requirements
- C.1.9.5.2 Conservation Measures

C.1.10 RECORDS

C.1.10.1 Required Records

C.1.10.2 Availability of Records

C.1.11 CONTINUITY OF OPERATIONS

C.1.11.1 Phase-In Period

- C.1.11.1.1 Transition Plan
- C.1.11.1.2 Transition Schedule

C.1.11.2 Phase-Out Period

C.1.11.3 Strike Contingency Plan

C.1.11.4 Service-Provider Nonperformance

C.1.12 POLICY RECOMMENDATIONS

C.1.12.1 General Requirements

C.1.12.2 Instructions, Forms, and Records Management

C.1.12.3 Web Pages

C.1.12.4 Publications Policy

C.1.12.5 Visual-Media Policy

C.1.12.6 Library Policy

C.2 DEFINITIONS AND ACRONYMS

C.2.1 DEFINITIONS

C.2.1.1 General Definitions

C.2.1.2 Functional Definitions

C.2.2 ACRONYMS

C.3 GOVERNMENT-FURNISHED PROPERTY AND SERVICES

C.3.1 GENERAL REQUIREMENTS

C.3.1.1 Service Provider's Responsibilities

C.3.1.2 Submission of DD Form 1662

C.3.2 GOVERNMENT-FURNISHED FACILITIES

C.3.2.1 Provision

C.3.2.2 Service-Provider Responsibilities

C.3.2.3 Alterations, Upkeep, and Minor Maintenance

C.3.3 GOVERNMENT-FURNISHED EQUIPMENT

C.3.3.1 General Requirements

C.3.3.2 Equipment Inventory

C.3.3.2.1 Equipment Owned by SPAWARSSYSCEN San Diego

C.3.3.2.2 Equipment Managed Under NMCI Contract

C.3.3.3 Service-Provider Responsibilities

C.3.3.3.1 Usage

C.3.3.3.2 Obtaining Additional or Replacement Equipment

C.3.3.3.3 Disposition of Equipment

C.3.3.3.4 Return of Equipment

C.3.3.4 Maintenance

C.3.3.4.1 Noninformation Technology Equipment

C.3.3.4.2 Information-Technology Equipment

C.3.3.5 Equipment Loan

C.3.4 GOVERNMENT-FURNISHED SOFTWARE

C.3.4.1 General Requirements

C.3.4.2 Inventory of Software Owned Or Licensed By SPAWARSSYSCEN San Diego

C.3.4.3 Service-Provider Responsibilities

C.3.4.3.1 Usage

C.3.4.3.2 Obtaining Additional, Upgraded, or Replacement Software

C.3.4.3.3 Disposition of Software

C.3.4.3.4 Return of Software

C.3.4.4 Maintenance

C.3.5 GOVERNMENT-FURNISHED MATERIALS

C.3.5.1 Office Supplies

C.3.5.2 Production Materials

C.3.5.3 Office Furniture

C.3.6 TECHNICAL INFORMATION HOLDINGS

C.3.6.1 General Requirements

C.3.6.2 Inventory

C.3.6.3 Service-Provider Responsibilities

C.3.6.3.1 Custodians

C.3.6.3.2 Usage

C.3.6.3.3 Disposition of Holdings

C.3.7 GOVERNMENT-PROVIDED INFORMATION

C.3.7.1 General Requirements

C.3.7.2 Training for Technical Support Systems

C.3.7.3 Records, Files, and Work Papers

C.3.8 GOVERNMENT-PROVIDED SERVICES

C.3.8.1 Utilities

C.3.8.2 Telephones

C.3.8.3 Refuse collection

C.3.8.4 Custodial Services

C.3.8.5 Postal Services

C.3.8.6 Other Services

C.3.9 GOVERNMENT-PROVIDED VEHICLES

C.3.9.1 VEHICLES PROVIDED

C.3.9.2 USE OF VEHICLES

C.4.1 SERVICE-PROVIDER-FURNISHED PROPERTY AND SERVICES

C.4.1.1 SERVICE-PROVIDER-FURNISHED ITEMS

C.4.1.2 UNSERVICEABLE SERVICE-PROVIDER EQUIPMENT

C.4.1.3 OWNERSHIP

C.4.1.4 PERMITS

C.5 SPECIFIC TASKS

C.5.1 PUBLICATION SERVICES

C.5.1.1 Introduction

C.5.1.2 Style and Format

C.5.1.3 Administrative and General Technical Requirements

C.5.1.4 Writing and Editing Services

C.5.1.4.1 Technical and General Writing

C.5.1.4.2 Collaborative Writing

C.5.1.4.3 Technical Editing of Scientific, Technical, and Administrative Information

C.5.1.4.4 Technical Editing of Journal Articles, Symposium Proceedings, Workshop Papers, and Book Chapters

C.5.1.4.5 Copy Editing of Scientific, Technical, and Administrative Information

C.5.1.4.6 Test-and-Evaluation Publications

C.5.1.5 Technical Manual Services

C.5.1.5.1 Types of Technical Manual Services

C.5.1.5.2 Manuals for SPAWARSYSCEN San Diego RDT&E and Business Systems

C.5.1.5.3 Manuals for Fleet and Service Use

C.5.1.5.4 Commercial, Off-the-Shelf Manuals

C.5.1.6 Writer's Hotline

C.5.1.7 Publications Review Panel

C.5.1.8 Publications Prepared Under SPAWARSYSCEN San Diego Contracts

C.5.1.9 Production, Printing/Duplication, Archiving, and Online Access

C.5.1.9.1 Production of Complete Electronic Files

C.5.1.9.2 Publication Files Prepared by SPAWARSYSCEN San Diego

C.5.1.9.3 Templates

C.5.1.9.4 Software Applications

C.5.1.9.5 Printing/Duplicating

C.5.1.9.6 Archival Copies

C.5.1.9.7 Intranet/Internet Archival Process

C.5.1.10 Distribution of Publications

C.5.1.10.1 Primary Distribution

C.5.1.10.2 Secondary Distribution of Limited and Classified Information

C.5.1.10.3 Secondary Distribution of Public-Release Information

C.5.1.10.4 Secret Material Control and Distribution

C.5.1.11 Changes to Publications

C.5.1.11.1 Literature Changes

C.5.1.11.2 Recall of Publications

C.5.1.12 Logging and Tracking

C.5.1.13 Projected and Historical Workloads, Time Requirements, and Metrics

C.5.1.13.1 Projected Annual Workload

C.5.1.13.2 Historical Workload, FY98—FY00

C.5.1.13.3 Projected Time Requirements.

C.5.1.13.4 Metrics

C.5.2 GRAPHIC SERVICES

C.5.2.1 Introduction

C.5.2.2 Administrative and General Technical Requirements

C.5.2.3 Style and Format

C.5.2.4 Interior Design Services

C.5.2.4.1 Interior Wall Displays

C.5.2.4.2 Maintenance and Modifications of Corporate Displays

C.5.2.4.3 Stairwell Photographs and Graphics

C.5.2.4.4 New Corporate Displays

C.5.2.5 Signage Services

C.5.2.5.1 Exterior Signage

C.5.2.5.2 Room Signs and Holders

C.5.2.5.3 Interior and Exterior Directional and Information Signage

C.5.2.5.4 Temporary Interior Signage

C.5.2.6 Visual Information Design Services

C.5.2.6.1 General Requirements

C.5.2.6.2 Brochures and Flyers

C.5.2.6.3 Visual Presentation Materials

C.5.2.6.4 Posters and Banners

C.5.2.6.5 Business Cards

C.5.2.6.6 Certificates

C.5.2.6.7 Decals

C.5.2.6.8 Plaques

C.5.2.6.9 Logos

C.5.2.6.10 CDROM Labels, Covers, Inserts, Jackets, and Cases and Zip Disks

C.5.2.6.11 Nameplates

C.5.2.6.12 Folders

- C.5.2.6.13 SPAWARSYSCEN San Diego Overview
- C.5.2.6.14 Books

C.5.2.7 Special Visual Design Services

- C.5.2.7.1 Special Covers
- C.5.2.7.2 Murals
- C.5.2.7.3 Maps
- C.5.2.7.4 Executive Director's Award
- C.5.2.7.5 Display Cases
- C.5.2.7.6 Paintings
- C.5.2.7.7 Photographic Manipulation
- C.5.2.7.8 Illustrations
- C.5.2.7.9 Collages
- C.5.2.7.10 Memo Pads
- C.5.2.7.11 Letterhead
- C.5.2.7.12 Typography
- C.5.2.7.13 Lapel Pins
- C.5.2.7.14 Framed Aerial Photographs
- C.5.2.7.15 Special Requests

C.5.2.8 Exhibit Support Services

C.5.2.9. Display Services for Graphic Products

C.5.2.10 Production, Printing/Duplication, Archiving, and Online Access

- C.5.2.10.1 Electronic Files for Printing or Duplicating
- C.5.2.10.2 Hard Copies
- C.5.2.10.3 Printing/Duplicating
- C.5.2.10.4 Archival Copies
- C.5.2.10.5 Intranet/Internet Files

C.5.2.11 Logging and Tracking

C.5.2.12 Projected and Historical Workloads, Time Requirements, and Metrics

- C.5.2.12.1 Projected Annual Workload
- C.5.2.12.2 Historical Workload, FY98-FY00
- C.5.2.12.3 Projected Time Requirements
- C.5.2.12.4 Metrics

C.5.3 VIDEO AND MULTIMEDIA SERVICES

C.5.3.1 Introduction

C.5.3.2 Administrative and General Technical Requirements

C.5.3.3 Style and Format

C.5.3.4 Video Productions

- C.5.3.4.1 General Requirements
- C.5.3.4.2 Storyboards
- C.5.3.4.3 Script Writing
- C.5.3.4.4 Video Shooting
- C.5.3.4.5 Interviews
- C.5.3.4.6 Narrations
- C.5.3.4.7 Video Editing
- C.5.3.4.8 Final Product

C.5.3.5 Quick-Look Video Productions

- C.5.3.5.1 General Requirements
- C.5.3.5.2 Video Shooting
- C.5.3.5.3 Editing
- C.5.3.5.4 Final Product

C.5.3.6 Video Shooting

- C.5.3.6.1 General Requirements
- C.5.3.6.2 Special Events Shooting
- C.5.3.6.3 On-Location Shooting of Technical Projects
- C.5.3.6.4 Studio Shooting of Technical Projects
- C.5.3.6.5 Final Product

C.5.3.7 Video Conversion

C.5.3.8 Video Editing of Footage Supplied by SPAWARSYSCEN San Diego

C.5.3.9 Duplication Services

C.5.3.10 Video Research Assistance

C.5.3.11 Multimedia Production

- C.5.3.11.1 General Requirements
- C.5.3.11.2 Scripting
- C.5.3.11.3 Navigation
- C.5.3.11.4 Audio
- C.5.3.11.5 Colors
- C.5.3.11.6 Typography
- C.5.3.11.7 Visual Elements
- C.5.3.11.8 Final Product

C.5.3.12 Archival Copies, Software Compatibility, Backups, and Online Access

- C.5.3.12.1 Archiving Video Productions
- C.5.3.12.2 Archiving Multimedia Productions
- C.5.3.12.3 Software Compatibility
- C.5.3.12.4 Backups
- C.5.2.12.5 Intranet/Internet Files

C.5.3.13 Logging and Tracking

C.5.3.14 Projected and Historical Workloads, Time Requirements, and Metrics

C.5.3.14.1 Projected Annual Workload

C.5.3.14.2 Historical Workload, FY98-FY00

C.5.3.14.3 Projected Time Requirements

C.5.3.14.4 Metrics

C.5.4 LIBRARY SERVICES

C.5.4.1 Introduction

C.5.4.2 General Requirements

C.5.4.2.1 Access Requirements

C.5.4.2.2 Consortium of Naval Libraries; Council of Naval Scientific, Special, and Technical Libraries; and Library of California (Tierra del Sol Region)

C.5.4.2.3 Intraservice Support Agreements

C.5.4.2.4 Operating Procedures

C.5.4.2.5 User Education and Training

C.5.4.3 Integrated Library System Support

C.5.4.4 CDROM Systems Services

C.5.4.5 Collection Development

C.5.4.6 Collection Maintenance

C.5.4.7 Circulation Services

C.5.4.8 Reference Services

C.5.4.9 Literature and Database Searching Services

C.5.4.10 Current Awareness Services

C.5.4.11 Maps and Charts Services

C.5.4.12 Acquisition of Publications

C.5.4.13 Electronic Information Resources

C.5.4.14 Interlibrary Loan

C.5.4.15 Cataloging and Processing

C.5.4.16 Serials

C.5.4.17 Electronic Journals

C.5.4.18 Cooperative Projects

C.5.4.19 Reports

C.5.4.20 Projected and Historical Workloads, Time Requirements, and Metrics

C.5.4.20.1 Projected Annual Workload

C.5.4.20.2 Historical Workload, FY98-FY00

C.5.4.20.3 Projected Time Requirements

C.5.4.20.4 Metrics

C.5.5 WEB PAGE SERVICES

C.5.5.1 Introduction

C.5.5.2 Corporate Web Page Development and Policy

C.5.5.3 Intranet Web Site for Technical Information

C.5.5.3.1 General Requirements

C.5.5.3.2 TID Resources Pages

C.5.5.3.3 Publications Web Site

C.5.5.3.4 Visual-Media Web Site

C.5.5.3.5 Library Web Site

C.5.5.4 Internet Web Site for Technical Information

C.5.5.5 Web Page/Site Development

C.5.5.5.1 Administrative Requirements

C.5.5.5.2 Technical Requirements

C.5.5.5.3 Preparation of Specific Types of Web Pages

C.5.5.5.4 Web Page Assistance

C.5.5.5.5 Logging and Tracking

C.5.5.6 Projected and Historical Workloads, Time Requirements, and Metrics

C.5.5.6.1 Projected Annual Workload

C.5.5.6.2 Historical Workload, FY00

C.5.5.6.3 Projected Time Requirements

C.5.5.6.4 Metrics

C.5.6 SCIENTIFIC AND TECHNICAL INFORMATION SERVICES

C.5.6.1 Introduction

C.5.6.2 Representation to Other Organizations

C.5.6.3 Information Inquiries

C.5.6.4 Digital Conversion

C.5.6.5 Maintenance of Open-Literature Database

C.5.6.6 Patent Listing

C.5.6.7 Process Action Teams

C.5.6.8 Current Awareness of STI Resources and Products

C.5.6.9 Projected and Historical Workloads, Time Requirements, and Metrics

C.5.6.9.1 Projected Annual Workload

C.5.6.9.2 Historical Workloads, FY98-FY00

C.5.6.9.3 Projected Time Requirements

C.5.6.9.4 Metrics

C.5.7 FORMS, INSTRUCTIONS, AND RECORDS MANAGEMENT SERVICES

C.5.7.1 Introduction

C.5.7.2 Administrative Requirements

C.5.7.3 Forms Management

C.5.7.4 Instructions Management

C.5.7.5 Records Management

C.5.7.6 Logging and Tracking

C.5.7.7 Projected and Historical Workloads, Time Requirements, and Metrics

C.5.7.7.1 Projected Annual Workload

C.5.7.7.2 Historical Workload, FY00

C.5.7.7.3 Projected Time Requirements

C.5.7.7.4 Metrics

C.5.8 SELF-SERVICE COPIERS AND PAPER SUPPLY AND DELIVERY

C.5.8.1 Introduction

C.5.8.2 Administrative Requirements

C.5.8.3 Self-Service Copiers

C.5.8.4 Paper Supply and Delivery

C.5.8.5 Logging and Tracking

C.5.8.6 Projected and Historical Workloads, Time Requirements, and Metrics

C.5.6.8.1 Projected Annual Workload

C.5.6.8.2 Historical Workloads, FY99-FY00

C.5.8.6.2 Projected Time Requirements

C.5.8.6.3 Metrics

C.6 APPLICABLE PUBLICATIONS AND FORMS

C.6.1 GENERAL REQUIREMENTS

C.6.1.1 Availability of Publications and Forms

C.6.1.2 Responsibilities for Compliance

C.6.2 APPLICABLE PUBLICATIONS

C.6.2.1 Requirements

C.6.2.1.1 General Requirements

C.6.2.1.2 SPAWARSYSCEN San Diego Instructions

C.6.2.1.3 SPAWARSYSCEN San Diego Publications

C.6.2.1.4 SPAWARSYSCEN San Diego Web Sites

C.6.2.1.5 SPAWARSYSCEN San Diego Memoranda and Messages

C.6.2.1.6 SPAWAR Memoranda and Messages

C.6.2.1.7 Navy Instructions

C.6.2.1.8 Navy Publications

C.6.2.1.9 Navy Messages and Memoranda

C.6.2.1.10 DoD Directives and Instructions

C.6.2.1.11 DoD Publications and Memoranda

C.6.2.1.12 Presidential Executive Orders

C.6.2.1.13 US Code and Code of Federal Regulations

C.6.2.1.14 Standards

C.6.2.1.15 Military Standards

C.6.2.1.16 Other Publications

C.6.3 FORMS

C.6.3.1 General Requirements

C.6.3.2 Applicable Forms

C.1 GENERAL REQUIREMENTS

C.1.1 INTRODUCTION

C.1.1.1 PURPOSE

C.1.1.1.1 This performance work statement (PWS) defines the required performance for successful operation of the scientific-and-technical information (STI) operations at the Space and Naval Warfare Systems Center, San Diego (SPAWARSYSCEN San Diego).

C.1.1.2 SCOPE OF WORK

C.1.1.2.1 The purpose of the effort described in this PWS is to provide scientific and technical information (STI) products and services, including management of information resources, to SPAWARSYSCEN San Diego. Except for government-furnished property and services specified in section C.3, all management, supervision, labor, materials, and equipment necessary to meet SPAWARSYSCEN San Diego's STI requirements are included.

C.1.1.2.2 STI services and products to be provided include those related to publications; graphics; video; multimedia; library; web page development, maintenance, and review; representation at government and professional meetings; process improvements; information inquiries; archival work; database development and maintenance; instructions, forms, and records management; self-service copiers; and paper supply and delivery. Also included are the functions of information assurance, Information Systems Security Officer (ISSO), and systems administrator related to work performed under this contract.

C.1.1.3 PURPOSE OF WORK

C.1.1.3.1 The purpose of SPAWARSYSCEN San Diego's STI program is to (1) provide the results of SPAWARSYSCEN San Diego's scientific and technical work to the public, state and local governments; DoD activities; academe; and industry; (2) provide SPAWARSYSCEN San Diego with the information resources required to meet its mission; (3) provide SPAWARSYSCEN San Diego's corporate-level marketing materials, including tools for implementing its corporate image; and (4) ensure that SPAWARSYSCEN San Diego meets legal and regulatory requirements regarding STI.

C.1.1.3.2 Performance of the STI functions in this PWS shall require the following:

C.1.1.3.2.1 The service provider shall provide the processes, techniques, and personnel skills required for access to and communication of scientific and technical information.

C.1.1.3.2.2 The service provider shall provide quality products and services that are cost-effective and responsive to customer needs.

C.1.1.3.2.3 The service provider shall ensure that SPAWARSYSCEN San Diego employees understand the benefits and requirements of the Navy's and SPAWARSYSCEN San Diego's STI program.

C.1.1.3.2.4 The service provider shall perform research to find the best technology and information required to develop the best processes to provide STI services.

C.1.1.3.2.5 The service provider shall encourage innovations and accept technical risks as necessary to provide the best products and services.

C.1.1.3.2.6 The service provider shall continually improve the quality of STI products and services from request to completion.

C.1.1.3.2.7 The service provider shall maintain database(s) to track and report customer cost and status of products.

C.1.1.3.2.8 The service provider shall establish processes for planning STI as part of the project planning cycle.

C.1.1.3.2.9 The service provider shall define the evolving resources required to improve customer support.

C.1.1.3.2.10 The service provider shall provide a quality working environment and state-of-the-art technology for employees.

C.1.1.3.3 STI services are in direct support of SPAWARSYSCEN San Diego's work. The work ranges from basic research and prototype development through systems engineering and integration to life-cycle support of fielded systems.

C.1.1.4 CUSTOMER BASE

C.1.1.4.1 STI services and products defined in this PWS shall be provided to SPAWARSYSCEN San Diego and SPAWAR employees and supporting service providers who are working on SPAWARSYSCEN San Diego and SPAWAR projects. At the direction of the DGR, other service activities in Point Loma and other military activities within and outside of San Diego county shall be provided support.

C.1.1.4.2 Types of personnel who use STI services shall include scientists, engineers, technicians, security specialists, public affairs specialists, personnel specialists, senior management, and administrative personnel.

C.1.1.5 LOCATION OF SERVICES AND TRAVEL

C.1.1.5.1 SPAWARSYSCEN San Diego Complex

C.1.1.5.1.1 STI services shall be provided in buildings A2, A7, and 81. These buildings are located at the Point Loma complex, topside, in San Diego, California. The service provider shall ensure that sufficient workforce is available in these facilities during the hours specified in section C.1.8.1.1.1 to perform PWS functions.

C.1.1.5.2 Locations Outside SPAWARSYSCEN San Diego Complex

C.1.1.5.2.1 At times, the service provider shall be required to provide STI services at SPAWAR headquarters, other service activities at Old Town and Point Loma, and other DoD activities located in San Diego county, e.g., Special Forces and the Marine Corps, and other locations within the United States.

C.1.1.5.3 Travel

C.1.1.5.3.1 All travel and related expenses incurred in the performance of duties and tasks required in the PWS shall be reimbursed to the service provider. Reimbursement shall be limited to costs incurred and shall be in accordance with DoD Joint Travel Regulations.

C.1.1.5.3.2 If the travel is for video services, the service provider shall be required to arrange for excess baggage requirements for video and camera equipment.

C.1.1.6 MINIMUM QUALITY STANDARDS

C.1.1.6.1 The quality of work performed by the service provider shall reflect the highest professional standards of the technical information profession in publications, graphics, video, multimedia, library science, web page development and review, and information management.

C.1.2 SERVICE-PROVIDER PERSONNEL

C.1.2.1 GENERAL REQUIREMENTS

C.1.2.1.1 Basic Requirements

C.1.2.1.1.1 The service provider shall provide qualified personnel (see exhibit 1, *Education and Experience Requirements*) to accomplish the requirements of this PWS. The service provider shall manage and direct these personnel to ensure that the requirements of this PWS are met.

C.1.2.1.1.2 All personnel shall be citizens of the United States.

C.1.2.1.1.3 The service provider shall submit operating procedures that address methods and procedures for ensuring sufficient “checks and balances” are implemented to prevent theft, fraud, waste, or abuse. Any instances of suspected theft will be turned over to Commander Naval Region Southwest (CNRSW) Force Protection Office (FPO) for resolution. If the allegations are sustained, the service provider shall be liable for all costs associated with the theft.

C.1.2.1.1.4 The selection, assignment, reassignment, transfer, supervision, management, and control of service provider employees in performance of this PWS shall be the responsibility and prerogative of the service provider. However, the service provider shall comply with the requirements in this PWS and with SPAWARSYSCEN San Diego’s regulations concerning conduct of employees.

C.1.2.1.1.5 The service provider shall ensure that personnel who require access to automated information systems (AIS) are trustworthy. Detailed information can be obtained from SECNAV Instruction 5510.30A, *Department of the Navy Personnel Security Program*. Personnel performing work on AIS will be designated as filling one of the three following AIS categories:

- AIS Category I (High Risk): Positions responsible for the planning or direction of a computer security program, having a major responsibility for the direction or planning of a computer system, or positions which can access a system during its operation or maintenance with relatively high risk for causing grave damage or realizing significant personal gain.
- AIS Category II (Moderate Risk): Positions responsible for the direction, planning, design, operation, or maintenance of a computer system, and whose work is technically reviewed by a higher authority at the AIS Category I level to ensure the integrity of the system.
- AIS Category III: All other positions.

C.1.2.1.2 Appearance

C.1.2.1.2.1 Service-provider personnel shall be easily recognized by wearing appropriate service-provider badges issued by SPAWARSYSCEN San Diego.

C.1.2.1.2.2 Service-provider employees shall present a neat appearance and shall dress appropriately for the workplace. The appropriateness of dress should take into consideration factors such as safety, cleanliness, neatness, and professionalism. The clothing of the service provider’s employees shall not display illegal, offensive, obscene, profane, or lewd words or pictures. The service provider shall ensure clothing worn by employees does not present a potential work hazard.

C.1.2.1.3 Compliance with Federal, State, and Local Laws and Base Regulations

C.1.2.1.3.1 The service provider and its employees shall comply with all federal, state, and local laws and local base regulations.

C.1.2.2 KEY PERSONNEL

C.1.2.2.1 Service Provider's Supervisor and Alternate(s)

C.1.2.2.1.1 The service provider shall provide an on-site supervisor and alternate(s) for administration and technical supervision of service provider's employees. The on-site supervisor shall be the service provider's primary representative, and shall have the service provider's full authority to act on matters pertaining to the performance of services in this PWS. The alternate(s) shall have equal authority in the absence of the on-site supervisor.

C.1.2.2.1.2 The on-site supervisor and alternate(s) shall have a SECRET clearance and shall be briefed into the special program categories as specified in section C.1.3.3.1.1.4 before starting work at SPAWARSYSCEN San Diego. Examples of these program categories include North Atlantic Treaty Organization (NATO), Naval Warfare Publications (NWP), Restricted Data (RD), Formerly Restricted Data (FRD), and Critical Nuclear Weapons Design Information (CNWDI).

C.1.2.2.1.3 The service provider shall provide telephone numbers of the supervisor and alternate(s) for access to the supervisor/alternate(s) outside of normal duty hours.

C.1.2.2.1.4 The on-site supervisor and/or alternate(s) shall be available during normal business hours.

C.1.2.2.1.5 The on-site supervisor and/or alternate(s) shall have the authority to act and make binding decisions for the service provider.

C.1.2.2.1.6 The on-site supervisor and/or alternate(s) shall meet with SPAWARSYSCEN San Diego personnel designated by the DGR to discuss immediate problem areas.

C.1.2.2.1.7 The supervisor shall have a minimum of 5 years of experience in managing work in one of the following areas: publications, graphics, or technical library. The supervisor shall have a working knowledge of all PWS areas: publications; graphics; video and multimedia; technical library; web page development; and scientific and technical information; forms, instructions, and records management; and self-service copiers and paper. The latter shall include at least 1 year of experience in performing or managing at least three of the following PWS services: publications; graphics; video and multimedia; technical library; web page development; and scientific and technical information. The supervisor shall be familiar with procedures related to information systems security and information security. The supervisor shall have a minimum of 5 years of experience in working in a multiplatform, computer-based technical-information environment. The employee shall have a minimum of 3 years of experience in consulting with executive managers to develop technical-information procedures and policy. The supervisor shall have the leadership skills necessary to coordinate and direct activities of service provider's staff. The supervisor shall have excellent writing and presentation skills.

C.1.2.2.2 Resource Personnel

C.1.2.2.2.1 The service provider shall provide experienced resource personnel, including alternates for each area, for publications, graphics, multimedia, video, library, web page development, and information systems security. In addition to meeting the requirements in exhibit 1, *Education and Experience Requirements*, the resource personnel shall meet the following requirements:

C.1.2.2.2.1.1 The resource employee for publications shall have a minimum of 5 years of experience in writing and editing publications (technical, administrative, and marketing) related to the scientific and technical work performed at SPAWARSYSCEN San Diego. The employee shall have a minimum of 5 years of experience in working in a multiplatform, computer-based publications environment for both production and editing. The employee shall have a minimum of 3 years of experience in consulting with executive managers, leading scientists and engineers, and technicians to develop publications and publication procedures. The employee shall have a minimum of 5 years of experience in developing publications that meet the needs of the intended audience, as well as meet style, format, budget, and other specifications imposed by the nature of the publication. The employee shall have the leadership skills necessary to coordinate and direct activities of service provider's publications staff. The employee shall have superior English communication skills.

C.1.2.2.2.1.2 The resource employee for graphics shall have a minimum of 5 years of experience in designing and producing graphic products (technical, administrative, and marketing) related to C4ISR. This experience shall include interior design, signage, information design (such as brochures, posters, certificates, and plaques), special design (such as maps, letterhead, typography, and calligraphy), exhibits, and display services. The employee shall have a minimum of 5 years of experience working in a multiplatform, computer-based graphics environment for both design and production of graphic products, including file manipulation and transfer and photographic manipulation. The employee shall have a minimum of 3 years of experience in consulting with executive managers, leading scientists and engineers, and technicians to develop graphic products and procedures. The employee shall have a minimum of 5 years of experience in developing graphic products that meet the needs of the intended audience, as well as the style, format, budget, and other specifications imposed by the nature of the graphic product. The employee shall have the leadership skills necessary to coordinate and direct activities of the service provider's graphics staff. The employee shall have superior English communication skills.

C.1.2.2.2.1.3 The resource employee for multimedia and video shall have a minimum of 5 years of experience in developing and producing multimedia and video productions related to C4ISR. This experience shall include concept development, storyboard development, CDROM authoring, scripting, shooting video, conducting interviews, audiovisual editing using computer and peripheral equipment, and production. The employee shall have a minimum of 5 years of experience in working in a multiplatform, computer-based environment for both development and production of multimedia and video products. The employee shall have a minimum of 3 years of experience in consulting with executive managers, leading scientists and engineers, and technicians to develop multimedia and video products that meet the needs of the intended audience as well as style, format, budget, and other specifications imposed by the nature of the product. The employee shall have the leadership skills necessary to coordinate and direct activities of service provider's multimedia and video staff. The employee shall have superior English communication skills.

C.1.2.2.2.1.4 The resource employee for library services shall have a minimum of 5 years of experience in managing technical libraries that deal with science and engineering, preferably in

the scientific and technical work performed at SPAWARSYSCEN San Diego. This experience shall include use of integrated library systems, CDROM services, collection development and maintenance, circulation services, reference services, literature searching and database services, current awareness services, maps and charts, acquisition of publications and services, electronic resources, interlibrary loan, cataloging and processing, serials, and electronic journals. The employee shall have a minimum of 5 years of experience in working in a library with computer-based services. The employee shall have a minimum of 3 years of experience in consulting with executive managers, leading scientists and engineers, and technicians to determine and evaluate required library services and products that meet the specialized technical needs of the organization. The employee shall have the leadership skills necessary to coordinate and direct activities of service provider's library staff. The employee shall have superior English communication skills.

C.1.2.2.2.1.5 The resource employee for web-page development and review shall have a minimum of 3 years of experience in developing and reviewing web pages related to the scientific and technical work performed at SPAWARSYSCEN San Diego. This experience shall include reviewing web sites for conformance to military requirements regarding internet content; reviewing sites using a variety of web browsers and versions; providing code and application information; providing remedial information on language, usability, style, usage, and format; maintaining internet and intranet web sites; and developing web pages. In developing web pages, this experience shall include evaluation of usability requirements as well as navigation and the use of color, typography, language, and visual elements. The employee shall have a minimum of 3 years of experience in consulting with executive managers, leading scientists and engineers, and technicians to evaluate and correct web sites. The employee shall have a minimum of 3 years of experience in developing web pages and maintaining internet and intranet web sites. The employee shall have superior English communication skills.

C.1.2.2.2.1.6 The resource employee who shall function as the Information Systems Security Officer (ISSO) shall meet the qualifications and prerequisites for the ISSO position as identified in NAVSO Publication P-5239-07, *Information Systems Security Officer (ISSO) Guidebook*. The ISSO may also perform the functions of the system administrator. The system administrator shall meet the mandatory training requirements for Systems Administration Training identified in exhibit 2, *Mandatory/Optional Training and Briefings*.

C.1.2.2.2.2 These resource personnel and alternates shall have a SECRET clearance and shall be briefed into the special program categories as specified in section C.1.3.3.1.1.4 before starting work at SPAWARSYSCEN San Diego. Examples of these program categories include North Atlantic Treaty Organization (NATO), Naval Warfare Publications (NWP), Restricted Data (RD), Formerly Restricted Data (FRD), Critical Nuclear Weapons Design Information (CNWDI), and Sensitive Compartmented Information (SCI).

C.1.2.2.2.3 The resource personnel and/or alternate(s) shall be available during normal business hours.

C.1.2.2.3 Support Personnel

C.1.2.2.3.1 The service provider shall provide all support services required to meet all requirements of this PWS.

C.1.2.3 EDUCATION AND EXPERIENCE

C.1.2.3.1 For all work required by this PWS, the service provider shall provide personnel that meet the educational and experience requirements shown in exhibit 1, *Education and Experience Requirements*.

C.1.2.3.2 To perform the tasks identified in exhibit 3, *Personnel Skills and Required Performance Areas*, the service provider shall use only fully qualified writer/editors (1083 series), visual information specialists (1084 series), videographers (1071 series), and technical librarians (1410 series).

C.1.2.4 EMPLOYEE TRAINING

C.1.2.4.1 The service provider shall be responsible for all employee training required to perform the work in this PWS. The service provider shall ensure that its employees stay current and proficient in their areas of responsibility. The service provider shall obtain all required training.

C.1.2.4.2 The service provider shall be responsible for its personnel attending training and briefings sessions that are held in the San Diego areas. These sessions are identified in exhibit 2, *Mandatory/Optional Training and Briefings*.

C.1.2.4.3 The service provider shall ensure that at least one librarian attends the Military Librarians Workshop (annual), Defense Technical Information Center's User Conference (annual), and at least one naval librarians meeting (Consortium of Naval Libraries, CONSSATL, or Librarian of the Navy forum). It is also highly recommended that each librarian annually attend at least one of the following: Special Libraries Association Annual Conference, Online World Internet Librarian, or similar conferences or exhibits. The service provider shall be responsible for employees' wages associated with the training. (See exhibit 2, *Mandatory/Optional Training and Briefings*.)

C.1.2.4.4 The service provider shall ensure that the lead writer or editor and lead visual information specialist annually attend the Annual Conference of the Society for Technical Communication and the Interlaboratory Committee of Editing and Publishing. The service provider shall be responsible for employees' wages associated with the training. (See exhibit 2, *Mandatory/Optional Training and Briefings*.)

C.1.2.4.5 The service provider shall ensure that the lead visual information specialist annually attends the Annual Conference of the Society for Technical Communication. The service provider shall be responsible for employees' wages associated with the training. (See exhibit 2, *Mandatory/Optional Training and Briefings*.)

C.1.2.5 PERFORMANCE EVALUATION MEETINGS

C.1.2.5.1 During the first six months following the phase-in period of the contract, the on-site supervisor shall meet at least once per week with the DGR. Thereafter, meetings shall be held as often as deemed necessary by the procuring contracting officer (PCO). At these meetings, a mutual effort will be made to resolve all problems identified. These meetings may be face-to-face, by phone, or by conference call as appropriate.

C.1.2.5.2 The DGR will develop written minutes of these meetings. The service provider and the DGR shall sign the written minutes of these meeting, and the DGR shall provide a copy of the

minutes to the PCO. If the service provider does not concur with the minutes, the service provider shall, within 3 working days, provide the PCO with a written report that discusses any issue that is still unresolved. Whenever a PWS discrepancy report is issued, a mutual effort will be made to resolve all problems identified.

C.1.3 SECURITY REQUIREMENTS

C.1.3.1 GENERAL REQUIREMENTS

C.1.3.1.1 Performance of the technical information functions at SPAWARSYSCEN San Diego requires access to collateral unclassified and classified (CONFIDENTIAL and SECRET) information.

C.1.3.1.2 Access to information (unclassified and classified) may be limited (access ranges from public release to only the SPAWARSYSCEN San Diego requesting code).

C.1.3.2 PERSONNEL SECURITY CLEARANCES

C.1.3.2.1 Security Clearances

C.1.3.2.1.1 The service provider shall have a SECRET facility clearance. Service-provider employees shall have been briefed for the special-access categories listed in section C.1.3.3.1.1.4 prior to access. Final government-issued clearances are required for all special-access programs.

C.1.3.2.1.2 All personnel performing the work defined in this PWS shall have SECRET clearances. The service provider shall have these personnel available and on-site at all times thereafter to execute the PWS.

C.1.3.2.2 Service-Provider Picture Badges

C.1.3.2.2.1 The service provider shall provide the Security Office, Space and Naval Warfare Systems Center, San Diego, California 92152-5001, with a visit authorization letter per the requirements of DoD 5220.22-M, *National Industrial Security Program Operating Manual (NISPOM)*. A service-provider picture badge shall be issued to service-provider personnel by SPAWARSYSCEN San Diego's Security Office upon receipt of a valid visit request from the service provider and a picture badge request from the DGR.

C.1.3.2.2.2 An automobile decal will be issued by SPAWARSYSCEN San Diego's Security Office upon presentation of a valid SPAWARSYSCEN San Diego contractor picture badge, valid vehicle registration, valid smog certificate, valid driver's license, and current proof-of-insurance. The service provider must maintain a satisfactory driving record.

C.1.3.2.2.3 The service provider assumes full responsibility for the proper use of the SPAWARSYSCEN San Diego's identification badges and automobile decals, and shall be responsible for the return of the badges and/or destruction of the automobile decals upon termination of personnel or expiration or completion of the contract. The service provider shall notify the DGR prior to the departure of any employee.

C.1.3.3 INFORMATION SECURITY

C.1.3.3.1 Regulations and Directives

C.1.3.3.1.1 The service provider shall comply with security regulations and directives in accessing, producing, and using classified information. These requirements are defined in DoD 5200.1-PH, *DoD Guide to Marking Classified Documents*; DoD 5200.1-R, *Information Security Regulation*; SECNAV Instruction 5510.30A, *Department of the Navy Personnel Security*

Program; and SECNAV Instruction 5510.36, *Department of the Navy Information Security Program (ISP) Regulation*. These requirements shall include, but shall not be limited to, the following:

C.1.3.3.1.1.1 The service provider shall ensure that all information, including interim production materials, is properly marked with the distribution statement, classification markings, and downgrading/declassification markings. This information shall be provided by the DGR or requesting code.

C.1.3.3.1.1.2 The service provider shall be responsible for ensuring that classified material is properly reproduced, disseminated, and stored.

C.1.3.3.1.1.3 The service provider shall be responsible for the proper destruction of classified and sensitive, but unclassified, material.

C.1.3.3.1.1.4 The service provider shall be responsible for special control procedures and shall be properly briefed for North Atlantic Treaty Organization (NATO), Naval Warfare Publications (NWP), Restricted Data (RD), Formerly Restricted Data (FRD), and Critical Nuclear Weapons Design Information (CNWDI).

C.1.3.3.2 Restricted Information

C.1.3.3.2.1 On a need-to-know basis, the service provider shall be provided access to information, generated by SPAWARSYSCEN San Diego or SPAWAR headquarters, which is restricted to U.S. government agencies, DoD components, SPAWAR, or SPAWARSYSCEN San Diego. Information shall be provided only for the purpose of accomplishing the work in this PWS.

C.1.3.4 SECURITY OF INFORMATION SYSTEMS (IS)

C.1.3.4.1 The service provider shall comply with established information systems and information security procedures in accordance with OPNAV Instruction 5239.1B, *Navy Information Assurance (IA) Program*; SECNAV Instruction 5211.5, *Department of Navy Privacy Act Program*; SECNAV Instruction 5239.3, *Department of the Navy Information Systems Security (INFOSEC) Program*; and NAVSO Publication P-5239-07, *Information Systems Security Officer (ISSO) Guidebook*.

C.1.3.4.2 The service provider shall adhere to all requirements in protecting the automation resources and all sensitive and classified defense information processed by those resources. Included are computer equipment, remote terminals, peripherals, programs, data, associated documentation, minicomputers, microcomputers, information systems, networks connecting such resources, contractual services, personnel, supplies, and facilities.

C.1.3.4.3 The service provider shall ensure that secure and dependable locally accredited systems are used to protect against inadvertent and deliberate disclosure of classified; sensitive, but unclassified; limited distribution; militarily critical technology; privacy; and proprietary information with minimum sacrifice in operating efficiency.

C.1.3.4.4 Per SECNAV Instruction 5239.3, *Department of the Navy Information Systems Security (INFOSEC) Program*, the service provider shall assume that all unclassified information processed at SPAWARSYSCEN San Diego is sensitive and shall comply with the procedures

identified in SPAWARSYSCEN San Diego Memorandum D035/46-01, *Accreditation of Information Systems Used to Process Sensitive Unclassified Data*. Remote access to SPAWARSYSCEN San Diego servers is not permitted.

C.1.3.4.5 The service provider shall participate in and comply with SPAWARSYSCEN San Diego's information system security program. The service provider shall supply a technically qualified individual to serve as the Information Systems Security Officer (ISSO). This person shall be highly knowledgeable in automated information systems (AIS), aware of security requirements, and technically capable of ensuring compliance with NAVSO Publication P-5239-07, *Information Systems Security Officer (ISSO) Guidebook*, and with procedures provided by SPAWARSYSCEN San Diego's information security officer.

C.1.3.5 PHYSICAL SECURITY

C.1.3.5.1 General Requirements

C.1.3.5.1.1. The service provider shall maintain physical security of assigned facilities.

C.1.3.5.1.2 The service provider shall ensure that assigned facilities and/or rooms are locked and secured when not occupied to prevent unauthorized entrance.

C.1.3.5.1.3 The service provider shall be responsible for safeguarding all SPAWARSYSCEN San Diego property provided for service provider use. At the close of each work period, SPAWARSYSCEN San Diego facilities, property, and materials shall be secured and checked in accordance with established SPAWARSYSCEN San Diego policies and procedures.

C.1.3.5.2 Key and Entry Badge Control Plan

C.1.3.5.2.1 The service provider shall establish and implement a key control plan for ensuring that all keys and entry badges issued to the service provider by the designated government representative officer's representative (DGR) are controlled and accounted for and are not lost, misplaced, or used by unauthorized personnel.

C.1.3.5.2.2 No keys shall be issued to service provider personnel. The DGR is responsible to the government and may issue keys that may be subcustodied to the service provider. The service provider is then responsible to the DGR. No keys issued by SPAWARSYSCEN San Diego shall be duplicated.

C.1.3.5.2.3 The service provider shall prepare SSC SD Form 5511.13, *Request for Locksmith Services/Key Request*, and SSC SD Form 5512/6, *Badge Request*, for all required key and badges. The completed form shall be given to the DGR for approval/disapproval.

C.1.3.5.3 Reporting of Key and Entry Badge Loss

C.1.3.5.3.1 The service provider shall report the loss of any key or entry badge as soon as possible, but no later than 3 days after loss, and shall follow-up in writing to the DGR. The report shall include the identification of the areas or spaces controlled by the said key or entry badge as well as the circumstances surrounding the loss.

C.1.3.5.4 Key and Lock Replacement

C.1.3.5.4.1 If a standard key is lost, SPAWARSYSCEN San Diego shall replace the lock for that room at the discretion of the DGR.

C.1.3.5.5 Lock Combinations

C.1.3.5.5.1 The service provider shall follow procedures to ensure lock combinations are not revealed to unauthorized persons and ensure the procedures are implemented.

C.1.3.5.5.2 The service provider is not authorized to record lock combinations.

C.1.3.5.5.3 In accordance with SPAWARSYSCEN San Diego Instruction 5530.4, *Physical Security Plan*, the service provider shall ensure that Standard Form 702, *Security Container Checksheet*, is used on containers used to store classified material and that Standard Form 701, *Activity Security Checklist*, is used to check areas where classified or sensitive, but unclassified, information is processed or stored.

C.1.3.5.5.4 SPAWARSYSCEN San Diego shall provide locksmith services for safes located at SPAWARSYSCEN San Diego.

C.1.3.6 TRANSPORTATION OF CLASSIFIED MATERIAL

C.1.3.6.1 The service provider shall at times be required to make local deliveries of publication, graphic, video, multimedia, and library products to SPAWARSYSCEN San Diego codes. The service provider shall use SSC SD Form 5216/21, *SSC San Diego Document Transmittal and Receipt*, SSC SD Form 5216/22, *SPAWAR Document Transmittal and Receipt*, SSC SD 5216/24, *PEO-SCS Document Transmittal and Receipt*, and SSC SD Form, 5511/72, *Secret Material Control System Transfer Slip*, when required.

C.1.4 SERVICE-PROVIDER'S CUSTOMER SERVICE QUALITY PLAN

C.1.4.1 SERVICE PROVIDER'S CUSTOMER SERVICE QUALITY PLAN

C.1.4.1.1 In accordance with FAR clause 52.246-4, *Inspection of Services*, the service provider shall establish and maintain a customer service quality plan (CSQP) to ensure that the quality and time requirements for technical information services for SPAWARSYSCEN San Diego are met.

C.1.4.1.2 At a minimum, the CSQP shall address performance requirements.

C.1.4.2 AVAILABILITY OF CUSTOMER SERVICE QUALITY PLAN

C.1.4.2.1 The customer service quality plan (CSQP) shall be available for the procuring contracting office (PCO) for review no later than the postaward conference. The PCO shall notify the service provider of acceptance or required modifications to the plan before the PWS start date. The service provider shall make appropriate modifications (at no additional costs to SPAWARSYSCEN San Diego) and obtain acceptance of the plan by the PCO before the start of the first operational performance period.

C.1.4.2.2 A copy of the CSQP shall be kept on site and available to SPAWARSYSCEN San Diego upon request.

C.1.5 SPAWARSYSCEN SAN DIEGO'S QUALITY-ASSURANCE PLAN

C.1.5.1 DESIGNATED GOVERNMENT REPRESENTATIVE

C.1.5.1.1 The designated government representative officer's representative (DGR) is a special assistant to the procuring contracting officer (PCO), who is responsible for the monitoring and surveillance of the service provider's performance in accordance with the terms of this contract.

C.1.5.1.2 The DGR shall monitor, assess, record, and report on the service provider's technical performance in accordance with the procedures, methods, and guidelines set forth in the quality-assurance surveillance plan (QASP).

C.1.5.1.3 The DGR shall work closely with the on-site supervisor, and is authorized direct liaison with service provider personnel.

C.1.5.1.4 The DGR shall be designated in writing to the service provider's on-site supervisor.

C.1.5.1.5 SPAWARSYSCEN San Diego verification and quality surveillance shall not constitute acceptance nor replace the service provider's responsibility to take all actions necessary to ensure the required quality of service is provided.

C.1.5.2 INCOMPLETE OR DEFECTIVE PERFORMANCE

C.1.5.2.1 The DGR shall be responsible for continuous observation of the service provider's performance under this contract.

C.1.5.2.2 The DGR shall record all observations of incomplete or defective performance, deficiencies in protecting classified and limited information, and violations related to safety and health standards.

C.1.5.2.3 The DGR shall issue written notices via the PCO to the service provider of these observations. The service provider shall reply, in writing, to the DGR and PCO within 5 workdays after receipt, explaining reasons for the existing conditions, the corrective action, and procedures taken to prevent recurrence.

C.1.5.3 OBSERVATIONS BY SPAWARSYSCEN SAN DIEGO

C.1.5.3.1 SPAWARSYSCEN San Diego personnel other than DGR and quality-assurance evaluators may, from time to time, with PCO coordination, observe or inspect service-provider operations. However, these personnel may not interfere with service-provider performance.

C.1.6 INTELLECTUAL PROPERTY

C.1.6.1 ASSIGNMENT OF COPYRIGHT

C.1.6.1.1 The service provider shall assign all copyrights to the U.S. Government in the entirety of all works first produced, created, or generated under this PWS, and shall convey each such assignment to the U.S. Government using the form TID CR Form 1, *Assignment of Copyright*. The term “works” is defined in DFARS 252.227-7020, Rights in Special Works, and further includes, but is not limited to, corporate publications, project publications, management reports, technical publications, journal articles, symposium proceedings, workshop materials, book chapters, technical manuals, wall displays, corporate displays, signage, brochures, flyers, presentations, posters, banners, business cards, certificates, decals, plaques, logos, CDROM artwork, nameplates, folders, overviews, books, cover designs, murals, maps, awards, display cases, paintings, illustrations, collages, memo pad designs, letterhead design, typographical design, lapel pins, exhibits, video productions, quick-look video productions, video footage, multimedia productions, web page design, and databases. All assignments shall be delivered to the DGR within 30 business days from the time such work is first produced, created, or generated. The service provider agrees to execute all papers and to perform such other proper acts SPAWARSSYSCEN San Diego deems necessary to secure such copyrights for the U.S. Government. The contractor further agrees to convey the copyrights in all works first produced, created, or generated under this PWS only to the U.S. Government, and to no other entity.

C.1.6.1.2 The service provider shall not place a copyright notice or any other notice on any work produced, created, or generated under this PWS unless directed to do so by SPAWARSSYSCEN San Diego.

C.1.6.1.3 Performance under this contract may require the service provider to create, generate, or produce works that pertain to equipment or information subject to nondisclosure agreements, Navy developed inventions protected from public disclosure by 35 USC 205, or to personnel matters subject to privacy laws. Further, the service provider shall be working in a limited access naval facility. Therefore, the contractor shall not retain any use or disclosure rights in any work produced, generated, or created under this contract.

C.1.6.1.4 Disclosure of any work produced, created, or generated by the service provider in performance of this PWS is subject to DFARS 252.204-7000, *Disclosure of Information*.

C.1.6.2 PROPRIETARY INFORMATION

C.1.6.2.1 Unless authorized in writing by SPAWARSSYSCEN San Diego, the service provider shall not access third-party proprietary information, and shall not provide any “library services” as defined in section C.5.4.1.1 that require access to third-party proprietary information.

C.1.6.2.2 If the service provider receives any proprietary works, the service provider shall immediately deliver the proprietary work(s) to the DGR. The service provider shall use proprietary works only in accordance with specific written instructions provided by SPAWARSSYSCEN San Diego.

C.1.7 DIVING REQUIREMENTS

C.1.7.1 LOCATION

C.1.7.1.1 The service provider shall provide underwater videography. Most diving services will be at SPAWARSYSCEN San Diego and immediate areas and at San Clemente Island. Other locations on the East and West Coasts may be required.

C.1.7.2 DIVING TEAM AND EQUIPMENT

C.1.7.2.1 The service provider shall supply the required SCUBA-certified dive team, including a videographer capable of providing professional-quality underwater videography. Personnel on the diving team shall have a nationally recognized, current SCUBA diving certificate. The service provider shall meet OSHA diving requirements as specified in OSHA Regulations, 29 CFR 1910.401-441, *Subpart T-Commercial Diving Operations*. The service provider shall be familiar with NAVSEA 0910-LP-708-8000, revision 4, *US Navy Diving Manual*.

C.1.7.2.2 The contractor shall supply the required associated supplies, including the dive boat.

C.1.7.3 TRANSPORTATION

C.1.7.3.1 When videographic diving is required at San Clemente Island, the service provider shall arrange for the shipment of all required supplies, including air, by use of the government barge.

C.1.8 ADMINISTRATIVE REQUIREMENTS

C.1.8.1 HOURS OF OPERATION

C.1.8.1.1 Work Week

C.1.8.1.1.1 The service provider shall perform work required under this PWS during the hours designated by SPAWARSYSCEN San Diego as 5-4/9. The normal workweek shall be Monday through Thursday 7:15am to 4:45pm and Friday 7:15am to 3:45pm with every other Friday being a nonwork day.

C.1.8.1.1.2 The service provider may schedule work during extended hours to ensure timely completion of work at no additional cost to the government.

C.1.8.1.2 Holidays

C.1.8.1.2.1 If any of the following holidays occur on a Saturday or a Sunday, the service provider shall observe the holiday in accordance with the practice of SPAWARSYSCEN San Diego

HOLIDAY	DAY OF OBSERVANCE
New Year's Day	1 January
Martin Luther King Jr. Day	Third Monday in January
Presidents Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	4 July
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veteran's Day	11 November
Thanksgiving Day	Fourth Thursday in November
Christmas Day	25 December

C.1.8.1.2.1 If any of the following holidays occur on a Saturday or a Sunday, the service provider in accordance with the practice of SPAWARSYSCEN San Diego shall observe the holiday.

C.1.8.2 OVERTIME

C.1.8.2.1 Work Week

C.1.8.2.1.1 Under federal regulations, the payment of overtime is required only when an employee works more than 40 hours during a week. Therefore, during SPAWARSYSCEN San Diego's off-Friday (36 hour) week, overtime will not be paid for nonexempt employees. During the work-Friday week (44 hour), the service provider is to schedule work so as not to incur overtime charges during the normal workweek unless authorized in writing by SPAWARSYSCEN San Diego.

C.1.8.2.2 Emergency Requests

C.1.8.2.2.1 The service provider shall be required to respond to emergency requests for technical information services. The overtime work necessary for these requirements shall be approved by

the PCO in advance. SPAWARSYSCEN San Diego anticipates approximately 100 hours of overtime work.

C.1.9 ENVIRONMENTAL AND SAFETY REQUIREMENTS

C.1.9.1 BASIC REQUIREMENTS

C.1.9.1.1 Compliance with Laws and Regulations

C.1.9.1.1.1 The service provider shall follow all environmental, safety, and health-related state and federal statutes and corresponding federal, state, and local government regulations and Navy regulations protecting the environment, service-provider employees, and persons who live and work in and around service provider and/or federal facilities. The service provider shall follow the requirements of NOSC Instruction 5100.5C, *Occupational Safety and Health Manual*.

C.1.9.1.1.2 If environmental, safety, and health laws or regulations change during the term of this contract, the service provider is required to comply as such laws come into effect. If there is an increase or decrease in cost as a result of the change, the service provider shall inform the PCO pursuant to the notice requirements of FAR 52.243-7, *Notification of Changes*, and negotiate a modification to the contract.

C.1.9.1.2 Safety and Environmental Plan

C.1.9.1.2.1 The service provider shall prepare, submit, and maintain throughout the period of the contract a Safety and Environmental Plan. The written plan shall include the details of the service provider's safety organization, responsibilities, method of program implementation, and how hazards and deficiencies shall be identified and corrected. The plan shall detail employee's responsibilities for protection of SPAWARSYSCEN San Diego property and the safety of others, and it shall include information on the employee's responsibilities for reporting all mishaps. The plan shall establish procedures for reporting or correcting unsafe conditions, hazards, or practices. The plan shall contain mishap notification and reporting procedures.

C.1.9.1.2.2 With proper clearances, officials from federal, state, and local environmental, safety, and health agencies may enter workspaces to enforce respective regulations. Examples of such agencies include the Environmental Protection Agency (EPA), Occupational Safety and Health Administration (OSHA), California Occupational Safety and Health Administration (CAL OSHA), and Naval Occupational Safety and Health (NAVOSH).

C.1.9.1.3 Reporting of Unsafe or Hazardous Conditions

C.1.9.1.3.1 The on-site supervisor shall verbally inform the DGR of any unsafe or hazardous conditions immediately upon becoming aware of the condition. This notification shall be followed-up in writing.

C.1.9.1.3.2 If the condition is within the scope of the service provider's responsibility, the service provider shall correct the unsafe condition and notify the DGR. The DGR shall notify the Safety and Environmental Office of the condition and provide copies of any communication.

C.1.9.1.4 Hazardous Materials and Hazardous Waste

C.1.9.1.4.1 The service provider shall identify all hazardous material under its control and shall verify that all such hazardous materials are properly included within SPAWARSYSCEN San Diego's hazardous substance management system database. The service provider shall ensure that the procurement of hazardous materials meets the requirements of SPAWARSYSCEN San

Diego's Safety and Environmental Standard Operating Procedure 02, *Lifecycle Management of Hazardous Materials/Hazardous Waste*; that all hazardous materials are bar coded for tracking by SPAWARSYSCEN San Diego's Safety and Environmental Office; and that the use of hazardous materials is reported in accordance with SPAWARSYSCEN San Diego policy.

C.1.9.1.4.2 The service provider shall provide the DGR with copies of all material safety data sheets for hazardous materials used as part of this contract.

C.1.9.1.5 Notification of Hazardous Materials Spills and Accidents

C.1.9.1.5.1 The on-site supervisor shall verbally inform the DGR and SPAWARSYSCEN San Diego's Safety and Environmental Office of the occurrence of any hazardous materials spills or accidents. This notification shall occur immediately after the incident.

C.1.9.1.5.2 The on-site supervisor shall verbally inform the DGR of all types of injuries and illnesses (first aid, limited duty, lost time, and fatality) sustained by a service-provider employee arising out of and in the course of his or her employment. The service provider shall provide a detailed written report within 24 hours, or as directed, to the DGR.

C.1.9.1.5.3 The service provider shall comply with OSHA, EPA, NAVOSH, and other regulatory agency requirements for record keeping and reporting of all related incidents.

C.1.9.1.5.4 The service provider shall be solely liable for any penalties or fines incurred as a result of any infractions of federal, state, and local governmental regulations.

C.1.9.1.5.5 The service provider shall be responsible for cleanup and disposal of all hazardous substance spills. The service provider shall contact the DGR for procedures to dispose of the hazardous waste.

C.1.9.1.6 Material Storage and Use

C.1.9.1.6.1 The service provider shall follow manufacturer's guidelines and professional recommendations for control of humidity and temperature, cleanliness, and materials handling. This includes guidelines and recommendations for hazardous materials.

C.1.9.1.7 Compliance with Safety Regulations

C.1.9.1.7.1 In performing work under this contract, the service provider shall conform to the safety requirements for all activities related to the accomplishment of the work.

C.1.9.1.7.2 The service provider shall comply with all CAL OSHA regulations; OPNAV Instruction 5100.23E, *Navy Occupational Safety and Health (NAVOSH) Program Manual*; OSHA Regulations, 29 CFR 1910.401-441, *Subpart T-Commercial Diving Operations*; and NOSC Instruction 5100.5C, *Occupational Safety and Health Manual*. The service provider shall contact the DGR for further guidance or assistance.

C.1.9.1.7.3 The service provider shall monitor its employees and ensure that they are following all safety regulations particular to their work operations. The service provider shall provide and ensure that its employees wear appropriate personal protective equipment (PPE), and clothing. Should an accident occur, contract employees shall be familiar with all relevant emergency procedures, which shall include ready access to a telephone, emergency telephone numbers, and

the numbers of the SPAWARSYSCEN San Diego building or facility where their work is being performed.

C.1.9.2 SANITATION AND CLEANLINESS

C.1.9.2.1 The service provider shall maintain all assigned space(s) in a neat, clean, orderly, and sanitary condition.

C.1.9.2.2 The work premises shall be kept free at all times from accumulations of waste material and/or debris resulting from work performed under this contract.

C.1.9.2.3 SPAWARSYSCEN San Diego's Safety and Environmental Office personnel will conduct unscheduled and scheduled fire, safety, and health inspections in these areas.

C.1.9.2.4 The service provider shall be responsible for correcting any discrepancies identified.

C.1.9.3 FIRE PREPAREDNESS AND FIRE PREVENTION

C.1.9.3.1 The service provider shall comply with all the requirements and directives of COMNAVBASE San Diego Instruction 11320.1B, *COMNAVBASE San Diego Fire Bill*, regarding fire emergency instructions, fire alarms and drills, the proper handling and storage of combustible materials, waste, and trash.

C.1.9.3.2 All service provider employees shall observe all the requirements and directives for the handling and storage of combustible waste and trash in accordance with COMNAVBASE San Diego Instruction 11320.1B, *COMNAVBASE San Diego Fire Bill*.

C.1.9.3.3 The service provider shall designate a person to check fire extinguishers, means of egress and exits on a monthly basis, in accordance with COMNAVBASE San Diego Instruction 11320.1B, *COMNAVBASE San Diego Fire Bill*.

C.1.9.4 DISASTER PREPAREDNESS PLAN

C.1.9.4.1 The service provider shall comply with and implement SPAWARSYSCEN San Diego's Disaster Preparedness Plan for the library. Every 90 days, the service provider shall update the list of contacts in the Disaster Preparedness Plan. A copy of SPAWARSYSCEN San Diego's disaster preparedness plan is shown in exhibit 4, *SPAWARSYSCEN San Diego Disaster Preparedness Plan*.

C.1.9.5 REDUCTION OF UTILITIES

C.1.9.5.1 General Requirements

C.1.9.5.1.1 The service provider shall instruct employees in utilities conservation practices.

C.1.9.5.2 Conservation Measures

C.1.9.5.2.1 The service provider shall be responsible for operating under conditions that not only prevent the waste of utilities, but that actively seek to reduce energy consumption. These efforts shall include, but shall not be limited to, the following:

C.1.9.5.2.1.1 Lights shall be used only in areas where and when work is actually being performed.

C.1.9.5.2.1.2 Equipment controls for heating, ventilation, and air-conditioning systems shall not be adjusted by the service provider or by service provider's employees unless authorized.

C.1.9.5.2.1.3 Water faucets or valves shall be turned off after use.

C.1.9.5.2.1.4 Computers and peripheral equipment shall be turned off when not in use.

C.1.10 RECORDS

C.1.10.1 REQUIRED RECORDS

C.1.10.1.1 The service provider shall be responsible for creating, maintaining, and disposing of only those records required by SPAWARSYSCEN San Diego that are specifically cited in this contract or those required by the provisions of mandatory directives listed in Section C.6.

C.1.10.2 AVAILABILITY OF RECORDS

C.1.10.2.1 If requested by SPAWARSYSCEN San Diego, the service provider shall provide the original record, or a reproducible copy of any such record, within 2 workdays of receipt of the request.

C.1.11 CONTINUITY OF OPERATIONS

C.1.11.1 PHASE-IN PERIOD

C.1.11.1.1 Transition Plan

C.1.11.1.1.1 The service provider shall prepare a transition plan that details how the service provider shall be ready to assume responsibility for providing SPAWARSYSCEN San Diego's technical information functions on the first day after the phase-in period. This plan shall be provided with the service provider's proposal for performing the work in this PWS. At a minimum, this plan shall include the following:

C.1.11.1.1.1.1 The service provider shall provide its methodology to become familiar with work requirements and work procedures.

C.1.11.1.1.1.2 The service provider shall provide its methodology to familiarize service-provider employees with the work done by SPAWARSYSCEN San Diego employees.

C.1.11.1.1.1.3 The service provider shall provide its methodology to meet personnel requirements, including the hiring of personnel to ensure satisfactory performance beginning on the PWS start date. Soliciting SPAWARSYSCEN San Diego personnel for employment during their duty hours is prohibited, unless interview arrangements are made through the PCO and Personnel Management Support Office at SPAWARSYSCEN San Diego.

C.1.11.1.1.1.4 The service provider shall provide its methodology to obtain security clearances for personnel who will be performing technical information functions, including support functions.

C.1.11.1.1.1.5 The service provider shall provide its methodology to complete training requirements and accomplish necessary training of service provider's employees.

C.1.11.1.1.1.6 The service provider shall provide its methodology to complete the development of necessary work plans/procedures.

C.1.11.1.1.1.7 The service provider shall provide its methodology to complete the development of quality-control plans and procedures.

C.1.11.1.1.1.8 The service provider shall provide its methodology to meet minimum performance standards.

C.1.11.1.1.1.9 The service provider shall provide its methodology to complete the inventory of equipment, software, library holdings, and supplies provided by SPAWARSYSCEN San Diego.

C.1.11.1.1.1.10 The service provider shall provide its methodology to perform the underwater videographic work.

C.1.11.1.1.1.11 The service provider shall provide its methodology to provide computer security.

C.1.11.1.2 Transition Schedule

C.1.11.1.2.1 The service provider shall prepare a transition schedule that provides a timeline showing how the service provider shall be ready to assume responsibility for providing SPAWARSYSCEN San Diego's technical information functions on the first day after the phase-in period. This plan shall be provided with the service provider's proposal for performing the work in this PWS. The transition period shall be 90 days.

C.1.11.1.2.2 At a minimum, the transition schedule shall include dates for the events listed in section C.1.11.1.1.

C.1.11.2 PHASE-OUT PERIOD

C.1.11.2.1 If there is a change in the contract or if the operation reverts to SPAWARSYSCEN San Diego, the service provider shall present a detailed plan for the phase-out period.

C.1.11.2.2 The service provider shall provide familiarization, as described in section C.1.11.1, to either SPAWARSYSCEN San Diego or the successor service provider.

C.1.11.2.3 The service provider shall coordinate activities with the successor service provider or SPAWARSYSCEN San Diego to effect a smooth and orderly transition.

C.1.11.2.4 The service provider shall cooperate to the extent required to include training and access to files to permit an orderly changeover to the successor service provider or to SPAWARSYSCEN San Diego.

C.1.11.2.5 During the phase-out period, the service provider shall be fully responsible for operation of all technical information services as defined in this contract.

C.1.11.2.6 All SPAWARSYSCEN San Diego facilities used by the service provider shall be left in a neat, clean, orderly, and sanitary condition as originally provided at the start of the contract.

C.1.11.2.7 The service provider shall restore the supplies and material to the inventory at the start of the contract.

C.1.11.2.8 The service provider and the DGR shall jointly inventory all equipment, software, and library holdings prior to the close of the contract.

C.1.11.2.8.1 All equipment and software shall be returned, or the service provider's payments shall be reduced to reflect lost, stolen, or unserviceable replacement values. Replacement for normal wear and tear shall be at SPAWARSYSCEN San Diego's expense.

C.1.11.2.8.2 The service provider shall account for all SPAWARSYSCEN San Diego library holdings that were included in the inventory conducted at the beginning of this contract (exhibit 5, *Inventory of Inventory of Library Holdings*).

C.1.11.2.9 The successor service provider may place a recruitment notice in SPAWARSYSCEN San Diego's facilities where technical information functions are performed.

C.1.11.3 STRIKE CONTINGENCY PLAN

C.1.11.3.1 The service provider shall prepare a strike contingency plan for the continuation of services required by this PWS in the event of a work stoppage, slow down, or similar action by service provider's or subservice provider's employees.

C.1.11.3.2 The service provider's plan shall provide for the continuation of subservice provider's services in the event that a subservice provider is unable to satisfactorily implement its strike contingency plan.

C.1.11.3.3 The service provider shall maintain a copy of this plan on site at SPAWARSYSCEN San Diego.

C.1.11.3.4 Due to the critical importance of the work identified in this PWS, SPAWARSYSCEN San Diego reserves the right to take over performance of this contract in the event of a labor strike or period of nonperformance by the service provider's employees (section C.1.11.4).

C.1.11.4 SERVICE-PROVIDER NONPERFORMANCE

C.1.11.4.1 Due to the critical importance of the work identified in this PWS, SPAWARSYSCEN San Diego reserves the right to take over performance of this contract, in the event of a labor strike or period of nonperformance by the service provider's employees exceeding 1 workday after the service provider fails to implement its strike contingency plan.

C.1.11.4.2 In such event, only SPAWARSYSCEN San Diego appointed employees shall perform the services. A mix of SPAWARSYSCEN San Diego employees and nonstriking service provider's employees shall not perform services.

C.1.11.4.3 At the direction of the PCO, the service provider shall agree to remove nonstriking work force personnel from the performance site and shall not interfere in any way with performance by SPAWARSYSCEN San Diego. The service provider further agrees, under such circumstances, to permit SPAWARSYSCEN San Diego to use any essential service-provider-furnished property. SPAWARSYSCEN San Diego shall equitably compensate the service provider for the use of such property.

C.1.12 POLICY RECOMMENDATIONS

C.1.12.1 GENERAL REQUIREMENTS

C.1.12.1.1 The service provider shall recommend to the DGR changes in policy related to this PWS. At a minimum, these recommendations shall be based on new technology and tools and research in information design, usability, writing practices, perception of visual material, use and psychological meanings of color and symbols, library science, and the results of cognitive psychology related to information processing.

C.1.12.1.2 The service provider shall review and make recommendations to the DGR on draft instructions, handbooks, and manuals issued by the Department of Defense and Navy as related to STI.

C.1.12.1.3 The service provider shall report to the DGR on how well SPAWARSYSCEN San Diego is meeting the requirements of SECNAV Instruction 3900.43A, *Navy Scientific and Technical Information Program*; DoD Directive 3200.12, *DoD Scientific and Technical Information (STI) Program (STIP)*; DoD Instruction 3200.14, *Principles and Operational Parameters of the DoD Scientific and Technical Information Program*; and SECNAV Instruction 5070.2C, *Management of Naval Library and Information Services*. The service provider shall make recommendations to the DGR on changes in policies and procedures that will improve SPAWARSYSCEN San Diego's performance in these areas.

C.1.12.2 INSTRUCTIONS, FORMS, AND RECORDS MANAGEMENT

C.1.12.2.1 The service provider shall recommend to the DGR policies related to records management, forms, instructions, notices, and standard operating procedures. The service provider shall recommend to the DGR procedures for coordinating instructions and forms policy with SPAWAR headquarters.

C.1.12.2.2 The DGR shall either accept or reject the recommendations of the service provider. If accepted, the service provider shall implement the policy. If rejected, the service provider shall recommend alternative policy.

C.1.12.3 WEB PAGES

C.1.12.3.1 The service provider shall recommend to the DGR changes to the TID intranet and internet web sites, including the development of new sites and revision of existing sites. The service provider shall also recommend to the DGR programs, applications, and services to be used on the web pages.

C.1.12.3.2 The DGR shall either accept or reject the recommendations of the service provider. If accepted, the service provider shall implement the policy. If rejected, the service provider shall recommend alternative policy.

C.1.12.4 PUBLICATIONS POLICY

C.1.12.4.1 The service provider shall recommend to the DGR changes in publications policy that will improve the quality of publication products and services. These recommendations may be based on new technology and tools and research in information processing, information design, and usability.

C.1.12.4.2 The service provider shall analyze Department of Defense, Navy, and SPAWAR requirements related to publications and make recommendations to the DGR on dissemination, electronic production, information-reporting requirements, and writing and editing practices.

C.1.12.4.3 The service provider shall recommend to the DGR how to manage new or special publication requirements.

C.1.12.4.4 The service provider shall recommend to the DGR procedures for coordinating publications policy with SPAWAR headquarters.

C.1.12.4.5 The service provider shall recommend to the DGR the acceptance or rejection of work for nonSPAWAR activities.

C.1.12.4.6 The DGR shall either accept or reject the recommendations of the service provider. If accepted, the service provider shall implement the policy. If rejected, the service provider shall recommend alternative policy.

C.1.12.5 VISUAL-MEDIA POLICY

C.1.12.5.1 The service provider shall recommend to the DGR changes in visual-media policy that will improve the quality of visual-media products and services. These recommendations may be based on new technology and tools and research in perception of visual material, information design, color, and symbology.

C.1.12.5.2 The service provider shall analyze Department of Defense, Navy, and SPAWAR requirements related to the control and usage of visual information products and make recommendations to the DGR on types of control required, imagery requirements, and distribution to agencies outside SPAWARSYSCEN San Diego.

C.1.12.5.3 The service provider shall recommend to the DGR changes required to maintain SPAWARSYSCEN San Diego's corporate image.

C.1.12.5.4 The service provider shall recommend how to manage new or special visual-media requirements.

C.1.12.5.5 The service provider shall review brochures, flyers, and posters designed and produced by SPAWARSYSCEN San Diego contractors and employees. The service provider shall recommend to the DGR whether these products meet corporate image requirements and are properly marked for control.

C.1.12.5.6 The service provider shall recommend to the DGR procedures for coordinating visual-media policy with SPAWAR headquarters.

C.1.12.5.7 The service provider shall recommend to the DGR the acceptance or rejection of work for nonSPAWAR activities.

C.1.12.5.8 The DGR shall either accept or reject the recommendations of the service provider. If accepted, the service provider shall implement the policy. If rejected, the service provider shall recommend alternative policy.

C.1.12.6 LIBRARY POLICY

C.1.12.6.1 The service provider shall recommend to the DGR changes in library policy that will improve the quality of library resources and services. These recommendations may be based on new technology and tools and research in library science.

C.1.12.6.2 The service provider shall analyze Department of Defense, Navy, and SPAWAR requirements related to libraries and make recommendations to the DGR on changes required for SPAWAR SYSCEN San Diego's library.

C.1.12.6.3 The service provider shall recommend to the DGR changes required for the library's integrated library system (ILS), including when a new ILS is required.

C.1.12.6.4 The service provider shall recommend to the DGR policies and guidelines related to the development, acquisition, and maintenance of the library's various collections.

C.1.12.6.5 The service provider shall recommend to the DGR the types of library services to be provided and what services to provide to different user populations.

C.1.12.6.6 The service provider shall recommend to the DGR the approval or disapproval of electronic databases and electronic journals that SPAWAR SYSCEN San Diego codes want to purchase.

C.1.12.6.7 The service provider shall recommend to the DGR access, reference services, and literature searches for SPAWAR SYSCEN San Diego contractors.

C.1.12.6.8 The service provider shall recommend to the DGR procedures for coordinating library policy with SPAWAR headquarters.

C.1.12.6.9 The service provider shall recommend to the DGR the establishment or disestablishment of cooperative arrangements with other libraries.

C.1.12.6.10 The DGR shall either accept or reject the recommendations of the service provider. If accepted, the service provider shall implement the policy. If rejected, the service provider shall recommend alternative policy.

C.2 DEFINITIONS AND ACRONYMS

C.2.1 DEFINITIONS

C.2.1.1 GENERAL DEFINITIONS

C.2.1.1.1 This section contains definitions that apply to this PWS and are included only for the purposes of understanding the work involved. Section C.2.1.2 contains functional definitions related to technical information operations. Publications and directives listed in Section C.6 contain other definitions.

C.2.1.1.2 General terminology and definitions are listed below:

Code: Organizational designator assigned to a section, branch, division, or department at SPAWARSCEN San Diego. Also referred to as the “requesting code,” “customer,” or “requester.”

Contingency Operations: Unanticipated increases or decreases of the level of service required.

Contractor: An individual or organization outside the U.S. government who has accepted any type of agreement or order to provide research, supplies, or services to a U.S. government agency. Includes both prime and subcontractors.

Defective Service: A service output that does not meet the standard of performance specified in the PWS for that service.

Government-Furnished Property: Facilities, equipment, software, holdings, tools, supplies, parts, or any other items furnished for the contractor’s provider's use by the government.

Hazardous Material: A substance or material that has been determined by the Secretary of Transportation to be capable of posing an unreasonable risk to health, safety, and property when transported in commerce and that has been designated as such. The term includes hazardous substances, marine pollutants, and elevated temperature materials.

Joint Serviceability Inspection: Inspection of equipment and facilities by the government and the contractor’s representative to inventory and determine serviceability and physical condition.

Lot: The total number of service outputs in a surveillance period.

Maintenance: All actions required to maintain equipment or software in serviceable condition. This includes upgrading, inspecting, testing, servicing, repairing, overhauling, rebuilding, remanufacturing, cannibalizing, and reclaiming parts, accessories, and end items.

Material Safety Data Sheet (MSDS): A document that contains information pertaining to the manufacture, physical properties, hazards, emergency spill-response information, and chemical composition of a product.

Performance Requirement: The point that divides acceptable and unacceptable performance.

Performance Requirements: Outputs accomplished under the PWS that are to be evaluated by SPAWARSCEN San Diego’s quality-assurance evaluator on a regular basis to ensure that the contractor meets PWS performance standards. Included are the surveillance methods to be used.

Physical Security: Those actions taken to preserve government property and/or equipment from loss or damage.

Plant Account Equipment: Controlled property of a capital nature including all computers.

Preventive Maintenance: The care and servicing by personnel to maintain equipment and facilities in satisfactory condition by providing for systematic inspection, detection, and correction of failures, either before they occur or before they develop into major defects.

Quality Assurance: A planned and systematic pattern of all actions necessary to provide confidence to SPAWARSYSCEN San Diego that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved.

Quality-Assurance Evaluator: A functionally qualified SPAWARSYSCEN San Diego employee responsible for surveillance of contractor performance.

Quality-Assurance Surveillance Plan: A written document specifying the surveillance methodology to be used for surveillance of contractor performance.

Quality Control: Those actions taken by a contractor to control the production of outputs to ensure that they conform to the PWS requirements.

Random Sampling: A sampling method where each service output in a lot has an equal chance of being selected for quality assurance surveillance.

Sample: One or more service outputs drawn from a lot for quality-assurance surveillance. The number of outputs in the sample is the sample size.

C.2.1.2 FUNCTIONAL DEFINITIONS

C.2.1.2.1 This section contains definitions that apply to the technical information requirements of this PWS. Publications and directives listed in Section C.6 contain other definitions.

Accession Number: A number assigned to each document when received by the library. Accession numbers may be assigned through continuous numbering or a coded system.

Acquisition: The procurement of materials, equipment, supplies, and services for the library, including publications and other information resources, and the procurement of publications for library users.

Anglo-American Cataloging Rules, second revised or latest edition (AACR 2): An established body of rules governing cataloging practices published by the American Library Association.

Attribution Theory: Principle of designing interactive presentations. Focuses on success or failure of a user.

Authorized Users: Library users who are allowed to use or access certain specified library services.

Banner: A visual, usually flexible, designed to be read at a distance and that is usually free-mounted. Information on the banner is more visual than textual.

Bibliographic Record: A physical description of a work establishing its unique identity. The record may be comprised of data contained in or accommodated by a bibliographic format such as MARC.

Binding: The process of preparing materials to be bound.

Cataloging: The process of bibliographically describing an item in a collection, conducting subject analysis, and assigning a Library of Congress classification number. Descriptive cataloging is the process concerned with describing an item and assigning various access points (e.g., author, title, etc.) for the bibliographic record. Subject cataloging is the process concerned with determining the subject of a work, selecting subject terms or headings, and assigning a classification number. Processing involves preparing the item for circulation by attaching labels and barcodes, applying property markings, inserting in special folders or containers if necessary, etc.

Circulation: Activities connected with charging and discharging items borrowed from the library collection. Included are the loan of items from special and reserve collections; maintaining loan records; recalling overdue items; renewing loans; reshelving items; stack maintenance; equipment loan for use in reading, viewing or listening to materials; and copying services provided to users.

Citation: Information used to identify a book, article, or other work used in a bibliography, periodical index, or “works cited” list. A citation typically includes the author, title, place of publication, date of publication and, in the case of an article, the name of the journal or magazine, the volume, and the issue.

Classified Information: Information, either originated by or for the Department of Defense or its agencies or under their jurisdiction or control, which requires protection in the interests of national security against unauthorized disclosure. It is designated SECRET and CONFIDENTIAL, as described in E.O. 12356, *National Security Information*, or E.O. 2958, *Classified National Security Information*.

Classification Marking: The classification of all elements published in either hard copy or electronic format.

Collection Development: Activities related to the development of the library collection, including the determination and coordination of selection policy, assessment of needs of users and potential users, collection use studies, collection evaluation, identification of collection needs, selection of materials, planning for resource sharing, collection maintenance, and deselection.

Collection Maintenance: The ongoing process of organizing a library's collection and maintaining its accuracy, currency, and neatness.

Consortium of Naval Libraries (CNL): An organization of Navy and Marine Corps member libraries whose mission is to facilitate state-of-the-art access to library and information services to all naval personnel in support of their missions.

Controlled Information: Information that is restricted in its dissemination (1) by security regulations; (2) by proprietary, ethical, privileged, or certain administrative reasons; (3) against unauthorized disclosure of certain official information; or (4) for reasons requiring special access controls prescribed by existing DoD and military service regulations.

Controlling DoD Office: The DoD sponsoring activity that generated the technical information or received the technical information on behalf of DoD and, therefore, has responsibility for determining the distribution availability of that information. For joint sponsorship, the controlling office is determined by advance agreement and may be either a party, group, or committee representing the interested activities or DoD components.

Corporate Graphics Products: SPAWARSYSCEN San Diego's heritage panel, free-standing Executive Director's award display, Executive Director's panel, mission/vision panel, organization chart, three-dimensional map, Lauritsen-Bennett award panel, Lauritsen-Bennett book, military photo board, Commanding Officers panel for SPAWARSYSCEN San Diego, Executive Directors panel for SPAWARSYSCEN San Diego, Commanding Officers panel for NCCOSC Research and Development Center, Executive Directors panel for NCCOSC Research and Development Center, Bayside kiosk, C4ISR concepts, building 33 stairwell display, overview, incentive awards certificates, incentive awards plaques, and Executive Director's Award.

Council of Naval Scientific, Special, and Technical Libraries (CONSSATL): A loosely structured group of Navy and Marine Corps librarians who meet regularly to discuss issues of mutual concern.

Critical Technology: Technology that consists of arrays of design and manufacturing know-how (including technical data); or keystone manufacturing, inspection, and test equipment; or keystone materials; or goods accompanied by sophisticated operation, application, or maintenance know-how that would make a significant contribution to the military potential of any country or combination of countries and that may prove detrimental to the security of the United States.

Current Awareness: A service to automatically provide users with new information in their areas of interest.

Database Searching: A means of finding information, bibliographic references (citations), abstracts, or full text articles by using a computer in an interactive mode and requiring the development of search strategies utilizing Boolean logic and other search techniques.

Defense Automated Printing Service (DAPS): Consolidated organization for printing and high speed-high volume duplicating in the Department of Defense. Used for classified, sensitive, but unclassified, and public-release printing work.

Defense Technical Information Center (DTIC): The focal point within DoD responsible for collecting, storing, retrieving, and disseminating information resulting from or relevant to DoD research, development, test, evaluation, analysis, studies, and acquisition management activities.

Distribution Statement: A statement used to mark printed or electronic information to denote the extent of its availability for distribution, release, and disclosure. A distribution statement is distinct from and in addition to a security marking.

Document Delivery: A service whereby information/materials not available in a library collection are requested from other libraries, government agencies, commercial vendors, issuing agencies, or individual authors and delivered to the requestor. Includes information/materials in print or nonprint format, temporary loan of materials, and may involve financial charges for copying, postage and handling.

DoD RDT&E On-Line System (DROLS): A master database maintained by the Defense Technical Information Center that consists of three major databases: technical report bibliographic database, research summaries database, and independent research and development database.

Duplication: All work produced by offset, mimeograph, hectograph, high-speed electrostatic copying, or similar processes and all work produced by diazo, photostat, quick copy (Xerox, Thermofax, etc) or similar types of photocopying.

E-journals: Periodicals which are available electronically via networking, including the web, internet, etc.

Electronic Resources: A wide variety of information resources available electronically, such as online and CDROM databases, internet resources, electronic journals, full text sources, etc.

Export Control Laws: Laws that control dissemination of export-controlled technology. Include 22 CFR 120, *International Traffic in Arms Regulations*; 22 CFR 121, *The United States Munitions List*; and 15 CFR 768-774.

Federal Records Center(s): Agencies that operate under the jurisdiction of the National Archives and Records Administration to provide comprehensive management support and archival guidance and services to the Federal Government.

Formal Publication: A publication issued by SPAWARSYSCEN San Diego or one its predecessor organizations as a technical report, technical publication, technical document, technical note, special document, or technical manual. The publication carries a unique publication number assigned by the organization and has been formally reviewed.

Free Bin: Area located in SPAWARSYSCEN San Diego's building 33, topside, in which hard copies of forms, which are not provided electronically, are provided in hard copy for use at SPAWARSYSCEN San Diego.

Full Text: An online document or record that contains all of the actual text, rather than a brief description or summary.

Government Printing Office (GPO): Focal point for printing, binding, and information dissemination for federal agencies. Used for public-release printing work.

Hand Generated: A graphic arts product generated without the use of a computer or other electronic means including, but not limited to, drawing, painting, airbrushing, etc.

Holdings: Cumulative collection of material (all media) maintained in SPAWARSYSCEN San Diego's library and in its repositories for publications, historical records, photography, and video and films.

Independent Research and Development Program: A DoD program/database that encompasses projects of DoD contractors that are initiated and funded totally or partially by the companies themselves. Information resulting from this program is generally proprietary.

Industrial Quality (Audiovisual): Quality equal to mini-DV or greater (a minimum of 400 lines of resolution).

Information Assurance: Information operations that protect and defend information and information systems by ensuring their availability, integrity, authentication, confidentiality, and nonrepudiation. Includes providing for restoration of information systems by incorporating protection, detection, and reaction capabilities.

Information Processing Theory: Principle of designing interactive presentations. Focuses on identification of the type of processing that occurs in the mind.

Information Systems (IS): Any telecommunications and/or computer-related equipment or interconnected systems or subsystem or subsystem of equipment used in the acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of voice and/or data. Includes software, firmware and hardware.

Information Systems Security Officer (ISSO): Person responsible for implementing and maintaining security for an information system on behalf of SPAWARSYSCEN San Diego's Information Systems Security Manager.

Integrated Library System (ILS): A computer system designed to manage multiple library functions in a fully integrated environment, such as circulation, serials, acquisitions, cataloging, and online public access catalog.

Interlaboratory Committee of Editors and Publishers (ILCEP): A loosely structured group of DoD writers, editors, and publishers who meet regularly to discuss issues of mutual concern. Group issues monographs that provide policy guidance on scientific and technical information.

Interlibrary Loan (ILL): The borrowing or lending of materials from one library to another or the furnishing of a copy of an item to another library.

Interservice Support Agreement (ISA): A written agreement between SPAWARSYSCEN San Diego and another government organization. The agreement identifies what services each organization will provide to the other and the conditions or costs the receiver must meet to obtain the service.

Item Record: The electronic record that identifies the information that is unique to each item in the library collections, such as, call number, copy number, barcode number, location, etc.

Joint Union List of Periodicals (JULIP): A joint Army-Navy library project.

Journal: A periodical containing scholarly articles written by authorities or experts in a given field of study.

Key Operator: An individual who is responsible for designated pieces of self-service copying equipment.

Library of Congress Classification: A scheme of numbering developed by the Library of Congress to show the subject of an item and to indicate its location in the collection.

Library of Congress Subject Headings: A list, developed by the Library of Congress, of words, groups of words, names, objects, or acronyms describing a subject.

Library Services: Consortium of Naval Libraries, CONSSATL, and Library of California (Tierra del Sol Region) representation, integrated library system support, CDROM systems support, collection development, collection maintenance, circulation services, reference services, literature and database searching, current awareness services, maps and charts services, acquisition of publications and services, electronic resources acquisition and delivery, interlibrary loan services, cataloging and processing, serials acquisition and processing, E-journals acquisition and delivery, technical reports, and cooperative projects.

Limited Documents: A document that contains a distribution limitation statement that limits its dissemination.

Literature and Database Searching: Search of various sources, both printed and online, to locate information on a particular topic in response to a user's request. Database searching requires the development of search strategies using Boolean logic and other search techniques.

Machine-Readable Cataloging (MARC): The library standard developed by the Library of Congress for the tagging of electronic cataloging records.

Maps/Charts Function: The organization and maintenance of the library's map and chart collection (both printed and digital), the acquisition of new material, and assistance for users.

Marketing: Creation and production of scientific-and-technical information that communicates benefits of a product, service, or facility to potential customers, whether the customer is internal or external to the organization. Resulting products are visually oriented and attract the customer's attention. Examples of marketing materials include exhibit material, brochures, and promotional materials. Development of marketing information requires development of a communication plan; selection of the appropriate target audience; identification of the message, objective, and purpose of information to be communicated; creative writing; and professional graphics.

Mediated Search: A search of an electronic database for a library customer by a trained librarian. Performed after a reference interview is conducted with the customer.

Military Librarians Workshop (MLW): An annual meeting sponsored by the Military Librarians Division of the Special Libraries Association and hosted by the three services and DoD on a rotating basis. The meeting is used by DoD library managers to discuss issues of common concerns, including updates on DoD information policy, government personnel issues, applications of new technology, etc.

Motivation Theory: Principle of designing interactive presentations. Focuses on goals set by users and the effort it will take to reach these goals.

Multimedia: A combination of more than one information medium in a single production.

Mural: Decoration of walls or ceilings for aesthetic or didactic purposes, executed in variety of techniques. Murals either emphasize or enhance an interior design or transform the area, providing an illusion of different spatial dimensions.

Narrative Data: Handwritten notes which express novel concepts, conditions, tests, or plans of approach to problems, observations, modifications, formulae, unusual or significant phenomena, findings, results, and other items of interest expressed in narrative form.

National Commission on New Technological Uses of Copyright Works (CONTU): The commission that develops guidelines to assist librarians and copyright proprietors in understanding the amount of photocopying for use in interlibrary loan arrangements (works under the auspices of Congressional subcommittees).

National Technical Information Service (NTIS): The agency authorized to sell government public-release information to the public.

Nonformal Publication: Publication issued by SPAWARSYSCEN San Diego or one its predecessor organizations that was not released as a formal publication and is not maintained in the archival or repository systems.

Online Computer Library Center (OCLC): A library network which provides the world's largest bibliographic database serving more than 12,000 libraries of all types in the United States and other countries.

Open Literature: Journal articles and symposium proceedings published in public-release journals, proceedings, and workshops.

Periodicals: Publications issued in successive parts, each with the same title but a different number. Most periodicals are issued at regular intervals and are acquired by libraries on a subscription basis. Periodicals may be in paper, microform, or electronic format.

Poster: A visual, usually illustrated, that advertises, informs, or publicizes.

Predecessor Organizations of SPAWARSYSCEN San Diego: U.S. Navy Radio and Sound Laboratory; U.S. Navy Electronics Laboratory; Naval Command, Control and Communications Laboratory Center; Naval Electronics Laboratory Center; Naval Ordnance Test Station; Naval Undersea Warfare Center; Naval Undersea Research and Development Center; Naval Undersea Center; Naval Ocean Systems Center; Naval Command, Control and Ocean Surveillance Center RDT&E Division; Naval Radiological Defense Laboratory (Hunter's Point Navy Shipyard); Naval Air Development Center (Communication Navigation Technology Directorate); Fleet Combat Direction Systems Support Activity (San Diego); Navy Space Systems Activity (Los Angeles); Naval Electronic Systems Engineering Center San Diego; Naval Electronic Systems Engineering Center Vallejo; Naval Electronic Engineering Activity Pacific (Pearl Harbor); Naval Electronic Engineering Activity Pacific Detachment (Guam); Naval Electronic Engineering Activity Pacific Detachment (Japan); and Naval Electronic Engineering Activity Pacific Detachment (Philippines).

Presentation: Transmission of technical information by verbal methods. Includes slides and viewgraphs used to amplify or outline the material under discussion.

Primary Distribution: Initial targeted distribution of or access to technical information authorized by the controlling DoD office.

Printer's Dummy: A color or black-and-white mockup of a piece of art to show the printer the appearance of the final product.

Printing: The processes of platemaking, presswork, binding, and items produced by such processes.

Production: Processes involved in preparing information for print or online access. Includes, but is not limited to, typesetting, composition, page layout, enhancement of illustrative material, creation of simple illustrative material, scanning, and file conversion.

Professional Quality (Audiovisual): A sound library with minimum 32-kHz sound.

Proprietary Information: Classified or unclassified data, i.e., patents, copyrights, or trade secrets, the rights to which are owned by private firms or citizens. Proprietary information may not be disclosed without the owner's consent.

Public Release: Technical information available without any restrictions concerning its dissemination or use.

Publication: Generic term for technical reports, technical documents, technical notes, special documents, and technical manuals regardless of its medium, physical form, or characteristics.

Records: Books, papers, maps, photographs, or other documentary material, regardless of physical form or characteristics, made or received by any agency of the United States Government in pursuance of Federal Law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, function, policies, decision, operations, or other activities of the government or because the informational value of the data contained therein.

Reference (Ready): A service providing rapid answers to informational questions of library customers. Such questions are usually repetitive in nature and can quickly be answered from general library print sources or ready reference collection.

Reference Services: Assistance provided by members of the library staff to library users in pursuit of information. Assistance may include mediated searches, training, identification of publications, establishing current awareness profiles, and/or referrals to other agencies or departments.

Reproduction: Making copies from an earlier generation of materials. Reproduction includes all copies beyond the original or master copy.

Reprographics: All work produced by offset, mimeograph, hectograph, high-speed electrostatic copying, or similar processes and all work produced by diazo, photostat, quick copy (Xerox, Thermofax, etc) or similar types of photocopying.

Research: All efforts directed toward increased knowledge of natural phenomena and environment and efforts directed toward the solution of long-term defense problems in the physical, engineering, life, behavioral, and social sciences.

Resource Sharing: Cooperative efforts among libraries to share their resources.

Routing and Approval Form: NRD 5720/2, *Release of Scientific and Technical Information*, used to obtain approval signatures for SPAWARSYSCEN San Diego publications.

Scientific and Technical Information (STI): Communicable knowledge or information resulting from or about the conduct and management of scientific and engineering efforts. Administrators, managers, scientists use STI, and engineers engaged in scientific and technological efforts and is the basic intellectual resource for and the result of such efforts. STI may be represented in many forms and media, including paper, electronic data, audio, photographs, video, drawing, numeric data, textual documents, etc.

Scientific and Technical Information Program (STIP): A coordinated structure of STI functions under the guidance of SPAWARSYSCEN San Diego's technical information officer. The objective of the program is to ensure that STI generated at SPAWARSYSCEN San Diego provides maximum contribution of the advancement of science and technology; permits timely, effective, and efficient conduct of DoD RDT&E programs; provides information support to the management of RDT&E-related programs; and eliminates unnecessary duplication of effort and resources by encouraging and expediting the interchange and use of STI. Governed by DoD Directive 3200.12, *DoD Scientific and Technical Information (STI) Program (STIP)*.

Secondary Distribution: Release of technical information after primary distribution. Includes loaning, allowing the reading of, or releasing a document (in whole or in part).

Self-Service Copiers: Convenience copying equipment located in a readily accessible, uncontrolled environment.

Serials: Publications issued in successive parts, usually at regular intervals, and, as a rule, intended to be continued indefinitely. Serials include periodicals (magazines), newspapers, annuals (reports, yearbooks, etc.), memoirs, proceedings and transactions of societies.

Serials Function: The ordering, receiving, and processing of publications that are usually issued at regular intervals (e.g., periodicals and newspapers). Also includes the bindery function (i.e., preparing materials to be bound).

Society for Technical Communication: International organization dedicated to advancing the arts and sciences of technical communication.

Special Document: SPAWARSYSCEN San Diego publication that contains marketing and public relations material. Includes brochures, flyers, and posters.

System Administrator: Person responsible for the administration and operation of an information system. Works with the ISSO to ensure that the information system operates in accordance with SPAWARSYSCEN San Diego security policies and procedures. The System Administrator may also be the ISSO.

Technical Document: Formal SPAWARSYSCEN San Diego publication that includes the class of publications not considered as reports. Subject matter usually categorized as software, engineering, or administrative. Includes publications such as proposals, reliability plans, safety

plans, viewgraph compilations, conference proceedings, computer programs, engineering change proposals, and specifications. No specific format or content requirements.

Technical Information: Information, including scientific information, that relates to research, development, engineering, test, evaluation, production, operation, use, and maintenance of hardware, software, and/or technology which advances the state-of-the-art or establishes a new art in an area of significant military application. Included is information related to munitions and other military supplies and equipment.

Technical Information Officer: SPAWARSYSCEN San Diego employee with the authority and responsibility to prescribe information policies and procedures and to require compliance for such policies and procedures for SPAWARSYSCEN San Diego's scientific and technical information program.

Technical Information Products: All public, graphic, videographic, and multimedia products produced at SPAWARSYSCEN San Diego and identified in this performance work statement.

Technical Manual: Describes specific equipment, weapon, or system and provides instructions for installation, operation, maintenance, overhaul, and/or personnel training. Includes both hardware and software. Has specific format and content requirements.

Technical Note: Contains informal or transitory information. Is considered a working paper that does not represent SPAWARSYSCEN San Diego policy. No specific format or content requirements.

Technical Publication: Generic term for technical reports, technical documents, technical notes, special documents, and technical manuals regardless of medium, physical form, or characteristics.

Technical Report: Formal SPAWARSYSCEN San Diego publication that presents the results of an effort undertaken by SPAWARSYSCEN San Diego toward an objective defined by a sponsor. May be a final, summary, or progress report. Subject matter usually categorized as RDT&E. Has specific format and content requirements.

Technology: Scientific or engineering efforts directed toward eliminating technical barriers and providing solutions to technical problems (excluding routine engineering) encountered in RDT&E programs.

Unclassified, Limited Publications: Publications that are not classified, but are not releasable to the public.

Video Production: A production distinguished by the combination of motion media with sound in a self-contained, complete presentation that is developed according to a plan or script for the purpose of conveying information to or communicating with a specific audience.

Visual Information: Use of one or more of the various visual media with or without sound. Visual information usually includes still photography, motion picture photography, video or audio recording, graphic arts, visual aids, models, displays, visual presentation services, and the supporting processes.

Web Page: An intranet or internet site that provides access to information about an organization (or individual or commercial interest) as well as access to other web sites of interest.

Weed: Remove unwanted or unneeded material.

Works: Includes, but is not limited to, corporate publications, project publications, management reports, technical publications journal articles, symposium proceedings, workshop materials, book chapters, technical manuals, wall displays, corporate displays, signage, brochures, flyers, presentations, posters, banners, business cards, certificates, decals, plaques, logos, CDROM artwork, nameplates, folders, overviews, books, cover designs, murals, maps, awards, display cases, paintings, illustrations, collages, memo pad designs, letterhead design, typographical design, lapel pins, exhibits, video productions, quick-look video productions, video footage, multimedia productions, web page design, and databases. These are in addition to the “works” defined in DFARS 252.227-7020, *Rights in Special Works*.

C.2.2 ACRONYMS

C.2.2.1 This section contains acronyms that apply to this PWS.

C.2.2.2 General acronyms and definitions are listed below:

AACR 2	Anglo-American Cataloging Rules, 2nd edition
AIS	Automated Information System
ALA	American Library Association
ANSI	American National Standards Institute
C4ISR	Command, Control, Communications, Computers, Intelligence, Surveillance, and Reconnaissance
CAL OSHA	California Occupational Safety and Health Administration
CDR	Contract Discrepancy Report
CDROM	Compact Disk Read Only Memory
CFE	Contractor Furnished Equipment
CFR	Code of Federal Regulations
CMCC	Classified Material Control Center
CNL	Consortium of Naval Libraries
CNRSW	Commander Naval Region Southwest
CNWDI	Critical Nuclear Weapons Design Information
CO	Commanding Officer
CONSSATL	Council of Naval Scientific, Special, and Technical Libraries
CONTU	National Commission on New Technological Uses of Copyright Works
COTS	Commercial Off-the-Shelf
CSQP	Customer Service Quality Plan
CY	Calendar Year
DAPS	Defense Automated Printing Service
DCAA	Defense Contract Audit Agency
DFARS	Defense Federal Acquisition Regulations
DGR	Designated Government Representative
DLA	Defense Logistics Agency
DoD	Department of Defense
DoDAAD	Department of Defense Activity Address Directory
DoDD	Department of Defense Directive

DoT	Department of Transportation
DROLS	DoD RDT&E Online System
DSN	Defense Switched Network
DTIC	Defense Technical Information Center
ED	Executive Director
EPA	Environmental Protection Agency
ESL	English as a Second Language
FAR	Federal Acquisition Regulation
FPO	Force Protection Office
FRC	Federal Records Center
FRD	Formerly Restricted Data
FY	Fiscal Year
GFE	Government Furnished Equipment
GFF	Government Furnished Facilities
GFI	Government Furnished Information
GFP	Government Furnished Property
GFS	Government-Furnished Software
GPO	Government Printing Office
GSA	General Services Administration
HAZMAT	Hazardous Material
IA	Information Assurance
IEEE	Institute of Electrical and Electronics Engineers
ILCEP	Interlaboratory Committee of Editors and Publishers
ILL	Interlibrary Loan
ILS	Integrated Library System
INFOSEC	Information Security
IR&D	Independent Research and Development
ISA	Intraservice Support Agreement
ISM	Industrial Security Manual
ISSO	Information Systems Security Officer
IT	Information Technology
ITE	Information Technology Equipment
JER	Joint Ethics Regulations
JO	Job Order
JULIP	Joint Union List of Periodicals
LC	Library of Congress
MARC	Machine Readable Cataloging (Library of Congress)
MCT	Militarily Critical Technology
MILSPEC	Military Specification
MLW	Military Librarians Workshop
MSDS	Material Safety Data Sheets
MSP	Minimum Standards of Performance
NARA	National Archives and Records Administration

NATO	North Atlantic Treaty Organization
NAVOSH	Naval Occupational Safety and Health
NAVSEA	Naval Sea Systems Command
NCCOSC	Naval Command Control and Ocean Surveillance Center
NIMA	National Imagery and Mapping Agency
NISO	National Information Standards Organization
NMCI	Navy Marine Corps Internet
NOSC	Naval Ocean Systems Center
NRaD	NCCOSC Research and Development Activity
NSO	Network Security Officer
NTIS	National Technical Information Service
NWP	Naval Warfare Publication
OCLC	Online Computer Library Center
OEM	Original Equipment Manufacturer
OPNAV	Chief of Naval Operations
OSHA	Occupational Safety and Health Administration
OTC	Old Town Campus
PAS	Property Accounting System
PCAD	Property Custody and Depreciation System.
PCO	Procuring Contracting Officer
PCS	Permanent Change of Station
PLC	Point Loma Complex
POC	Point of Contact
POV	Privately Owned Vehicle
PPE	Personnel Protective Equipment
PWC	Public Works Center
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan
RD	Restricted Data
RDD	Required Delivery Date
RDT&E	Research, Development, Test, and Evaluation
ROD	Report of Discrepancy
SBIR	Small Business Innovative Research
SCI	San Clemente Island
SCI	Sensitive Compartmented Information
SECNAV	Secretary of the Navy
SF	Standard Form
SIOP-ESI	Single Integrated Operational Plan—Extremely Sensitive Information
SIPRNET	Secret Internet Protocol Router Network
SLA	Special Libraries Association
SOP	Standard Operating Procedure
SPAWAR	Space and Naval Warfare Systems Command
SPAWARSYSCEN	Space and Naval Warfare Systems Center
SSBI	Single-Source Background Investigations
STC	Society for Technical Communication

STI	Scientific and Technical Information
STIP	Scientific and Technical Information Program
TASO	Terminal Area Security Officer
TE	Technical Exhibit
TID	Technical Information Division
TMMP	Technical Manual Management Plan
USC	United States Code

C.3 GOVERNMENT-FURNISHED PROPERTY AND SERVICES

C.3.1 GENERAL REQUIREMENTS

C.3.1.1 SERVICE-PROVIDER RESPONSIBILITIES

C.3.1.1.1 The service provider shall safeguard all SPAWARSYSCEN San Diego property that is provided for the service provider's use.

C.3.1.1.2 At the close of each work period, the service provider shall secure facilities and/or rooms, equipment, software, holdings, and materials.

C.3.1.1.3 The service provider shall report all thefts, vandalism, or destruction of property and/or equipment (government-furnished equipment (GFE) or government-furnished software (GFS)) to the DGR.

C.3.1.2 SUBMISSION OF DD FORM 1662

C.3.1.2.1 The service provider shall complete DD Form 1662, *DoD Property in the Custody of Contractor*, for all property furnished by SPAWARSYSCEN San Diego under this contract.

C.3.1.2.2 When government property is determined to be beyond economical repair, the property shall be returned in its entirety to SPAWARSYSCEN San Diego.

C.3.1.2.3 Upon completion of the contract, all government property shall be returned to the SPAWARSYSCEN San Diego.

C.3.2 GOVERNMENT-FURNISHED FACILITIES

C.3.2.1 PROVISION

C.3.2.1.1 SPAWARSYSCEN San Diego shall furnish, or make available to the service provider, all necessary facilities listed in exhibit 6, *TID Facilities To Be Provided by SPAWARSYSCEN San Diego*. These facilities shall only be used for performance of work described in this PWS. Some facilities shall be jointly occupied with SPAWARSYSCEN San Diego.

C.3.2.1.2 During the term of the contract, SPAWARSYSCEN San Diego shall retain the right to add, withdraw, or replace facilities, after coordination with the service provider to ensure adequate facilities with sufficient square footage are provided.

C.3.2.1.3 SPAWARSYSCEN San Diego has been inspected for compliance with OSHA requirements. No hazards have been identified for which “workarounds” have been established. Taking into account safety and health priorities, SPAWARSYSCEN San Diego corrects OSHA hazards in accordance with plans of abatement developed by SPAWARSYSCEN San Diego. (These plans are filed in the SPAWARSYSCEN San Diego’s Safety and Environmental Office.) A higher priority for correction shall not be assigned to the facilities provided herein merely because of this contracting initiative. The fact that no such conditions have been identified does not warrant or guarantee that no possible hazard exists, or that workaround procedures shall not be necessary, or that the facilities, as furnished, shall be adequate to meet the responsibilities of the service provider.

C.3.2.2 SERVICE-PROVIDER RESPONSIBILITIES

C.3.2.2.1 The service provider shall perform all work specified in this PWS in the facilities identified in exhibit 6, *TID Facilities To Be Provided by SPAWARSYSCEN San Diego*. All work that is either classified or is sensitive unclassified shall be done in facilities with a SECRET clearance. Only work that has been cleared for public release, including completion of NRaD Form 5720/2, *Release of Scientific and Technical Information*, can be done in uncleared facilities.

C.3.2.2.2 The service provider shall maintain all facilities furnished by SPAWARSYSCEN San Diego in accordance with standards that apply to similar areas occupied by SPAWARSYSCEN San Diego.

C.3.2.2.3 The service provider shall use SPAWARSYSCEN San Diego facilities only for the work required in this contract.

C.3.2.2.4 Upon termination of this contract, the service provider shall return assigned facilities to SPAWARSYSCEN San Diego. These facilities shall be in a condition equal to that when the service provider assumed responsibility for the facilities. Normal wear-and-tear is allowed.

C.3.2.2.5 Compliance with OSHA and other applicable laws and regulations for the protection of employees is exclusively the obligation of the service provider. SPAWARSYSCEN San Diego shall assume no liability or responsibility for the service provider's compliance or noncompliance with such responsibilities, with the exception of the aforementioned responsibility to make corrections in accordance with plans of abatement subject to base-wide priorities.

C.3.2.3 ALTERATIONS, UPKEEP, AND MINOR MAINTENANCE

C.3.2.3.1 All general and regular maintenance and repair of the facilities shall be the responsibility of SPAWARSYSCEN San Diego.

C.3.2.3.2 The service provider shall identify in writing to the DGR all required facility upgrades, repairs, and improvements.

C.3.2.3.3 The service provider shall make no alterations to the facilities without specific written permission from the PCO and DGR. However, in the case of alterations necessary for OSHA compliance and occupant medical necessity, such permission shall not be unreasonably withheld.

C.3.2.3.4 The service provider shall be responsible for minor maintenance and repair of facilities furnished by SPAWARSYSCEN San Diego as a result of misuse or other causes deemed to be caused by action or inaction of the service provider's employees. All work shall be approved by the DGR prior to the start of any work. SPAWARSYSCEN San Diego reserves the right to make necessary repairs at the expense of the service provider, if those repairs are not completed within 7 days.

C.3.2.3.5 The service provider shall be responsible for shifting on the shelves all SPAWARSYSCEN San Diego library holdings.

C.3.3 GOVERNMENT-FURNISHED EQUIPMENT

C.3.3.1 GENERAL REQUIREMENTS

C.3.3.1.1 SPAWARSYSCEN San Diego shall provide the service provider with the equipment listed in exhibit 7, *Government-Furnished Information Technology Equipment*, and exhibit 8, *Government-Furnished TID Tools*.

C.3.3.2 EQUIPMENT INVENTORY

C.3.3.2.1 Equipment Owned by SPAWARSYSCEN San Diego

C.3.3.2.1.1 Within 10 days after the start of the basic contract period, the service provider and the DGR, or a designated alternate, shall conduct a joint inventory of all equipment owned by SPAWARSYSCEN San Diego (exhibit 7, *Government-Furnished Information Technology Equipment*, and exhibit 8, *Government-Furnished TID Equipment*). The service provider shall prepare and complete DD Form 1662, *DoD Property in the Custody of Contractor*, for all equipment owned by SPAWARSYSCEN San Diego and shall manage this equipment in accordance with NRaD Instruction 4340.1, *Government Furnished Property Accountable to Contractor*.

C.3.3.2.1.2 The service provider and the DGR, or a designated alternate, shall jointly determine the working order and condition of all equipment owned by SPAWARSYSCEN San Diego. Items of equipment missing or not in working order shall be recorded. If any equipment requires repair or calibration, it shall be the responsibility of SPAWARSYSCEN San Diego to repair or calibrate the equipment. For equipment designated in exhibit 7 as information-technology equipment owned by SPAWARSYSCEN San Diego, the service provider shall designate an information-technology custodian.

C.3.3.2.1.3 If the service provider does not participate in the inventory, the service provider must accept, as accurate, the listing and stated condition of equipment provided by the DGR.

C.3.3.2.1.4 Inventories shall also be done within 10 calendar days of the start of any option period.

C.3.3.2.2 Equipment Managed Under NMCI Contract

C.3.3.2.2.1 Within 10 days after the start of the basic contract period, the performing service provider and the NMCI contractor shall conduct a joint inventory of all information-technology equipment managed under the NMCI contract (exhibit 7, *Government-Furnished Information Technology Equipment*). The service provider shall prepare and complete either DD Form 1662, *DoD Property in the Custody of Contractor*, or a form furnished by the NMCI contractor.

C.3.3.2.2.2 The performing service provider and the NMCI contractor shall jointly determine the working order and condition of all equipment. Items of equipment missing or not in working order shall be recorded. If any equipment requires repair, it shall be the responsibility of the NMCI contractor to repair the equipment.

C.3.3.2.2.3 If the performing service provider does not participate in the inventory, the performing service provider must accept, as accurate, the listing and stated condition of equipment provided by the NMCI contractor.

C.3.3.2.2.4 Inventories shall also be done within 10 calendar days of the start of any option period.

C.3.3.3 SERVICE-PROVIDER RESPONSIBILITIES

C.3.3.3.1 Usage

C.3.3.3.3.1 The service provider shall not use any equipment provided under this contract for noncontract-related purposes.

C.3.3.3.2 Obtaining Additional or Replacement Equipment

C.3.3.3.2.1 Except for equipment required under section C.5.8.1, the service provider shall submit requests for additional or replacement equipment, including information-technology equipment managed under the NMCI contract, by using procedures identified by the DGR. If approved by SPAWARSSYSCEN San Diego, the equipment shall be provided by SPAWARSSYSCEN San Diego at no cost to the service provider.

C.3.3.3.3 Disposition of Equipment

C.3.3.3.3.1 If equipment owned by SPAWARSSYSCEN San Diego is no longer required, the service provider shall notify the DGR. The DGR shall provide disposition instructions.

C.3.3.3.3.2 If information-technology equipment managed under the NMCI contract is no longer required, the performing service provider shall notify both the NMCI contractor and the DGR.

C.3.3.3.4 Return of Equipment

C.3.3.3.4.1 All equipment owned by SPAWARSSYSCEN San Diego, including that purchased as replacement for damaged equipment, shall be returned to SPAWARSSYSCEN San Diego at the end of the contract. Information-technology equipment managed under the NMCI contract shall be returned to the NMCI contractor at the end of the contract.

C.3.3.4 MAINTENANCE

C.3.3.4.1 Noninformation Technology Equipment

C.3.3.4.1.1 The service provider shall perform user-level preventive maintenance on equipment owned by SPAWARSSYSCEN San Diego to verify proper system operation; minimize malfunction, breakdown, and deterioration of systems and equipment; and to identify and/or perform minor repairs. This equipment is identified in exhibit 8, *Government-Furnished TID Equipment*.

C.3.3.4.1.2 When the service provider determines that equipment requires more than minor repair, the DGR shall be notified in writing within 1 working day. The cost of this repair shall be the responsibility of SPAWARSSYSCEN San Diego.

C.3.3.4.2 Information-Technology Equipment

C.3.3.4.2.1 Excluding information-technology equipment managed under NMCI, the service provider shall daily perform minor maintenance/upgrades on information-technology systems and equipment used in the daily production of technical information products and services. The service provider shall enforce warranties. Minor maintenance/upgrades shall include, but shall not be limited to, hard disk management, zip drive installation, printer and scanner hookup, software installation, and computer installation in local and remote display. When the service provider determines information-technology systems and equipment require more than minor maintenance, the DGR shall be notified in writing within 1 working day. The cost of this repair shall be the responsibility of SPAWARSYSCEN San Diego.

C.3.3.4.2.2 Information-technology equipment managed under NMCI shall be maintained by the NMCI contractor.

C.3.3.5 EQUIPMENT LOAN

C.3.3.5.1 The service provider shall loan exhibit system components to SPAWARSYSCEN San Diego employees. This components shall be loaned only with prior approval of the DGR. The service provider shall complete SSC SD Form 7321/1, revision 1, *Receipt of Accountable Property*, for signature by the SPAWARSYSCEN San Diego employee borrowing the components.

C.3.3.5.2 The components can be loaned for up to 30 calendar days, providing such loans do not negatively impact pre-existing requirements. The service provider shall annotate on SSC SD Form 7321/1, revision 1, *Receipt of Accountable Property*, the condition of the components upon loan and return. If components are not returned after 30 calendar days, the service provider shall follow up with the customer. If components are damaged or lost, the service provider shall notify the DGR within 1 working day.

C.3.4 GOVERNMENT-FURNISHED SOFTWARE

C.3.4.1 GENERAL REQUIREMENTS

C.3.4.1.1 SPAWARSYSCEN San Diego shall provide the service provider the software listed in exhibit 9, *Government-Furnished Software*.

C.3.4.2 INVENTORY OF SOFTWARE OWNED OR LICENSED BY SPAWARSYSCEN SAN DIEGO

C.3.4.2.1 Within 10 days after the start of the basic contract period, the service provider and the DGR, or a designated alternate, shall conduct a joint inventory of all software owned or licensed by SPAWARSYSCEN San Diego (identified in exhibit 9, *Government-Furnished Software*). The *Contractor* shall sign prepare and complete DD Form 1662, *DoD Property in the Custody of Contractor*, for all software owned or licensed by SPAWARSYSCEN San Diego and shall manage this software in accordance with NRaD Instruction 4340.1, *Government Furnished Property Accountable to Contractor*. (As software provided under the NMCI contract shall be accessed from NMCI servers, an inventory of such shall not be required.)

C.3.4.2.2 If the service provider does not participate in the inventory, the service provider must accept, as accurate, the listing of the software provided by the DGR.

C.3.4.2.3 Inventories shall also be done within 10 calendar days of the start of any option period.

C.3.4.3 SERVICE-PROVIDER RESPONSIBILITIES

C.3.4.3.1 Usage

C.3.4.3.1.1 The service provider shall not use any software provided under this contract for noncontract-related purposes.

C.3.4.3.2 Obtaining Additional, Upgraded, or Replacement Software

C.3.4.3.2.1 The service provider shall submit requests for additional, upgraded, or replacement software, including information-technology software managed under the NMCI contract, by using procedures identified by the DGR. If approved by SPAWARSYSCEN San Diego, the software shall be provided by SPAWARSYSCEN San Diego at no cost to the service provider.

C.3.4.3.2.2 Any software used by the service provider for producing and providing technical information products and services shall be properly licensed.

C.3.4.3.3 Disposition of Software

C.3.4.3.3.1 If software owned or licensed by SPAWARSYSCEN San Diego is no longer required, the service provider shall notify the DGR. The DGR shall provide disposition instructions.

C.3.4.3.4 Return of Software

C.3.4.3.4.1 All software owned or licensed by SPAWARSYSCEN San Diego, including replacements or upgrades, shall be returned to SPAWARSYSCEN San Diego at the end of the contract.

C.3.4.4 MAINTENANCE

C.3.4.4.1 The service provider shall be responsible for providing the DGR with information regarding all required software upgrades or new software that are used or required to produce technical information products and services. Upgrades or new software shall be provided to the contactor at no cost.

C.3.5 GOVERNMENT-FURNISHED MATERIALS

C.3.5.1 OFFICE SUPPLIES

C.3.5.1.1 SPAWARSYSCEN San Diego shall furnish an initial stock of administrative office supplies, for example, pens, pencils, paper clips, staplers, staples, and printer paper (see exhibit 10, *Government-Furnished Office Supplies and Equipment*).

C.3.5.1.2 The service provider shall purchase all replenishment supplies.

C.3.5.2 PRODUCTION MATERIALS

C.3.5.2.1 SPAWARSYSCEN San Diego shall furnish an initial stock of technical-information production materials, for example, special printer paper, report covers, blank zip discs, blank CDROMs, and videotapes (see exhibit 11, *Government-Furnished Production Materials*).

C.3.5.2.2 The service provider shall purchase all replenishment materials, including those required to operate equipment identified in exhibits 7, *Government-Furnished Information Technology Equipment*, and exhibit 8, *Government-Furnished TID Equipment*.

C.3.5.2.3 The government will allow the service provider to purchase materials through General Services Administration (GSA) contracts.

C.3.5.3 OFFICE FURNITURE

C.3.5.3.1 The furniture listed in exhibit 12, *Government-Furnished Office Furniture*, shall be provided to the service provider.

C.3.5.3.2 The service provider and the DGR, or an alternate, shall jointly inventory all furniture during the equipment inventory.

C.3.6 TECHNICAL INFORMATION HOLDINGS

C.3.6.1 GENERAL REQUIREMENTS

C.3.6.1.1 SPAWARSCEN San Diego shall provide to the service provider the holdings of its technical library. These holdings are listed in exhibits 5, *Inventory of Library Holdings*.

C.3.6.2 INVENTORY

C.3.6.2.1 Within 30 days after the start of the contract, the service provider and the DGR, or an alternate, shall conduct a joint inventory of all library holdings listed in exhibits 5, *Inventory of Library Holding*. The service provider shall sign as custodian for all holdings.

C.3.6.2.2 If the service provider does not participate in the inventory, the service provider must accept, as accurate, the listing and stated condition of the holdings provided by the DGR.

C.3.7.2.3 The inventory shall be completed within 30 calendar days of the start of any option period.

C.3.6.3 SERVICE-PROVIDER RESPONSIBILITIES

C.3.6.3.1 Custodians

C.3.6.3.1.1 The service provider shall designate custodians and alternates prior to the commencement of the inventory to receipt and account for library holdings. DD Form 1662, *DoD Property in the Custody of Contractor*, shall be used for this accounting.

C.3.6.3.2 Usage

C.3.6.3.2.1 The service provider shall not use or provide library materials, publications, videos, or films to any individual or organization unless the use is for official government purposes.

C.3.6.3.2.2 Before providing to a requester any holdings that are classified and/or have limited access, the service provider shall obtain written approval from the releasing organization for that information.

C.3.6.3.2.3 The service provider shall be responsible for maintaining, distributing, circulating, and restocking these holdings.

C.3.6.3.3 Disposition of Holdings

C.3.6.3.3.1 If library holdings must be disposed of, the service provider shall make disposition recommendation to the DGR. The DGR shall decide on disposition of holdings.

C.3.7 GOVERNMENT-PROVIDED INFORMATION

C.3.7.1 GENERAL REQUIREMENTS

C.3.7.1.1 SPAWARSYSCEN San Diego shall provide the service provider either full or partial use of SPAWARSYSCEN San Diego's technical support systems required to perform the work in this PWS.

C.3.7.1.2 SPAWARSYSCEN San Diego shall provide the service provider use of SPAWARSYSCEN San Diego's software packages required to operate these systems. SPAWARSYSCEN San Diego reserves the right to change software programs currently in use.

C.3.7.2 TRAINING FOR TECHNICAL SUPPORT SYSTEMS

C.3.7.2.1 SPAWARSYSCEN San Diego shall be responsible for training the service provider's employees (on-site) in the use of these technical support systems and software. Training shall occur within 30 days of contract start date.

C.3.7.2.2 At a minimum, SPAWARSYSCEN San Diego shall provide annual refresher training.

C.3.7.3 RECORDS, FILES, AND WORK PAPERS

C.3.7.3.1. The DGR shall provide all records required to perform the work in this PWS.

C.3.7.3.2 All records, files, and work papers either provided by SPAWARSYSCEN San Diego or generated in support of this contact are government property and shall be maintained and disposed of per direction of the DGR.

C.3.7.3.3 At the time of disposition of records, the service provider shall provide all records, files, and work papers to the DGR.

C.3.8 GOVERNMENT-PROVIDED SERVICES

C.3.8.1 UTILITIES

C.3.8.1.1 SPAWARSYSCEN San Diego shall furnish utilities related to services required to operate the facilities provided by SPAWARSYSCEN San Diego. These utilities include gas, electricity, water, sewage, and heating fuels.

C.3.8.2 TELEPHONES

C.3.8.2.1 SPAWARSYSCEN San Diego shall furnish on-base and off-base (local area) telephone service, including defense switched network (DSN) capability, required to make necessary, official government telephone calls to perform the work in this PWS.

C.3.8.2.2 The service provider shall be responsible for ensuring that government-furnished telephones and service are not used for personal business, personal use, or other company business in support of other contracts.

C.3.8.2.3 On a monthly basis, the service provider shall certify to the DGR that all long-distance and local calls were for official government purposes.

C.3.8.3 REFUSE COLLECTION

C.3.8.3.1 SPAWARSYSCEN San Diego shall provide refuse collection and disposal services.

C.3.8.3.2 The service provider shall follow guidelines established by SPAWARSYSCEN San Diego regarding proper use of dumpsters. The service provider shall not dump prohibited items in dumpsters.

C.3.8.3.3 The service provider shall participate in SPAWARSYSCEN San Diego's recycling program.

C.3.8.4 CUSTODIAL SERVICES

C.3.8.4.1 SPAWARSYSCEN San Diego shall provide custodial services to all administrative offices and restrooms to the extent provided by the custodial contract for SPAWARSYSCEN San Diego.

C.3.8.4.2 The service provider shall resolve any conflicts concerning the custodial services contract with the DGR.

C.3.8.5 POSTAL SERVICES

C.3.8.5.1 SPAWARSYSCEN shall provide on-base mail distribution and United States Postal Service for, but limited to, official government mail required to perform the work in this PWS.

C.3.8.6 OTHER SERVICES

C.3.8.6.1 The government shall provide police and fire protection in accordance with applicable jurisdictions.

C.3.8.6.2 The government shall provide insect and rodent control services for all facilities covered herein.

C.3.9 GOVERNMENT-PROVIDED VEHICLES

C.3.9.1 VEHICLES PROVIDED

C.3.9.1.1 SPAWARSYSCEN San Diego shall furnish two vehicles to be used in support of activities defined in this PWS. SPAWARSYSCEN San Diego shall provide maintenance and fuel for these vehicles.

C.3.9.2 USE OF VEHICLES

C.3.9.2.1 The service provider shall not use any vehicles provided under this contract for noncontract-related purposes.

C.4 SERVICE-PROVIDER-FURNISHED PROPERTY AND SERVICES

C.4.1 SERVICE-PROVIDER-FURNISHED PROPERTY AND SERVICES

C.4.1.1 SERVICE PROVIDER-FURNISHED ITEMS

C.4.1.1.1 The service provider shall be responsible for furnishing all labor, materials, and equipment required for the performance of work described in Section C.5 of this PWS that are not identified in Section C.3 as furnished by the government. All equipment to which the service provider has acquired title shall be clearly and permanently marked with the service provider's name or logo for ready identification.

C.4.1.2 UNSERVICEABLE SERVICE-PROVIDER EQUIPMENT

C.4.1.2.1 Service-provider-furnished equipment or items that are inoperable or unserviceable for whatever reason, including failure to meet federal, state, or local safety requirements, shall be repaired or removed from SPAWARSYSCEN San Diego within 2 working days after failure.

C.4.1.3 OWNERSHIP

C.4.1.3.1 Component replacement parts which are placed on equipment and facilities shall become the property of the party (government or service provider) holding the title to the equipment or facilities. The service provider shall not remove parts or materials from government property at the termination of the contract.

C.4.1.4 PERMITS

C.4.1.4.1. The service provider shall obtain all permits and licenses required for performance of work and compliance with applicable federal, state, and local laws. Therefore, the service provider shall provide proof of these permits and licenses to the designated government representative officer's representative prior to commencing work.

C.5 SPECIFIC TASKS

C.5.1 PUBLICATION SERVICES

C.5.1.1 INTRODUCTION

C.5.1.1.1 The service provider shall provide full-spectrum publication services to the scientific, technical, administrative, and public affairs communities at SPAWARSYSCEN San Diego. Publication services shall support SPAWARSYSCEN San Diego's scientific and technical mission areas, business and administrative functions, and marketing requirements.

C.5.1.1.2 Publication products and services shall include, but shall not be limited to, the following:

- Technical reports
- Technical documents
- Technical notes
- Technical manuals
- Special documents
- Test-and-evaluation publications
- Journal articles
- Symposium proceedings
- Books or book chapters
- Marketing material
- Contractor-generated reports
- Presentation material
- Technical histories
- Administrative histories
- Newsletters
- Literature changes
- Command-level correspondence
- Command reports to DoD agencies
- Command-level reference guides
- Command-level corporate documentation
- Command-level weekly reports

C.5.1.1.3 The service provider shall ensure that current, accurate, and complete standard desk procedures are prepared and maintained for all publication functions. These procedures shall include, but shall not be limited to, the following: process descriptions and procedures; forms used (including samples); list, location, and description of files kept; database login procedures; and phone contacts for regularly used services.

C.5.1.2 STYLE AND FORMAT

C.5.1.2.1 The service provider shall implement style and format requirements for electronic and hard-copy publications. These requirements are detailed in the following:

- NRaD TD 1064, Revision 1, *Writing and Editorial Guidelines*
- SPAWARSYSCEN San Diego, SD 225, *SSC San Diego Publications Format Guide with Numbered Sections*

- SPAWARSSYSCEN San Diego, SD 226, *SSC San Diego Publications Format Guide with Unnumbered Sections*
- SPAWARSSYSCEN San Diego TD 2942, Revision 4, *Corporate Image Program*
- SPAWARSSYSCEN San Diego TD 445, Revision 5, *Acronyms, Initialisms, and Abbreviations*
- Corporate image web site
- Office of the Chief of Naval Operations (OP-09BR), *Just Plain English*
- SECNAV Instruction 5216.5D, *Department of the Navy Correspondence Manual*
- SECNAV Instruction 3900.29D, *Standard Format Requirements for Scientific and Technical Reports*
- ANSI/NISO Z39.18-199, *Scientific and Technical Reports—Elements, Organization, and Design*
- ISO 5966-1982, *Documentation—Presentation of S&T Reports*

C.5.1.2.2 The service provider shall annually review the following guidelines:

- NRaD TD 1064, Revision 1, *Writing and Editorial Guidelines*
- SPAWARSSYSCEN San Diego, SD 225, *SSC San Diego Publications Format Guide with Numbered Sections*
- SPAWARSSYSCEN San Diego, SD 226, *SSC San Diego Publications Format Guide with Unnumbered Sections*
- SPAWARSSYSCEN San Diego TD 2942, Revision 4, *Corporate Image Program*
- SPAWARSSYSCEN San Diego TD 445, Revision 5, *Acronyms, Initialisms, and Abbreviations*
- Corporate image web site

and make suggestions for changes. These suggestions shall be submitted to the DGR. If these changes are approved by the DGR, the service provider shall make the changes to the electronic and hard-copy versions of the affected guidelines, disseminate the changes to SPAWARSSYSCEN San Diego codes, and then implement the changes. If changes are not required, the service provider shall provide the DGR with a report stating that changes are not required.

C.5.1.3 ADMINISTRATIVE AND GENERAL TECHNICAL REQUIREMENTS

C.5.1.3.1 The service provider shall ensure that the information in all publications released outside SPAWAR has been verified for technical accuracy and reviewed per NRaD Instruction 5720.1, *Release of Classified and Unclassified General and Technical Information*, and NOSC Instruction 5600.2E, *Procedures for Processing NOSC Publication*, and that NRaD Form 5720/2, *Release of Scientific and Technical Information*, has been completed.

C.5.1.3.2 The service provider shall ensure all classified publications meet security requirements in DoD 5200.1-PH, *DoD Guide to Marking Classified Documents*; DoD-5200.1-R, *Information Security Regulation*; and NOSC TD 1545, *STI Handbook*.

C.5.1.3.3 The service provider shall ensure all publications to be released outside SPAWAR meet the requirements for distribution statements defined in NRaD Instruction 5720.1, *Release of Classified and Unclassified General and Technical Information*; NOSC Instruction 5600.2E, *Procedures for Processing NOSC Publications*; DoD Directive 5230.24, *Distribution Statements on Technical Documents*; DoD Directive 5230.9, *Clearance of DoD Information for Public Release*; DoD Directive 5230.25, *Withholding of Unclassified Technical Data from Public*

Disclosure; and NOSC TD 2292, *Distribution Statements for Scientific and Technical Information*.

C.5.1.3.4 The service provider shall ensure that publications subject to export control meet the requirements of 22 CFR 120, *International Traffic in Arms Regulations*; 22 CFR 121, *The United States Munitions List*; and 15 CFR 768-774.

C.5.1.3.5 The service provider shall ensure that no reference to a limited distribution or classified publication is used in a publication intended for public release.

C.5.1.3.6 The service provider is responsible for obtaining permission from the copyright owner to use the copyright owner's copyrighted works in any work to be delivered under this contract. Such permission shall be made in accordance with SECNAV Instruction 5870.5, *Permission to Copy Materials Subject to Copyright*. If the copyright owner requires a fee for SPAWARSSYSCEN San Diego to have permission to use such copyrighted works, the service provider shall notify the DGR of the request fee. SPAWARSSYSCEN San Diego shall notify the service provider of SPAWARSSYSCEN San Diego's decision whether to pay the fee. SPAWARSSYSCEN San Diego is responsible for paying any such fees.

C.5.1.3.7 The service provider shall ensure that the requirements of NOSC Instruction 3900.9B, *Reporting Work to the Defense Technical Information Center*, SECNAV Instruction 3900.43A, *Navy Scientific and Technical Information Program*, and DoD Directive 3200.12, *DoD Scientific and Technical Information (STI) Program (STIP)*, are met.

C.5.1.3.8 The service provider shall provide cost estimates to the requesting code. The service provider shall not start work until the estimate is approved by the requesting code. If the scope of the work changes, the service provider shall provide a supplemental estimate to the requesting code. The service provider shall do no additional work until the supplemental estimate is approved by the requesting code.

C.5.1.3.9 The service provider shall ensure that the style and presentation of the resulting publication meet the requirements of the audience and the selected publication medium and that the requirements in section C.5.1.2, *Style and Format*, are met.

C.5.1.3.10 If the publication was written by an author whose first language is not American English, the service provider shall provide editing services and advice on the common idiomatic constructions used in American English as opposed to the nuances of the author's native language and shall ensure that the language of the publication, journal article, or paper reflects standard, acceptable American English.

C.5.1.3.11 The service provider shall obtain approval for all writing and for revisions to edited manuscripts from the requesting code before production work begins.

C.5.1.3.12 The service provider shall be required to make local deliveries of publication products to SPAWARSSYSCEN San Diego codes and to the publications repository. The service provider shall use SSC SD Form 5216/21, *SSC San Diego Document Transmittal and Receipt*, SSC SD Form 5216/22, *SPAWAR Document Transmittal and Receipt*, SSC SD 5216/24, *PEO-SCS Document Transmittal and Receipt*, and SSC SD Form, 5511/72, *Secret Material Control System Transfer Slip*, when required.

C.5.1.3.13 The service provider shall prepare high quality, professional publication products, as shown in exhibits 13-23, *Examples of Technical Writing—Corporate Publications*, *Examples of Technical Writing—Project Publications and Management Reports*, *Examples of Collaborative Writing*, *Example of Technical Editing—Technical Document*, *Examples of Technical Editing—Technical Report*, *Examples of Edited Journal Article*, *Examples of Copy Editing—Technical Report*, *Example of Manual Developed for SPAWAR SYSCEN San Diego RDT&E and Business Systems*, *Example of Publications Production—Technical Report*, and *Example of Publications Production—Technical Document*, respectively.

C.5.1.3.14 The service provider shall support SPAWAR SYSCEN San Diego’s intraservice support agreement (ISA) with SPAWAR headquarters for publication services (see exhibit 24, *Intraservice Support Agreement with SPAWAR*). These activities shall include, but shall not be limited to, assisting the DGR in the preparation of the agreement, ensuring services are available, recommending to the DGR the addition of new services, and answering SPAWAR questions.

C.5.1.3.15 The service provider shall provide publication products that comply with the Workforce Investment Act of 1998, Section 508, Electronic and Information Technology.

C.5.1.4 WRITING AND EDITING SERVICES

C.5.1.4.1 Technical and General Writing

C.5.1.4.1.1 The service provider shall write publications in support of SPAWAR SYSCEN San Diego’s mission areas, business and administrative functions, and marketing requirements.

C.5.1.4.1.2 Corporate Publications: The service provider shall collect, analyze, select, and combine information to develop publications that represent SPAWAR SYSCEN San Diego as an organization; the subject-matter shall include the entire spectrum of technical and administrative work performed at SPAWAR SYSCEN San Diego. These publications shall include, but shall not be limited to, histories, overviews, briefs, and brochures. Writing tasks shall include, but not be limited to, the following:

- Determining the type of publication required by conducting a needs analysis, including reading levels, cultural backgrounds, and work environments
- Gathering and analyzing statistical data related to funding, programs, and sponsors
- Gathering and analyzing statistical data related to staffing, including analysis by types of positions
- Performing independent research, including locating the required sources
- Researching and analyzing existing printed and electronic information located in SPAWAR SYSCEN San Diego’s historical archives and library
- Verifying information through interviews with subject-matter experts and senior management
- Obtaining approval of final information from SPAWAR SYSCEN San Diego’s Public Affairs Office and Information Security Group, as well as individual departments and senior management
- Analyzing technical material and how it relates to meeting the strategic plan, mission areas, and goals of SPAWAR SYSCEN San Diego
- Balancing the accuracy of the information with management concerns regarding the information to be presented

- Managing the review cycle, which ranges from three to seven depending on the complexity and sensitivity of the information
- Archiving all source material

C.5.1.4.1.3 Project Publications and Management Reports: The service provider shall collect, analyze, select, and combine information required for (1) publications representing individual projects at SPAWARSYSCEN San Diego and (2) publications required by the Executive Director and Commanding Officer that are forwarded to higher echelon commands. The subject-matter shall include the entire spectrum of technical and administrative work performed at SPAWARSYSCEN San Diego. These publications shall include, but shall not be limited to, letters (technical and award), status and special reports to SPAWAR headquarters, information for exhibits, short presentations, and advertisements. Writing tasks shall include, but shall not be limited to, the following:

- Making telephone and e-mail inquiries to senior management to find and verify information (often requires a 1-day turnaround time)
- Performing independent research, including locating the required sources
- Researching and analyzing existing printed and electronic information located in SPAWARSYSCEN San Diego's historical archives and library
- Verifying information through interviews with subject-matter experts and senior management
- Obtaining approval of final information from SPAWARSYSCEN San Diego's Public Affairs Office and Information Security Group, as well as individual program managers
- Balancing the accuracy of the information with management concerns regarding the information to be presented
- Presenting any marketing message clearly
- Managing the review cycle, which ranges from one to three depending on the complexity and sensitivity of the information
- Archiving all source material

C.5.1.4.1.4 After completion of the writing task, the service provider shall have the information edited per the requirements in section C.5.1.4.3.

C.5.1.4.1.5 At a minimum, the service provider shall provide writing services that meet or exceed the quality and workmanship standards shown in exhibits 13 and 14, *Examples of Technical Writing—Corporate Publications* and *Examples of Technical Writing—Project Publications and Management Report*, respectively, to this PWS.

C.5.1.4.2 Collaborative Writing

C.5.1.4.2.1 The service provider shall coordinate collaborative efforts in developing multi-author publications or series of publications that represent either an individual project or SPAWARSYSCEN San Diego at a corporate level. The subject-matter shall include the entire spectrum of technical and administrative work performed at SPAWARSYSCEN San Diego. These publications shall include, but shall not be limited to, compilations of independent research projects, procedures and instructions, proposals, presentations, statements-of-work, and symposia proceedings. Collaborative writing tasks shall include, but shall not be limited to, the following

- Developing a communications strategy to coordinate the project
- Developing a methodology to assign topics and chapters

- Developing processes to incorporate technical changes
- Developing procedures to ensure proper review of the information
- Managing the review cycle, which ranges from one to ten depending on the complexity and sensitivity of the information and the availability of personnel involved in the project
- Defining the audience and then developing specific style and format requirements to meet that audience's requirements regarding terminology, reading level, and visual display of information
- Defining standard terminology
- Coordinating the retrieval and formatting of bibliographic information.
- Verifying information through interviews with subject-matter experts and senior management
- Obtaining approval of final publication(s) from SPAWARSYSCEN San Diego's Public Affairs Office and Information Security Group, as well as individual departments and senior management
- Balancing the accuracy of the information with concerns of the various authors and management regarding the information to be presented
- Synthesizing and integrating information from various sources into a cohesive and coherent publication
- Writing/rewriting technical source data from various authors into a stylistic consistent publication
- Explaining the nuances of style requirements to multiple English-as-a-second-language (ESL) authors
- Archiving all source material

C.5.1.4.2.2 After completion of the writing task, the service provider shall have the information edited per the requirements in section C.5.1.4.3.

C.5.1.4.2.3 At a minimum, the service provider shall provide writing services that meet or exceed the quality and workmanship standards shown in exhibit 15, *Examples of Collaborative Writing*, to this PWS.

C.5.1.4.3 Technical Editing of Scientific, Technical, and Administrative Information

C.5.1.4.3.1 The service provider shall technically edit publications in support of SPAWARSYSCEN San Diego's mission areas, business and administrative functions, and marketing requirements. These publications are usually technical reports, technical documents, and special documents; however, editing of other types of publications may also be required. SPAWARSYSCEN San Diego codes that are requesting services shall provide either hard copy or a computer file for editing.

C.5.1.4.3.2 The service provider shall ensure that the publication meets the desired goals of the requesting code.

C.5.1.4.3.3 Technical editing tasks shall include, but shall not be limited to, the following:

- Rewriting and reorganizing the publication to ensure proper organization, logical arrangement of information, coherence, and completeness
- Ensuring that the publication's method of expression and vocabulary are appropriate for the intended audience

- Reviewing the publication to determine how well the coverage of the subject-matter meets the needs and expectations of the intended audience
- Reviewing the publication to determine how well the publication is likely to achieve its desired goals
- Ensuring that the publication's conclusions are valid and supportable
- Reviewing the publication to ensure that the information is presented in a way that prevents cognitive overload
- Writing introductions, executive summaries, abstracts, and conclusions, as required
- Completing the SF 298, *Report Documentation Page*, including obtaining all required financial and project data
- Compiling and verifying the front matter and back matter
- Editing for correct and consistent grammar, punctuation, capitalization, and language usage
- Editing capitalization, spelling, compounding, symbols, acronyms, references, and numeral usage to conform with SPAWARSYSCEN San Diego's style
- Editing to ensure consistency in headings, figure captions, table titles, and terminology
- Ensuring acronyms and abbreviations are spelled-out the first time they are used
- Verifying that all required publication elements and text, graphic, and tabular information are included
- Ensuring agreement between table of contents and text
- Ensuring agreement between front-matter entries and in-text information.
- Reviewing equations, illustrations, tables, illustrations, and other exhibits for agreement with the text
- Formatting mathematical equations and chemical formulae
- Placing tables, figures, exhibits, and appendices in appropriate locations in text
- Ensuring all classified components are marked (if required)
- Ensuring disclaimer statements and distribution statements are included
- Archiving all source material, including the original and revised copies of the manuscript

C.5.1.4.3.4 At a minimum, the service provider shall provide editing services that meet or exceed the quality and workmanship standards shown in exhibits 16 and 17, *Example of Technical Editing—Technical Document* and *Examples of Technical Editing—Technical Report*, respectively, to this PWS.

C.5.1.4.4 Technical Editing of Journal Articles, Symposium Proceedings, Workshop Papers, and Book Chapters

C.5.1.4.4.1 The service provider shall edit journal articles, papers for conferences, symposia, workshops, and book chapters in accordance with the style guide for the particular journal or the style sheet provided by the journal, conference, workshop, or book publisher. If necessary, the service provider shall contact the journal, conference, workshop, or book publisher for style requirements.

C.5.1.4.4.2 If the journal, conference, or workshop does not have style requirements, the service provider shall edit the publication per the requirements in section C.5.1.2, *Style and Format*.

C.5.1.4.4.3 At a minimum, the service provider shall provide editing services that meet or exceed the quality and workmanship standards shown in exhibit 18, *Examples of Edited Journal Article*, to this PWS.

C.5.1.4.4.4 The service provider shall archive all source material, including the original and revised copies of the manuscript.

C.5.1.4.5 Copy Editing of Scientific, Technical, and Administrative Information

C.5.1.4.5.1 The service provider shall copy edit publications and graphics material in support of SPAWARSYSCEN San Diego’s mission areas, business and administrative functions, and marketing requirements. These publications shall include, but shall not be limited to, viewgraphs, slides, technical notes, and contractor-produced publications.

C.5.1.4.5.2 When graphics material is edited, the service provider shall ensure that all work is coordinated between publications and graphics personnel.

C.5.1.4.5.3 Copy-editing tasks shall include, but shall not be limited to, the following:

- Editing for correct and consistent grammar, punctuation, and capitalization
- Ensuring capitalization, spelling, compounding, symbols, acronyms, and numeral usage conform with SPAWARSYSCEN San Diego’s style
- Editing to ensure consistency in headings, figure captions, table titles, and terminology
- Ensuring acronyms and abbreviations are spelled-out the first time they are used
- Verifying that all required publication elements and text, graphic, and tabular information are included
- Ensuring agreement between table of contents and text
- Ensuring all classified components are marked (if required)
- Ensuring disclaimer statements and distribution statements are included
- Archiving all source material, including the original and revised copies of the manuscript

C.5.1.4.5.4 At a minimum, the service provider shall provide editing services that meet or exceed the quality and workmanship standards shown in exhibits 19 and 20, *Examples of Copy Editing—Technical Report* and *Example of Copy Editing—Presentation*, respectively, to this PWS.

C.5.1.4.6 Test-and-Evaluation Publications

C.5.1.4.6.1 When requested, the service provider shall provide test-and-evaluation (T&E) publication numbers to SPAWARSYSCEN San Diego codes that are conducting T&E. The requesting codes shall provide the service provider with copies of these publications when the T&E work is complete. The service provider shall review completed T&E publications for conformance with SPAWARSYSCEN San Diego Instruction 3960.1, *Test and Evaluation (T&E)*. The service provider shall ensure that SSC San Diego Form 3960/1, *T&E Documentation Number Request and Archive Route Sheet*, has been completed for all T&E publications.

C.5.1.4.6.2 The service provider shall archive the test-and-evaluation publication in CDROM for “lessons learned” by SPAWARSYSCEN San Diego management. The CDROM shall include a copy of the completed SSC San Diego Form 3960/1, *T&E Documentation Number Request and Archive Route Sheet*. The service provider shall archive the hard copy of the test-and-evaluation publication, including the original SSC San Diego Form 3960/1, *T&E Documentation Number Request and Archive Route Sheet*, in SPAWARSYSCEN San Diego’s library per the requirements of section C.5.4.

C.5.1.4.6.3 The service provider shall notify the originator of the test-and-evaluation publication when the archival process is complete. The service provider shall provide the originator with a copy of the completed SSC San Diego Form 3960/1, *T&E Documentation Number Request and Archive Route Sheet*.

C.5.1.4.6.4 The service provider shall review test-and-evaluation publications for suitability for submission to the Defense Technical Information Center (DTIC). The service provider shall be responsible for preparing the paperwork and obtaining necessary approval to submit these publications to DTIC. The service provider shall ensure that all publications that will be sent to DTIC are reviewed by the Office of Patent Counsel before submission. A written record shall be kept of this review.

C.5.1.4.6.5 The service provider shall contact requesting codes for T&E publications that have not been received within 3 months of providing the code with the T&E publication number. The service provider shall provide the DGR with a monthly listing of missing T&E publications for which the service provider cannot obtain satisfactory resolution.

C.5.1.5 TECHNICAL MANUAL SERVICES

C.5.1.5.1 Types of Technical Manuals Services

C.5.1.5.1.1 The service provider shall prepare and provide guidance (phone calls, email, and research) on technical manuals that support SPAWARSYSCEN San Diego's technical and business requirements. These manuals shall range from manuals that support SPAWARSYSCEN San Diego's RDT&E and business systems to manuals that support fleet or service use. Based upon logistics assessments, the service provider shall recommend to requesting code the type of technical manual required.

C.5.1.5.1.2 The service provider shall provide guidance on reviewing technical manuals prepared by SPAWARSYSCEN San Diego employees and by contractors supporting SPAWARSYSCEN San Diego projects.

C.5.1.5.1.3 The service provider shall provide guidance on reviewing commercial, off-the-shelf manuals for suitability for fleet or service use.

C.5.1.5.2 Manuals for SPAWARSYSCEN San Diego RDT&E and Business Systems

C.5.1.5.2.1 For technical manuals developed to support SPAWARSYSCEN San Diego's RDT&E and business systems, the service provider shall meet the technical editing requirements of section C.5.1.4.3.

C.5.1.5.2.2 The service provider shall issue these manuals as SPAWARSYSCEN San Diego technical manuals or technical documents.

C.5.1.5.2.3 At a minimum, the service provider shall provide technical manuals that meet or exceed the quality and workmanship standards shown in exhibit 21, *Examples of Manuals Developed for SPAWARSYSCEN San Diego RDT&E and Business Systems*, to this PWS.

C.5.1.5.2.4 The service provider shall obtain approval for all writing and revisions with the requesting code or author before production work begins.

C.5.1.5.3 Manuals for Fleet and Service Use

C.5.1.5.3.1 The service provider shall provide guidance to SPAWARSYSCEN San Diego on technical manuals developed for fleet and service use. For technical manuals for Naval Sea Systems Command (NAVSEA) and SPAWAR systems and equipment, the service provider shall provide guidance per the requirements established in S0005-AA-PRO-010/TMMP Revision 2, *NAVSEA/SPAWAR TMMP Life Cycle Support Procedure*; NAVSEA Instruction 4160.3A, *Technical Manuals Management Program (TMMP)*; NAVSEA S0005-AA-GYD-070/TMMP, *NAVSEA Technical Manual Management Program: Guide for Quality Assurance of NAVSEA Technical Manual*; MIL-M-85337A, *Manuals, Technical: Quality Assurance Program; Requirements For*; and MIL-STD-1662C, *Ordnance Alterations (ORDALT) Instructions, Preparation of*. For other DoD technical manuals, the service provider shall provide guidance per the requirements of the issuing command.

C.5.1.5.3.2 The service provider shall provide guidance on developing final reproducible copy and providing updated digitized data files. The guidance shall be in accordance with the Department of the Navy's policy on digital logistics technical data (ASNRDA Memorandum, *DON Policy on Digital Logistics Data*).

C.5.1.5.3.3 The service provider shall provide guidance on updating existing technical manuals through permanent changes, update revisions, complete revisions, or supplements.

C.5.1.5.3.4 The service provider shall provide guidance on procedures for validating preliminary technical manuals.

C.5.1.5.3.5 The service provider shall provide guidance on procedures for verifying and certifying technical manuals.

C.5.1.5.3.6 The service provider shall assist SPAWARSYSCEN San Diego codes in the distribution and printing of these manuals. This assistance shall consist of, but shall not be limited to, the preparation of printing paperwork, internal and external distribution labels, records of receipt, transmittal letters, verification that classified material has been properly marked, and preparation of covers.

C.5.1.5.4 Commercial, Off-the-Shelf Manuals

C.5.1.5.4.1 The service provider shall provide guidance on reviewing operation, maintenance, troubleshooting, and installation procedures in commercial off-the-shelf/nondevelopmental items to ensure compliance with MIL-M-24784/4A, *Manual, Commercial Off-The-Shelf (COTS) Equipment Requirements*.

C.5.1.6 WRITER'S HOTLINE

C.5.1.6.1 The service provider shall research and answer questions on grammar, usage, and style. Questions are sent via e-mail and telephone call and asked by walk-in customers. Answers shall be provided to the requestor. Significant questions and answers shall be posted on the technical information web site. Within 4 hours of posting the information on the web site, the service provider shall notify the DGR via email of the posting.

C.5.1.6.2 The service provider shall answer questions on technical information procedures, e.g. how to perform certain tasks, how to obtain services, and where to obtain services. Questions are

sent via e-mail and telephone call and asked by walk-in customers. Answers shall be provided to the requestor within 2 working hours.

C.5.1.7 PUBLICATIONS REVIEW PANEL

C.5.1.7.1 The service provider shall serve as the editorial representative on SPAWARSSYSCEN San Diego's publications review panel, which selects the best publications of the year. The service provider shall make recommendations to the review panel on the editorial quality of the publications.

C.5.1.7.2 The service provider shall maintain a list of all publications eligible for publication awards (all publications except technical notes are eligible), and shall provide copies of these publications to the publications review panel. Copies of publications to be provided shall include all formal SPAWARSSYSCEN San Diego publications and copies of available reprints from journals, workshops, proceedings, and books.

C.5.1.7.3 The service provider shall make arrangements for the review panel to review classified publications.

C.5.1.8 PUBLICATIONS PREPARED UNDER SPAWARSSYSCEN SAN DIEGO CONTRACTS

C.5.1.8.1 The service provider shall be responsible for providing guidance (phone calls, email, and research) to scientific, technical, and administrative codes at SPAWARSSYSCEN San Diego on publications that will be provided under SPAWARSSYSCEN San Diego contracts and/or delivery orders.

C.5.1.8.2 The service provider shall provide guidance on distribution statements, export control notices, classification markings, and types of documentation required to support the statement-of-work.

C.5.1.9 PRODUCTION, PRINTING/DUPLICATION, ARCHIVING, AND ONLINE ACCESS

C.5.1.9.1 Production of Complete Electronic Files

C.5.1.9.1.1 The service provider shall prepare a complete electronic file of all publications to either be electronically transmitted to the printing facility or used to provide camera-ready copy. If requested, the service provider shall also provide the completed publications on other media, which shall include, but shall not be limited to, CDROM or zip disc.

C.5.1.9.1.2 Production tasks to prepare electronic files shall include, but shall not be limited to, composition, illustration, page layout, file conversion, and scanning. Illustration services shall include, but shall not be limited to, production of covers, enhancement of callouts, and sizing of illustrations and tables.

C.5.1.9.1.3 At a minimum, the service provider shall provide production services that meet or exceed the quality and workmanship standards shown in exhibits 22 and 23, *Examples of Publications Production—Technical Report* and *Example of Publications Production—Technical Document*, respectively, to this PWS.

C.5.1.9.2 Publication Files Prepared by SPAWARSYSCEN San Diego

C.5.1.9.2.1 At times, the requesting code at SPAWARSYSCEN San Diego may want to perform production tasks. In this case, the service provider shall accept and process customer-prepared, computer-generated files. The service provider shall review these files for processing or media defects and for conformance with minimum publication standards (see section C.5.1.2.1) of this PWS. The service provider shall either correct these errors or shall tell the requesting code what needs to be done to correct the errors. To complete the production task, the service provider shall produce publication elements not provided by the requesting code. These elements shall include, but shall not be limited to, covers, forms, and distribution lists. The service provider shall also perform miscellaneous production tasks. These tasks shall include, but shall not be limited to, scanning, conversions, formatting, and minor text and graphic changes.

C.5.1.9.2.2 The service provider shall provide advice and consultation to requesters regarding their site-installed publications software to ensure compatibility and transfer efficiency for publications production.

C.5.1.9.3 Templates

C.5.1.9.3.1 The service provider shall recommend policy to the DGR on the construction and use of templates for publication products and forms. The DGR shall either accept or reject this policy. If accepted, the service provider shall implement the policy. If rejected, the service provider shall recommend alternative policy.

C.5.1.9.3.2 The service provider shall maintain existing templates for publication products and forms.

C.5.1.9.3.3 The service provider shall develop and maintain new templates for publication products.

C.5.1.9.3.4 The service provider shall answer questions regarding the use of templates. Answers shall be provided within 2 working hours.

C.5.1.9.4 Software Applications

C.5.1.9.4.1 The service provider shall provide completed electronic files that are compatible with SPAWARSYSCEN San Diego's baseline software suite, which consists of the Microsoft Office product suite (Microsoft Word, PowerPoint, and Excel). Other specialized software with greater functionality or capabilities beyond the baseline Microsoft Office suite may be used in the production of products; however, to ensure that SPAWARSYSCEN San Diego's customers can receive fully formatted files of their products for update, change, and re-use of information, the fully formatted, archived product file shall be compatible with the Microsoft Office suite.

C.5.1.9.4.2 Because SPAWARSYSCEN San Diego's scientists and engineers use a variety of application programs and require specialized production capabilities, the service provider shall be required to manipulate, produce, and convert files using specialized software applications. Applications such as Visio, Corel Draw, or other flow chart and graphing programs or desktop publishing software may be used by the customer to produce and manipulate data that will be included as elements in publications. The service provider shall be required to manipulate the publication elements using the specialized software application program, if required. To ensure that fully-formatted, archive publication files are compatible with the Microsoft Office suite, the

service provider shall be required to convert the publication elements produced by these specialized application programs to files compatible with the Microsoft Office suite and integrate them fully in the document file.

C.5.1.9.5 Printing/Duplicating

C.5.1.9.5.1 The service provider shall coordinate the printing and/or duplication of all publications, including reprints, with the Defense Automated Printing Service (DAPS) and the Government Printing Office (GPO) in accordance with DoD Directive 5330.3, *Defense Automated Printing Service (DAPS)*; 44 USC 501-502, *Procurement of Printing, Binding, and Blank-Book Work To Be Done at Government Printing Office* and *Procurement of Printing, Binding, and Blank Work By Public Printer*, NAVSO P-35, *Department of the Navy Publications and Printing Regulations*; DoD-5200.1-R, *Information Security Regulation*; and SECNAV Instruction 5603.2D, *Printed Matter for Official Ceremonies*. The service provider shall be required to transport work to DAPS and GPO.

C.5.1.9.5.2 The service provider shall develop printing/duplicating specifications and prepare all required printing/duplication paperwork. This paperwork shall include, but shall not be limited to, the following:

- Collation sheet
- Information required for SPAWARSYSCEN San Diego's bankcard purchase requests
- Mailing labels
- Records of receipt (secret publications only)
- Master distribution list
- DAPS-PL 5604/9B (UNC), *Reprographics Request DAPS Point Loma*
- DAPS-PL 5604/9B (CONF), *Reprographics Request DAPS Point Loma*
- DAPS-PL 5604/9B (SEC), *Reprographics Request DAPS Point Loma*
- SF 1, *Printing and Binding Requisition to the Public Printer*
- Prepurchase Authorization Form

C.5.1.9.5.3 The service provider shall ensure that the size and binding of the publication are appropriate for the purpose and audience; that the print quality (including paper) supports the publication's readability and usability; and that all required elements are in the final printed publication. The service provider shall ensure that all printing errors are corrected before the publication is distributed.

C.5.1.9.5.4 The DGR shall arrange for SPAWARSYSCEN San Diego to pay the printing/duplicating costs, except for those costs caused by errors of the service provider when preparing the publication for printing/duplicating or those costs caused by errors by the printing facility.

C.5.1.9.6 Archival Copies

C.5.1.9.6.1 The service provider shall archive each technical report, technical document, technical note, technical manual, and special document issued by SPAWARSYSCEN San Diego in the following formats:

C.5.1.9.6.1.1 The service provider shall provide a hard copy, which is the official archive copy. The service provider shall store this archival copy in the publications repository. The service provider shall mark the copy to reflect its designation as the archival copy.

C.5.1.9.6.1.2 The service provider shall provide an electronic (PDF) copy on CDROM.

C.5.1.9.6.1.3 The service provider shall provide a native file format copy on CDROM.

C.5.1.9.6.2 Because archived publication files created in earlier versions of software applications must be accessible by SPAWARSYSCEN San Diego, the service provider shall maintain continuous software compatibility with these publication files. Compatibility shall be maintained either by updating files or by providing conversion tools.

C.5.1.9.7 Intranet/Internet Archival Process

C.5.1.9.7.1 The service provider shall place each public-release technical report, technical document, technical note, technical manual, and special document issued by SPAWARSYSCEN San Diego, as produced for print, on SPAWARSYSCEN San Diego's intranet and internet in PDF and, if requested, HTML formats. The service provider shall update the applicable product listing web page with a link to the PDF and HTML format publications, notify the author(s) of the posting, and announce the posting on the SPAWARSYSCEN San Diego intranet bulletin board. For some recurring administrative publications such as the Strategic Plan, Brief, and Center Brochure, the service provider shall coordinate with SPAWARSYSCEN San Diego web site personnel on placement of copies of these products in additional internet and intranet locations.

C.5.1.9.7.2 The service provider shall condition files to be placed on the internet to meet the requirements of DoD Directive 5230.9, *Clearance of Information for Public Release*; SECNAV Instruction 5720.44A, *Department of the Navy Public Affairs Policy and Regulations*; NRaD Instruction 5270, *Release of Classified and Unclassified General and Technical Information*; DoD Directive 5040.5, *Alteration of Official DoD Imagery*; Secretary of Defense Memorandum of 7 December 1998, *Web Site Administration*; SECNAV Instruction 5720.47, *Department of the Navy Policy for Content of Publicly Accessible World Wide Web Sites*; SECNAV Instruction 5211.5, *Department of the Navy Privacy Act (PA) Program*; SPAWAR Memorandum of 7 August 1997, *Web Guidelines*; SPAWAR Memorandum of 7 August 1997, *Web Policy*; SPAWARSYSCEN San Diego Memoranda of 3 October 1998, 9 November 1998, and 17 November 1998, *Web Page Policy Messages*; SECNAV Message of 21 October 1998, *Department of the Navy Worldwide Web Policy*; and OPNAV Message of 26 October 1998, *Navy World Wide Web Policy Execution*.

C.5.1.9.7.3 Within 8 hours of posting the information on the web site, the service provider shall notify the DGR via email of the posting.

C.5.1.10 DISTRIBUTION OF PUBLICATIONS

C.5.1.10.1 Primary Distribution

C.5.1.10.1.1 The service provider shall prepare paperwork required for primary distribution of publications. This paperwork shall include mailing labels (internal and external), records of receipt for secret publications, and letters of transmittal (when required). The service provider shall ensure that the mailing labels meet postal requirements.

C.5.1.10.1.2 The service provider shall ensure that all classified and limited-distribution publications are properly packaged and mailed in accordance with OPNAV Instruction 5510.60L, *Security Regulations for Offices Under the Cognizance of Chief of Naval Operations (CNO)*.

C.5.1.10.1.3 The service provider shall assist the requesting code in developing the primary distribution list.

C.5.1.10.1.3.1 The service provider shall ensure that the primary distribution list complies with requirements specified in NOSC TD 1545, *STI Handbook*.

C.5.1.10.1.3.2 If the publication is classified, the service provider shall verify that the receiving agencies (contract and government) can receive and store the appropriate level of classified information.

C.5.1.10.1.3.3 If the publication has a limited-distribution statement or is classified, the service provider shall ensure that the receiving agencies (contract and government) have a “need-to-know” for the publication.

C.5.1.10.1.3.4 If the information in the publication is export-controlled, the service provider shall ensure that receiving contractors are eligible to receive and store export-controlled information in accordance with 22 CFR 120, *International Traffic in Arms Regulations*; 22 CFR 121, *The United States Munitions List*; 15 CFR 768-774; and Department of Defense Policy Handbook 5230.25-PH, *Control of Unclassified Technical Data with Military or Space Applications*.

C.5.1.10.1.3.5 If foreign addresses are included, the contractors shall coordinate these requests with SPAWARSYSCEN San Diego’s foreign disclosure officer.

C.5.1.10.1.4 The service provider shall mail, or coordinate the mailing of, all publications per requirements of DoD 5200.1-R, *Information Security Regulation*, and OPNAV Instruction 5510.60L, *Security Regulations for Offices Under the Cognizance of Chief of Naval Operations (CNO)*.

C.5.1.10.1.5 The service provider shall ensure that publication products that will be used outside SPAWAR are numbered as part of SPAWARSYSCEN San Diego’s retrievable information products and are cataloged in SPAWARSYSCEN San Diego’s integrated library system.

C.5.1.10.2 Secondary Distribution of Limited and Classified Information

C.5.1.10.2.1 In accordance with OPNAV Instruction 5510.161, *Withholding of Unclassified Technical Data from Public Disclosure*, and Department of Defense Policy Handbook 5230.25-PH, *Control of Unclassified Technical Data with Military or Space Applications*, the service provider shall provide secondary distribution of SPAWARSYSCEN San Diego formal publications, including documentation from its predecessor organizations. Requests are received from Department of Defense agencies, state and local government agencies, academic institutions, commercial activities, and members of the public.

C.5.1.10.2.2. If the request is for a classified publication, the service provider shall verify that the requester can receive and store the appropriate level of classified information. If the request is for a publication subject to export-control laws, the service provider shall ensure that the requester meets the requirements specified in 22 CFR 120, *International Traffic in Arms Regulations*; 22 CFR 121, *The United States Munitions List*; and 15 CFR 768-774.

C.5.1.10.2.3 The service provider shall obtain approval of the controlling code for release of unclassified, limited publications and classified publications.

C.5.1.10.2.3.1 If the request is approved, the service provider shall prepare SSC San Diego Form 5216/21, *SSC San Diego Document Transmittal and Receipt*, mailing label, and record of receipt (secret publications only), and shall mail the publication in accordance with DoD 5200.1-R, *Information Security Regulation*, and OPNAV Instruction 5510.60L, *Security Regulations for Offices Under the Cognizance of Chief of Naval Operations (CNO)*. The service provider shall provide SSC San Diego Form 5216/22 to the DGR for signature.

C.5.1.10.2.3.2 If the request is not approved, the service provider shall either prepare correspondence to the requestor explaining the reason the request was denied or complete DTIC Form 55, *Request for Release of Limited Document*. The service provider shall give the correspondence or DTIC Form 55, *Request for Release of Limited Document*, to the DGR for signature.

C.5.1.10.2.4 The service provider shall coordinate requests from foreign government, foreign commercial activities, and foreign individuals with SPAWARSYSCEN San Diego's foreign disclosure officer.

C.5.1.10.2.5 The service provider shall coordinate requests from intelligence agencies with SPAWARSYSCEN San Diego's intelligence office.

C.5.1.10.2.6 For requests from members of the U.S. public, the service provider shall prepare correspondence indicating the reasons why the information cannot be released. The service provider shall provide this correspondence to the DGR for signature.

C.5.1.10.2.7 SPAWARSYSCEN San Diego shall provide the service provider with the publications required for secondary distribution.

C.5.1.10.3 Secondary Distribution of Public-Release Information

C.5.1.10.3.1 The service provider shall provide secondary, i.e., supplementary, distribution of SPAWARSYSCEN San Diego publications, including its predecessor organizations. Requests are received from Department of Defense agencies, state and local government agencies, academic institutions, commercial activities, clearing houses, and members of the public.

C.5.1.10.3.2 For requests from government agencies, the service provider shall provide the publication, including SSC San Diego Form 5216/21, *SSC San Diego Document Transmittal and Receipt*; the form shall be given to the DGR for signature. Alternatively, the service provider shall prepare correspondence referring the requester to the appropriate Department of Defense agency to obtain a copy of the publication; the service provider shall give this correspondence to the DGR for signature. If required, the service provider shall prepare the mailing label(s).

C.5.1.10.3.3 For requests from commercial agencies, the service provider shall prepare correspondence that refers the request to the appropriate Department of Defense or Department of Commerce agency. The service provider shall give this correspondence to the DGR for signature.

C.5.1.10.3.4 For requests from members of the public, the service provider shall prepare correspondence that refers all requests to the Department of Commerce. The service provider shall give this correspondence to the DGR for signature.

C.5.1.10.3.5 The service provider shall coordinate requests from intelligence agencies with SPAWARSYSCEN San Diego's intelligence office.

C.5.1.10.3.6 The service provider shall coordinate requests from foreign governments, foreign commercial activities, and foreign individuals with SPAWARSYSCEN San Diego's security office.

C.5.1.10.3.7 SPAWARSYSCEN San Diego shall provide the service provider with the publications required for secondary distribution.

C.5.1.10.4 Secret Material Control and Distribution

C.5.1.10.4.1 For publications classified at the secret level, the service provider shall assign the next consecutive "S" number from the block of numbers supplied by SPAWARSYSCEN San Diego's Classified Material Control Center (CMCC). Per the requirements of SD 031, *Classified Material Control Center (CMCC) Handbook*, the service provider shall provide SPAWARSYSCEN San Diego security with the information required to enter these records into SPAWARSYSCEN San Diego's classified material control database.

C.5.1.10.4.2 Per requirements of SD 031, *Classified Material Control Center (CMCC) Handbook*, the service provider shall prepare the required cover and custody control sheets for secret material distributed at SPAWARSYSCEN San Diego.

C.5.1.10.4.3 Per requirements of SD 031, *Classified Material Control Center (CMCC) Handbook*, the service provider shall place copy numbers and affix bar codes, provided by the DGR, to secret publications originated or reproduced under the requirements of this contract.

C.5.1.11 CHANGES TO PUBLICATIONS

C.5.1.11.1 Literature Changes

C.5.1.11.1.1 The service provider shall generate literature changes to correct errors in printed publications.

C.5.1.11.1.2 The service provider shall prepare correspondence for the literature change. The service provider shall give this correspondence to the DGR for signature.

C.5.1.11.1.3 The service provider shall issue the literature change to all primary- and secondary-distribution recipients of the publication.

C.5.1.11.1.4 The service provider shall include the literature change with all copies of the publication that are stored in the publications repository.

C.5.1.11.2 Recall of Publications

C.5.1.11.2.1 When requested by the author of a publication, the service provider shall prepare correspondence recalling the publication. The service provider shall give this correspondence to

the DGR for signature. The service provider shall ensure that all publications are returned to SPAWARSYSCEN San Diego.

C.5.1.11.2.2 When requested by the author of a publication, the service provider shall telephone recipients of the recalled publication asking them to either destroy the publication or return it to SPAWARSYSCEN San Diego. The service provider shall ensure that all publications are returned to SPAWARSYSCEN San Diego.

C.5.1.11.2.3 The service provider shall reissue the corrected publication.

C.5.1.12 LOGGING AND TRACKING

C.5.1.12.1 The service provider shall record and track all publication tasks.

C.5.1.12.2 The service provider shall establish the procedures required to assign a publication number and a tracking number to each publication task received. The service provider shall review the intended purpose of each draft publication and its audience. The service provider shall use this information to determine the correct publication category for the information.

C.5.1.12.3 The service provider shall develop and maintain a database for all tasks received. At a minimum, this database shall be compatible with SPAWARSYSCEN San Diego's corporate reporting formats and systems. Alternatively, the service provider can use SPAWARSYSCEN San Diego's database. At a minimum, the database shall contain the title of the publication or task, the author or customer (including phone number and email address), originating code, publication number, classification level, access level, requirement for export controls, accounting data related to funding, date received, date required, date completed, number of manuscript pages, number of final pages (text, illustrations, tables, color, and mathematics), responsible writer or editor, printing facility used, estimated cost, final cost, and work hours of the publication. At a minimum, the service provider shall update the database on a weekly basis to reflect the previous week's work. This update shall be accomplished and provided to the DGR by noon on the Monday following the preceding workweek. The DGR, or any SPAWARSYSCEN San Diego employee designated by the DGR, shall be able to access this database at any time.

C.5.1.12.4 The service provider shall establish procedures to ensure that the job order provided by the requesting code has sufficient funds to cover the publications work and is valid for the requested services.

C.5.1.12.5 Upon completion of publication, the service provider shall store all paperwork related to the publication task. This paperwork shall include, but shall not be limited to, the following: printing paperwork, location of camera-ready copy, location and type of electronic files, negative numbers of photographs, cost information (estimated and final), distribution list (primary and secondary), copyright releases, research notes for writing tasks, original and revised manuscripts, and NRaD Form 5720/2, *Release of Scientific and Technical Information*. No paperwork shall be destroyed without approval of the DGR.

C.5.1.13 PROJECTED AND HISTORICAL WORKLOADS, TIME REQUIREMENTS, AND METRICS

C.5.1.13.1 Projected Annual Workload

Function and Definition	Projected Workload per Year	SOW Reference
Style and Format Changes: Review corporate image and writing, editing, format, and style guidelines and Incorporation and distribution of approved changes.	6 (1 web site and 5 publications)	C.5.1.2.2
Intraservice Support Agreement: Provided required publications support to SPAWAR headquarters in accordance with exhibit 24, <i>Intraservice Support Agreement with SPAWAR</i> .	10 questions	C.5.1.3.14
Technical and General Writing of Corporate Publications: Research, writing, and editing of corporate publications. Completed publications are from 10 to 60 pages in length. Review cycles range from 3 to 7, depending on sensitivity of publication.	676 pages	C.5.1.4.1
Technical and General Writing of Project Publications and Management Reports: Research and writing of project publications and senior-level management reports for award and retirement letters, management reports, information for displays and exhibits, presentations, and advertisements. Completed publications are from 1 to 10 pages in length. Review cycles range from 1 to 3, depending on sensitivity of publication.	400 pages	C.5.1.4.1
Collaborative Writing Assistance: Coordination of efforts required to develop publications such as compilations of independent research projects, procedures and instructions, scrapbooks, presentations, statements-of-work, and symposia proceedings. Resulting publications range can include color and are 40 to 200 pages in length. Review cycles range from 1 to 10, depending on availability of personnel involved in project.	189 pages	C.5.1.4.2

Function and Definition	Projected Workload per Year	SOW Reference
<p>Technical Editing of Scientific, Technical, and Administrative Information: Editing of information that documents results of scientific, technical, and administrative work. Editing requirements vary depending on the required style guides. Publications are from 10 to 200 pages in length and typically consist of 10 illustrations, 5 tables, and a mixture of text and mathematical text. Review cycles range from 1 to 5, depending on the complexity and sensitivity of the information.</p>	5699 pages	C.5.1.4.3
<p>Technical Editing for Journals, Workshops, Proceedings, and Books: Editing for conformance to specific style guides.</p>	25 pages	C.5.1.4.4
<p>Copy Editing: Editing of informal publications and presentation material. Publications range from 10 to 200 pages, and presentation material ranges from 1 to 40 pages. Material (publications and presentations) typically consists of text, but can include simple illustrations and tables. Review cycles range from 1 to 2, depending on the intended audience and complexity of the information.</p>	917 pages	C.5.1.4.5
<p>T&E Publications--Archival Process: Providing numbers, reviewing publications for adherence to SPAWARSYSCEN San Diego Instruction 3960.1, and archiving publications. Publications range in size from 10 to 500 pages. No review cycle required.</p>	15 publications	C.5.1.4.6
<p>T&E Publications--Processing for DTIC: Reviewing and preparing final T&E publications for forwarding to DTIC. Publications range in size from 10 to 500 pages. One review cycle is required.</p>	5 publications	C.5.1.4.6
<p>T&E Publications—Follow-Up: Following-up on T&E publications that have not been received for processing.</p>	10 publications	C.5.1.4.6

Function and Definition	Projected Workload per Year	SOW Reference
Technical Manuals: Developing manuals to support SPAWARSYSCEN San Diego's RDT&E and business systems.	2 manuals (350 pages)	C.5.1.5.2
Technical Manuals Guidance: Providing guidance on manuals developed for fleet or service use, manuals prepared by SPAWARSYSCEN San Diego employees and contractors, and COTS manuals.	30 requests	C.5.1.5.3, C.5.1.5.4
Technical Manuals Assistance: Preparing printing paperwork, internal and external distribution labels, records of receipt, and transmittal letters; verification that classified material has been properly marked; and preparation of covers.	20 manuals	C.5.1.5.3.6
Writer's Hotline: Researching and answering questions on grammar, usage, and style, providing answers to requestors, and posting significant questions and answers on the technical information web site. Typical questions include those related to corporate policy on acronyms, initialisms, and abbreviations; formatting manuals; publishing procedures; and citations of electronic publications.	50 questions	C.5.1.6
Writer's Hotline: Answering questions on technical information procedures, e.g. how to perform certain tasks, how to obtain services, where to obtain services, and how to use templates.	864 questions	C.5.1.6
Publications Review Panel: Reviewing editorial quality of publications (formal publications, journal articles, book chapters, symposia proceedings, and workshop papers), maintaining list of publications to be reviewed, providing publications for the review panel, and arranging for review of classified publications.	225 publications to manage 75 publications to editorially review	C.5.1.7

Function and Definition	Projected Workload per Year	SOW Reference
Contractor-Prepared Publications: Providing guidance on publications that will be provided under SPAWARSYSCEN San Diego contracts and/or delivery orders.	60 requests	C.5.1.8
Production of Complete Publication Files: Preparing electronic files to provide copy for printing. Tasks can include composition, simple illustration, page layout, file conversion, and scanning.	2266 pages	C.5.1.9.1
Manipulation of Electronic Files Provided by SPAWARSYSCEN San Diego: Manipulation of files provided by SPAWARSYSCEN San Diego or its contractors to produce or alter electronic files. Work may include scanning, conversion, correction of errors, guidance on correcting the errors, minor graphics corrections, and production of front and back matter.	108 publications	C.5.1.9.2
Manipulation of Electronic Files Provided by SPAWARSYSCEN San Diego: Providing guidance on site-installed publications software for compatibility and transfer efficiency.	50 requests	C.5.1.9.2
Templates: Maintenance of existing templates and development of new templates.	1 new template	C.5.1.9.3
Printing/Duplicating: Coordination, specification development, paperwork completion, and quality review, of duplicating/printing of publications with DAPS or GPO. Included are formal publications, informal publications, SPAWARSYSCEN San Diego technical manuals, and miscellaneous types of publications.	129 jobs	C.5.1.9.5
Archival Process: Production, storage, and marking of electronic and hard copies required for SPAWARSYSCEN San Diego archives.	122 publications	C.5.1.9.6
Intranet/Internet Access: Conditioning and placement of files on intranet and internet in PDF and HTML formats. Includes coordination with authors and web-site personnel, updating index pages and links, and posting on bulletin board.	170 files	C.5.1.9.7

Function and Definition	Projected Workload per Year	SOW Reference
Internal Primary Distribution: Preparation of paperwork for initial distribution of publications, verification of clearances and need-to-know of recipients, assistance to authors on development of list, and preparation of packaging and mailing instructions.	728 labels (480 limited/classified; 248 unlimited)	C.5.1.10.1
External Primary Distribution: Preparation of paperwork; verification of clearances, need-to-know, and eligibility for export-controlled information; assistance to authors on preparation of list; and preparation of packaging and mailing instructions.	737 labels (494 limited/classified; 243 unlimited)	C.5.1.10.1
Secondary Distribution: Supplementary distribution of formal and informal publications. Publications range from public release to secret and may have additional access restrictions.	550 internal requests, 100 external requests	C.5.1.10.2, C.5.1.10.3
Secret Material Control: Paperwork, labeling, and control of secret publications.	2 publications (30 copies)	C.5.1.10.4
Literature Changes/Recall of Publications: Paperwork required to either recall or issue a literature change for publications.	4 changes or recalls	C.5.1.11
Logging and Tracking: Development and maintenance of a database for all tasks received. Database must be compatible with SPAWARSYSCEN San Diego's corporate reporting formats and systems.	214 tasks	C.5.1.12

C.5.1.13.2. Historical Workload, FY98-FY00.

Task	FY98	FY99	FY00
Style and Format Changes	4 (1 web site and 3 publications)	5 (1 web site and 4 publications)	6 (1 web site and 5 publications)
ISSA	10 requests	10 requests	10 requests
Writing—Corporate Publications	331 pages	673 pages	676 pages
Writing—Project Publications	99 pages	680 pages	757 pages
Writing—Collaborative Publications	190 pages	268 pages	189 pages
Technical Editing--Publications	5835 pages	5639 pages	5699 pages
Technical Editing—Journals	84 pages	43 pages	21 pages
Copy Editing	1374 pages	2220 pages	917 pages
T&E Archival	0 publications	0 publications 0	0 publications 0
T&E DTIC Processing	0 publications	0 publications	0 publications
T&E Follow-Up	0 publications	0 publications	0 publications
Technical Manuals—Writing/Editing	4 manuals	2 manuals	2 manuals
Technical Manuals—Guidance	23 requests	41 requests	36 requests
Technical Manuals—Assistance	74 manuals	21 manuals	32 manuals
Writer’s Hotline—Writing	75 questions	50 questions	75 questions
Writer’s Hotline—General	1728 questions	864 questions	864 questions

Task	FY98	FY99	FY00
Review Panel— Coordination	366 publications	0	0
Review Panel— Editorial Review	122 publications	0	0
Contractor- Prepared Publications	40 requests	9 requests	60 requests
Production of Complete Publication Files	3195 pages	1868 pages	2266 pages
Manipulation of Provided Files	187 publications	121 publications	108 publications
Assistance with Manipulation of Files	80 requests	77 requests	60 requests
Templates	1 template	4 templates	4 templates
Printing/Duplicating	179 jobs	117 jobs	120 jobs
Archival Process	133 publications	149 publications	122 publications
Intranet/Internet Access	140 files	125 files	119 files
Internal Primary Distribution	2928 labels	4661 labels	728 labels
External Primary Distribution	1301 labels	770 labels	737 labels
Internal Secondary Distribution	550 requests	550 requests	550 requests
External Secondary Distribution	100 requests	100 requests	100 requests
Secret Material Control	8 publications	4 publications	1 publication

Task	FY98	FY99	FY00
Literature Changes/Recall	11 recalls/changes	11 recalls/changes	4 changes/recalls
Logging and Tracking	330 jobs	366 jobs	214 jobs

C.5.1.13.3 Projected Time Requirements

Function	Routine Work		Priority Work		SOW Reference
Function	Number of Days	Percentage of Tasks	Number of Days	Percentage of Tasks	SOW Reference
	Technical and general writing of corporate publications. If required, includes production and preparation of printing paperwork.	60	90	10	
Technical and general writing of project publications and management reports. If required, includes production and preparation of printing paperwork.	2	90	1	10	C.5.1.4.1, C.5.1.9.1, C.5.1.9.5, C.5.1.9.6, C.5.1.10.1
Technical and general writing of collaborative projects. If required, includes production and preparation of printing paperwork	60	80	10	20	C.5.1.4.2, C.5.1.9.1, C.5.1.9.5, C.5.1.9.6, C.5.1.10.1
Technical editing of scientific, technical, and administrative information, including production and preparation of printing paperwork.	20	90	10	10	C.5.1.4.3, C.5.1.9.1, C.5.1.9.2, C.5.1.9.6, C.5.1.10.1

Function	Routine Work		Priority Work		SOW Reference
	Number of Days	Percentage of Work	Number of Days	Percentage of Works	
Technical editing of journals, articles, symposium proceedings, book chapters, and workshop papers. If required, includes production work.	20	60	10	40	C.5.1.4.4, C.5.1.9.1, C.5.1.9.2
Copy editing of publications material. If required, includes production and preparation of printing paperwork.	10	90	5	10	C.5.1.4.5, C.5.1.9.1, C.5.1.9.2, C.5.1.9.5, C.5.1.10.1
Copy editing of graphics material.	0.5	80	0.2	20	C.5.1.4.5
T&E documentation: archival process.	1	95	0.5	05	C.5.1.4.6
T&E documentation: processing for DTIC.	2	95	1	05	C.5.1.4.6
Technical manuals for RDT&E and business systems. If required, includes production and preparation of printing paperwork.	20	95	15	05	C.5.1.5.2, C.5.1.9.1, C.5.1.9.2, C.5.1.9.5, C.5.1.10.1

Function	Routine Work		Priority Work		SOW Reference
	Number of Days	Percentage of Tasks	Number of Days	Percentage of Tasks	
Technical manuals guidance	2	90	1	10	C.5.1.5.3, C.5.1.5.4
Technical manual assistance: Preparation of paperwork	2	90	1	10	C.5.1.5.3
Writer's Hotline— Language Questions	3	90	1	10	C.5.1.6
Writer's Hotline— Procedural Questions	0.25	80	0.10	20	C.5.1.6
Contractor- Prepared Publications: Guidance	1	90	0.5	10	C.5.1.8
Templates	5	90	3	10	C.5.1.9.3
Archival Process	1	90	0.5	10	C.5.1.9.6
Intranet/Internet Access	1	90	0.5	10	C.5.1.9.7
Secondary Distribution	2	90	1	10	C.5.1.10.2, C.5.1.10.3
Secret Material Control	1	90	0.5	10	C.5.1.10.4
Literature Changes/Recall of Publications	2	70	1	30	C.5.1.11

C.5.1.13.4 Metrics

Required Service	Standard	Acceptable Quality Level
Section C.5.1, Publication Services	Service provider shall meet requirements of mandatory references in regard to release, marking, control, and distribution of information.	<p>100% compliance: 100% of publications distributed or released outside SPAWAR must be properly marked and distributed or released to only authorized users.</p> <p>Lot Size: Number of completed publications distributed or released outside SPAWAR during a month.</p>
Section C.5.1, Publication Services	Service provider shall meet mandatory references in regard to style and format.	<p>90% Compliance: 90% of completed publications must meet applicable SPAWARSYSCEN San Diego style and format requirements and applicable military specifications and standards.</p> <p>Lot Size: Number of completed publications produced during a 3-month period.</p>
Section C.5.1, Publication Services	Published information shall meet requirements of 17 USC, <i>Copyrights</i> .	<p>100% compliance: 100% of publication products with copyrighted information must meet the requirements of SECNAV Instruction 5870.5, <i>Permission to Copy Materials Subject to Copyright</i>.</p> <p>Lot Size: Number of completed publications produced during a month.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.1, Publication Services	Service provider shall deliver publications marked in accordance with DFARS 252.227-7020, <i>Rights in Special Works Clause</i> .	<p>100% compliance: 100% of completed, applicable publication products must be marked to show copyright belonging to the U.S. Government.</p> <p>Lot Size: Number of completed publications produced during a month.</p>
Section C.5.1, Publication Services	Service provider shall meet time requirements provided by the requesting code for both routine and priority work.	<p>95% compliance: 95% of routine work must meet time requirements in C.5.1.13.3 as specified by the requesting code.</p> <p>100% compliance: 100% of priority work must meet time requirements in C.5.1.13.3 as specified by the requesting code.</p> <p>Lot Size: Number of publication tasks completed during a month.</p>
Section C.5.1, Publication Services	Service provider shall meet cost estimates provided to, and approved by, requesting code.	<p>98% compliance: 98% of publication tasks must meet be completed at a cost equal to or less than the approved cost estimate.</p> <p>Lot Size: Number of publication tasks completed during a month.</p>
Section C.5.1, Publication Services	Service provider shall keep requesting code advised of all changes in cost estimates and time requirements.	<p>100% compliance: 100% of changes in time and cost must be given to, and approved by, requesting code.</p> <p>Lot Size: Number of publication tasks completed during a month.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.1, Publication Services	Service provider shall provide correct information on technical manuals questions and writers' hotline questions.	<p>95% compliance: 95% of answers provided must provide correct information in regard to procedures, format, and requirements for technical manuals questions or provide correct information on grammar, format, punctuation, usage, procedures, and policy for hotline questions.</p> <p>Lot Size: Number of questions answered and posted on the TID web site during a 3-month period.</p>
Section C.5.1, Publication Services	Service provider shall provide editing services that result in completed products that equal or exceed the quality and workmanship standards in exhibits 16 through 20.	<p>90% compliance: 90% of completed publication pages must have correct editing, formatting, style, and organization.</p> <p>Lot Size: Number of completed edited pages produced in a month.</p>
Section C.5.1, Publication Services	Service provider shall provide technical manuals for SPAWARSYSCEN San Diego RDT&E and business systems that equal or exceed the quality and workmanship standards in exhibit 21.	<p>98% compliance: 98% of information in completed manuals must be technically and/or administratively accurate and current.</p> <p>Lot size: Number of completed technical manuals produced in a 3-month period.</p>
Section C.5.1, Publication Services	Service provider shall provide writing services to support technical projects, management requirements, and collaborative projects. Writing services shall result in publications that meet or exceed the quality and workmanship standards shown in exhibits 13 through 15.	<p>98% compliance: 98% of completed publications must be accurate, balanced, current, properly researched, properly reviewed, and complete.</p> <p>Lot Size: Number of completed publications produced in a 3-month period.</p>

C.5.2 GRAPHICS SERVICES

C.5.2.1 INTRODUCTION

C.5.2.1.1 The service provider shall provide full-spectrum graphic services to the scientific, technical, administrative, and public affairs communities at SPAWARSYSCEN San Diego. Graphic services shall support SPAWARSYSCEN San Diego's scientific and technical mission areas, business and administrative functions, and marketing requirements.

C.5.2.1.2. Graphic products and services shall include, but shall not be limited to, the following:

- Exhibits
- Wall displays
- Brochures and flyers
- Signage
- Corporate display
- Presentation graphics (viewgraphs/slides)
- Overviews
- Posters and banners
- Business cards
- Certificates
- Decals
- Plaques
- Logos
- CDROM design
- Typographical design
- Calligraphy
- Nameplates
- Original artwork
- Folders
- Models

C.5.2.1.3 The service provider shall ensure that current, accurate, and complete standard desk procedures are prepared and maintained for all graphic functions. These procedures shall include, but shall not be limited to, the following: process descriptions and procedures; forms used (including samples); list, location, and description of files kept; database login procedures; and phone contacts for regularly used services.

C.5.2.2 ADMINISTRATIVE AND GENERAL TECHNICAL REQUIREMENTS

C.5.2.2.1 The service provider shall tailor all graphic products for uniformity, specific project requirements, and cost and time constraints and ensure that they meet the marketing or technical needs of SPAWARSYSCEN San Diego or the requesting code.

C.5.2.2.2 The service provider shall ensure that the style and presentation of the resulting graphic product meets the requirements of the audience and the selected medium.

C.5.2.2.3 The service provider shall prepare high quality, professional graphic products such as illustrations that clearly communicate technical content to the intended audience, graphic

products that are visible and legible, and effectively designed layouts for pages and screens. These products shall include both hand-generated and computer-generated products. Computer-generated products must be suitable for use in hard-copy and electronic media.

C.5.2.2.4 The service provider shall ensure that all graphic products follow SPAWARSYSCEN San Diego's corporate image requirements as required by SPAWARSYSCEN San Diego TD 2942, Revision 4, *Corporate Image Program*, and the corporate image web site.

C.5.2.2.5 The service provider shall ensure that all textual material used in any graphic product has been reviewed by an editor in accordance with the specifications in section C.5.1.4.

C.5.2.2.6 The service provider shall ensure that all technical, marketing, and administrative materials used in all graphic products that will be used outside SPAWAR meet the requirements of NRaD Instruction 5720.1, *Release of Classified and Unclassified General and Technical Information*; NOSC Instruction 5600.2E, *Procedures for Processing NOSC Publications*; DoD Directive 5230.24, *Statements on Technical Documents*; DoD Directive 5230.9, *Clearance of DoD Information for Public Release*; DoD Directive 5230.25, *Withholding of Unclassified Technical Data from Public Disclosure*; and NOSC TD 2292, *Distribution Statements for Scientific and Technical Information*. The service provider shall ensure that NRaD Form 5720/2, *Release of Scientific and Technical Information*, has been completed.

C.5.2.2.7 For classified graphic products, the service provider shall implement the guidelines in DoD 5200.1-PH, *DoD Guide to Marking Classified Documents*; DoD 5200.1-R, *Information Security Regulation*; and NOSC TD 1545, *STI Handbook*.

C.5.2.2.8 The service provider shall ensure that graphic products subject to export control meet the requirements of 22 CFR 120, *International Traffic in Arms Regulations* 22 CFR 121, *The United States Munitions List*; and 15 CFR 768-774.

C.5.2.2.9 The service provider is responsible for obtaining permission from the copyright owner to use the copyright owner's copyrighted works in any work to be delivered under this contract. Such permission shall be made in accordance with SECNAV Instruction 5870.5, *Permission to Copy Materials Subject to Copyright*. If the copyright owner requires a fee for SPAWARSYSCEN San Diego to have permission to use such copyrighted works, the service provider shall notify the DGR of the request fee. SPAWARSYSCEN San Diego shall notify the service provider of SPAWARSYSCEN San Diego's decision whether to pay the fee. SPAWARSYSCEN San Diego is responsible for paying any such fees.

C.5.2.2.10 The service provider shall ensure that the requirements of NOSC Instruction 3900.9B, *Reporting Work to the Defense Technical Information Center*; SECNAV Instruction 3900.43A, *Navy Scientific and Technical Information Program*, and DoD Directive 3200.12, *DoD Scientific and Technical Information (STI) Program (STIP)*, are met.

C.5.2.2.11 The service provider shall convert existing electronic files to the various formats that are used at SPAWARSYSCEN San Diego. The service provider shall provide these files to the requesting codes. These file conversions and transfers shall be in addition to those that are performed when creating the products specified in sections C.5.2.4 through C.5.2.9.

C.5.2.2.12 To produce some graphic products, the service provider shall be required to manipulate files provided by SPAWARSYSCEN San Diego employees and its contractors. These files will be provided in various formats and different software programs. The service

provider shall be required to solve cross-platform compatibility and resolution problems and to convert graphic products to meet corporate image requirements.

C.5.2.2.13 The service provider shall be required to perform research required to locate photographs and artwork that will be required in various graphic products.

C.5.2.2.14 The service provider shall obtain approval from either the author or the requesting code for all preliminary designs for the products in sections C.5.2.4 through C.5.2.9. The service provider shall obtain approval from either the author or the requesting code of all final designs for the products in sections C.5.2.4 through C.5.2.9 before printing, production, or purchase of materials.

C.5.2.2.15 The service provider shall provide cost estimates to the requesting code. The service provider shall not start work until the estimate is approved by the requesting code. If the scope of the work changes, the service provider shall provide a supplemental estimate to the requesting code. The service provider shall do no additional work until the supplemental estimate is approved by the requesting code.

C.5.2.2.16 The service provider shall support SPAWARSYSCEN San Diego's intraservice support agreement (ISA) with SPAWAR headquarters for graphic services (see exhibit 24, *Intraservice Support Agreement with SPAWAR*). These activities shall include, but shall not be limited to, assisting the DGR in the preparation of the agreement, ensuring services are available, recommending to the DGR the addition of new services, and answering SPAWAR questions.

C.5.2.2.17 The service provider shall sometimes be required to make local deliveries of graphic products to SPAWARSYSCEN San Diego codes. The service provider shall use SSC SD Form 5216/21, *SSC San Diego Document Transmittal and Receipt*, SSC SD Form 5216/22, *SPAWAR Document Transmittal and Receipt*, SSC SD 5216/24, *PEO-SCS Document Transmittal and Receipt*, and SSC SD Form, 5511/72, *Secret Material Control System Transfer Slip*, when required.

C.5.2.2.18 The service provider shall ensure that graphic products that will be used outside SPAWAR are numbered as part of SPAWARSYSCEN San Diego's retrievable information products and are cataloged in SPAWARSYSCEN San Diego's integrated library system.

C.5.2.2.18 The service provider shall provide graphic products that comply with the Workforce Investment Act of 1998, Section 508, Electronic and Information Technology.

C.5.2.3 STYLE AND FORMAT

C.5.2.3.1 The service provider shall annually review the corporate image guidelines in SPAWARSYSCEN San Diego TD 2942, Revision 4, *Corporate Image Program*, and on the corporate image web site and make suggestions for changes to the DGR. If these changes are approved by the DGR, the service provider shall make the changes to the electronic and hard-copy versions of the affected guidelines, disseminate the changes to SPAWARSYSCEN San Diego codes, and then implement the changes. If changes are not required, the service provider shall provide the DGR with a report stating that changes are not required.

C.5.2.4 INTERIOR DESIGN SERVICES

C.5.2.4.1 Interior Wall Displays

C.5.2.4.1.1 The service provider shall provide SPAWARSYSCEN San Diego with interior design services for wall displays that will enhance the aesthetic appearance of work areas and laboratories at SPAWARSYSCEN San Diego, highlight technical capabilities of SPAWARSYSCEN San Diego, enhance SPAWARSYSCEN San Diego's corporate image, and are visible and legible to "passers by."

C.5.2.4.1.2 At a minimum, the service provider shall provide interior wall displays that meet or exceed the quality and workmanship standards shown in exhibit 25, *Example of Standard Wall Display*, and exhibit 26, *Examples of Custom Wall Display*, to this PWS.

C.5.2.4.1.3 The service provider shall create original conceptual designs and prepare detailed and accurate drawings or architectural renderings that shall include, but shall not be limited to, elevations, floor plans, and perspectives. The service provider shall provide the drawings or architectural renderings to the requesting code for approval. The service provider shall provide samples of materials to be used in the display to the requesting code for approval.

C.5.2.4.1.4 After approval by the requesting code, the service provider shall produce or purchase and install all parts of the display. These features shall include, but shall not be limited to, wall coverings, three-dimensional brushed aluminum letters and logos, special lighting, photographs, painting, collages, signs, posters, plaques, three-dimensional models, illustrations, special typography, and furnishings. All installation shall be done according to the approved drawings or architectural renderings.

C.5.2.4.1.5 When directed by the DGR, the service provider shall coordinate wall displays with SPAWARSYSCEN San Diego's Facility Office.

C.5.2.4.1.6 The service provider shall inform the requesting code of events that may impact scheduled completion or timeline of the wall display.

C.5.2.4.1.7 The service provider shall repair and modify existing wall displays.

C.5.2.4.1.8 The service provider shall design and produce two types of wall displays:

C.5.2.4.1.8.1 Standard Wall Displays: Standard interior wall displays shall consist of wall coverings and three-dimensional brushed aluminum letter and logos as shown in exhibit 25, *Example of Standard Wall Display*, to this PWS.

C.5.2.4.1.8.2 Custom Wall Displays: Custom wall displays shall consist of wall coverings and three-dimensional brushed aluminum letter and logos. Optional items shall include, but shall not be limited to, special lighting, photographs, painting, collages, signs, posters, plaques, three-dimensional models, illustrations, special typography, and furnishings as shown in exhibit 26, *Example of Custom Wall Display*, to this contract.

C.5.2.4.2 Maintenance and Modifications of Corporate Displays

C.5.2.4.2.1 The service provider shall provide SPAWARSYSCEN San Diego with interior design services required to maintain, repair, and modify the displays located buildings 33, 1, and 40. These displays depict the history, organization, location, and mission of SPAWARSYSCEN San

Diego, as well as major awards to employees. Displays included in this requirement are as follows:

- Heritage panel
- Free-standing Executive Director's award display
- Executive Director's panel
- Mission/vision panel
- Organization chart
- Three-dimensional map
- Lauritsen-Bennett award panel
- Lauritsen-Bennett book
- Military photo board
- Commanding Officers panel for SPAWARSYSCEN San Diego
- Executive Directors panel for SPAWARSYSCEN San Diego
- Commanding Officers panel for NCCOSC Research and Development Center
- Executive Directors panel for NCCOSC Research and Development Center
- Bayside kiosk
- C4ISR concepts (building 40)

C.5.2.4.2.2 At a minimum, the service provider shall provide interior design services that will meet or exceed the quality and workmanship standards of the displays shown in exhibits 27 to 41, *Heritage Panel, Free-standing Executive Director's Award Display, Executive Director's Panel, Mission/Vision Panel, Organization Chart, Three-Dimensional Map, Lauritsen-Bennett Award Panel, Lauritsen-Bennett Book, Military Photo Board, Commanding Officers Panel for SPAWARSYSCEN San Diego, Executive Directors Panel for SPAWARSYSCEN San Diego, Commanding Officers Panel for NCCOSC Research and Development Center, Executive Directors Panel for NCCOSC Research and Development Center, Bayside Kiosk, and C4ISR Concepts*, respectively, to this PWS.

C.5.2.4.2.3 On a monthly basis, the service provider shall inspect the displays listed in section C.5.2.4.2.1 and recommend necessary repairs and associated costs (material and labor) to the DGR. If approved, the service provider shall repair the displays.

C.5.2.4.2.4 The service provider shall produce and mount additional nameplates to the Executive Director's award panel. The nameplates shall be fabricated from brass; the names of the recipient shall be silk-screened on the nameplates. The DGR shall provide the names of the recipient.

C.5.2.4.2.5 The service provider shall add three recipients to the Lauritsen-Bennett book. The pages (9.25- X 14-inch) of the book shall be constructed using material equivalent to polycarbonate sheets. The text shall be silk-screened on polycarbonate-sheet-equivalent material. The photograph of the recipient shall be sandwiched between the two layers of polycarbonate-sheet-equivalent material. The names of the recipients and their photographs shall be provided by the DGR. The text that describes the accomplishment of the award recipients shall be written by the service provider. The service provider shall have the DGR and award recipients approve the text before it is produced. The service provider shall also add the names of the recipients to the Lauritsen-Bennett award panel. These names shall be on laser-engraved-equivalent bronze nameplates measuring 5.375- X 4.6875-inch, and shall be produced by using a Slatz-equivalent system.

C.5.2.4.2.6 The service provider shall produce captions for photographs of the military personnel stationed at SPAWARSYSCEN San Diego. These captions shall contain the name and rank of the military person. The caption shall be affixed to the bottom of the photograph. The captions shall conform to existing SPAWARSYSCEN San Diego style and format requirements. The service provider shall deliver these photographs to SPAWARSYSCEN San Diego's military office. SPAWARSYSCEN San Diego's Photo Lab will provide the photographs and the information required for the caption.

C.5.2.4.2.7 As directed by the DGR, the service provider shall revise corporate displays. These revisions shall include but shall not be limited to, replacement of photographs on the organization, CO, and ED charts and panels; addition of names to the organization chart; and textual changes to the mission and vision statements. All required photographs of military and civilian personnel will be provided to the service provider by the DGR.

C.5.2.4.3 Stairwell Photographs and Graphics

C.5.2.4.3.1 On a monthly basis, the service provider shall inspect the stairwell display of photographs and graphics in the building 33 stairwell (between the lobby and the top floor) and recommend necessary repairs and associated costs (material and labor) to the DGR. If approved, the service provider shall repair the photographs and graphics.

C.5.2.4.3.2 On a 6-month interval, the service provider shall recommend to SPAWARSYSCEN San Diego Public Affairs Office, two new photographs or graphics to replace existing photographs and graphics. When suggesting new photographs or graphics, the service provider shall ensure that the subject-matter suggested is consistent with SPAWARSYSCEN San Diego's corporate identity, recognizes a major effort at SPAWARSYSCEN San Diego, and addresses SPAWARSYSCEN San Diego's mission area and strategic plan.

C.5.2.4.3.3 If photographs other than those in SPAWARSYSCEN San Diego's photographic repository are required, the service provider shall request the DGR to have the photograph taken. After the new photograph or graphic is approved, the service provider shall perform the following tasks:

C.5.2.4.3.3.1 The service provider shall have the photograph or graphic printed or produced at a minimum resolution of 300 dpi for the final product. The size shall be 20-inch high by 24-inch wide. The service provider shall have the photograph or graphic printed on photographic print paper that is UV laminated; the service provider shall then mount and frame the photograph or graphic. The service provider shall not use any material to cover the photograph or graphic. The material used for framing shall be consistent with the material presently used.

C.5.2.4.3.3.2 The service provider shall write the caption to accompany the photograph or graphic. The service provider shall have this caption approved by SPAWARSYSCEN San Diego's Public Affairs Office before it is produced. The service provider shall produce the approved caption per style requirements of SPAWARSYSCEN San Diego. At a minimum, these captions shall meet or exceed the quality and workmanship standards as evidenced in exhibit 42, *Building 33 Stairwell Photographs and Graphics*, to this PWS.

C.5.2.4.3.3.3 The service provider shall install the photograph or graphic and accompanying caption in the stairwell. The photograph or graphic shall be installed so that the stairwell walls are not damaged. Removed photographs, graphics, and captions shall be given to the DGR.

C.5.2.4.3.4 At a minimum, the service provider shall provide photographs, graphics, and captions that meet or exceed the quality and workmanship standards of the photographs and graphics shown in exhibit 42, *Building 33 Stairwell Photographs and Graphics*, to this PWS.

C.5.2.4.3.5 As directed by the DGR, the service provider shall revise existing captions for photographs and graphics.

C.5.2.4.4 New Corporate Displays

C.5.2.4.4.1 As required by the DGR, the service provider shall provide interior design services required to develop new displays to be located in the lobbies and conference rooms in SPAWARSYSCEN San Diego's complex of buildings and laboratories. Included shall be the design, production, and installation of the display.

C.5.2.4.4.2 At a minimum, the service provider shall provide interior design services that will meet or exceed the quality and workmanship standards of the displays shown in exhibits 27-41, *Heritage Panel, Free-standing Executive Director's Award Display, Executive Director's Panel, Mission/Vision Panel, Organization Chart, Three-Dimensional Map, Lauritsen-Bennett Award Panel, Lauritsen-Bennett Book, Military Photo Board, Commanding Officers Panel for SPAWARSYSCEN San Diego, Executive Directors Panel for SPAWARSYSCEN San Diego, Commanding Officers Panel for NCCOSC Research and Development Center, Executive Directors Panel for NCCOSC Research and Development Center, Bayside Kiosk, and C4ISR Concepts*, respectively to this PWS.

C.5.2.5 SIGNAGE SERVICES

C.5.2.5.1 Exterior Signage

C.5.2.5.1.1 The service provider shall provide SPAWARSYSCEN San Diego with services required for two-dimensional and three-dimensional exterior signage at SPAWARSYSCEN San Diego. Types of information to be included on exterior signage shall include, but shall not be limited to, organizational names, laboratory names, and logos. The requesting code shall provide the information to be included on the sign.

C.5.2.5.1.2 At a minimum, the service provider shall provide exterior signage that meets or exceeds the quality and workmanship standards shown in exhibits 43 and 44 to this PWS. (Exhibit 43, *Exterior Sign at Electron Drive and Catalina Boulevard*, is an example of a two-dimensional sign, and Exhibit 44, *Exterior Sign in Atrium of Building 1*, is an example of a three-dimensional sign.)

C.5.2.5.1.3 The service provider shall determine the proper dimensions for the sign. At a minimum, this analysis shall include location and viewing distance.

C.5.2.5.1.4 The service provider shall develop a design for the signage that shall include, but shall not be limited to, types of materials to be used for fabricating the sign, method of installation, size of sign, and method of fabrication. This design shall be presented to the DGR for approval.

C.5.2.5.1.5 The range of sizes shall include, but shall not be limited to, 88-in wide by 75-in high to 40-in wide by 34-in high.

C.5.2.5.1.6 The service provider shall construct the sign's images using a white material with a 5-year durability.

C.5.2.5.1.7 The service provider shall construct exterior signs using exterior-grade sign materials, which shall include, but shall not be limited to, acrylic, Sintra or equivalent, wood, or vinyl. If constructed of vinyl, the sign shall have a self-adhesive back with application tape applied to the front.

C.5.2.5.1.8 The service provider shall construct a frame required to house the sign. The style of this frame shall be consistent with frames used for existing exterior signage at SPAWARSYSCEN San Diego.

C.5.2.5.1.9 The service provider shall coordinate all exterior signage requirements, including installation, with SPAWARSYSCEN San Diego's facility office.

C.5.2.5.1.10 On a 6-month basis, the service provider shall inspect existing exterior signs and recommend necessary repairs to the DGR. The service provider shall provide the DGR with the material costs to repair the signs. If approved, the service provider shall repair the signage. Existing exterior signs are located in the following areas:

- Building A29
- Building A33 (east wall by main entrance)
- C60 (two signs)
- Seaside (two signs)
- Bayside Entrance

C.5.2.5.2 Room Signs and Holders

C.5.2.5.2.1 The service provider shall provide SPAWARSYSCEN San Diego with services required to design, produce, and install room signs used in interior building and laboratory spaces.

C.5.2.5.2.1.1 At a minimum, the service provider shall provide room signs that meet or exceed the quality and workmanship standards shown in exhibit 45, *Example of Room Sign*, to this PWS.

C.5.2.5.2.1.2 The service provider shall reorder, or redesign and provide, nameplate holders. The contractor shall design and produce or construct nameplates. Information on the nameplate shall include name, code, and office number.

C.5.2.5.2.1.3 The service provider shall install room signs on exterior office or partition walls. The room signs shall be installed so that the exterior office walls or partition walls are not damaged. The service provider shall use either an adhesive backing or an interleaved, loop-and-hook plastic fastener.

C.5.2.5.2.1.4 The service provider shall ensure that the nameplate fits into the nameplate holder.

C.5.2.5.2.2 The service provider shall provide nameplate holders to requesting codes.

C.5.2.5.3 Interior and Exterior Directional and Informational Signage

C.5.2.5.3.1 The service provider shall provide the services required to create, produce, and install interior and exterior directional and informational signage at SPAWARSYSCEN San Diego. These signs shall include, but shall not be limited to, equipment designation, license plate holders, magnetic car signs, and boat identification. The signage shall be mounted to interior walls, exterior walls, partitions, vehicles, equipment, and turnstiles. Types of information to be included on the signs shall include, but shall not be limited to, facility names, titles, access information, instructions to the handicapped, floor plans regarding conference room set-up and lock-up, and evacuation plans. The requesting code shall provide the information to be included on the sign.

C.5.2.5.3.2 At a minimum, the service provider shall provide directional and information signage that meets or exceeds the quality and workmanship standards shown in exhibits 46 and 47, *Example of Directional Sign* and *Example of Directional Sign*, respectively, to this PWS.

C.5.2.5.3.3 The service provider shall develop a design for the signage. The service provider shall provide these designs to the requester for approval. These plans shall include, but shall not be limited to, the following:

- Types of materials to be used for fabricating the sign. Materials shall include, but shall not be limited to, vinyl, brushed aluminum, and high-density, scratch-resistant, transparent acrylic sheets. If constructed of vinyl, the sign shall have an adhesive back with application tape applied to the front.
- Method of installation
- Type of framing
- Method for mounting and lamination
- Design goals.

C.5.2.5.4 Temporary Interior Signage

C.5.2.5.4.1 The service provider shall design, produce, and install temporary interior signage. Types of information to be included on the temporary interior signage shall include, but shall not be limited to, transitory directional and events information. The requesting code shall provide the information to be included on the sign.

C.5.2.5.4.2 At a minimum, the service provider shall provide temporary signage that meet or exceed the quality and workmanship standards shown in exhibit 48, *Example of Temporary Sign*, to this PWS.

C.5.2.5.4.3 The service provider shall develop a design for the signage. The service provider shall provide these designs to the requesting code for approval. These plans shall include, but shall not be limited to, the following:

- Types of materials to be used for fabricating the sign. If constructed of vinyl, the sign shall have an adhesive back with application tape applied to the front.
- Method of temporary installation, including use of easels.
- Type of mounting
- Design goals.

C.5.2.6 VISUAL INFORMATION DESIGN SERVICES

C.5.2.6.1 General Requirements

C.5.2.6.1.1 The service provider shall design and produce administrative, scientific and technical information whose primary method of communication is visual. The purpose of the information will be to market the capabilities of SPAWARSYSCEN San Diego and to transmit the results of scientific and technical work conducted at SPAWARSYSCEN San Diego.

C.5.2.6.2 Brochures and Flyers

C.5.2.6.2.1 The service provider shall design and produce camera-ready text and electronic files for single-page flyers and multifold and multipage brochures. At a minimum, these brochures and flyers, including the quality of the writing, shall meet or exceed the quality and workmanship standards as evidenced in exhibits 49-51, *Examples of Simple Brochure*, *Examples of Average Brochure*, and *Examples of Complex Brochure*, respectively, to this PWS.

C.5.2.6.2.2 The requesting code shall provide the draft copy of the brochure or flyer. However, if a draft copy is not available, the service provider shall be required to develop the required technical, administrative, or marketing information. The writing or editing of this material shall be done by a technical writer or technical editor and shall meet the requirements of section C.5.1.4.

C.5.2.6.2.3 The service provider shall develop an original design for the brochure or flyer. The service provider shall provide this design to the requesting code for approval before any production work is started. Design plans shall address the aesthetics, functionality, and visuals to be used.

C.5.2.6.2.4 The service provider shall create original artwork required for the brochure or flyer. Original artwork shall include, but shall not be limited to, line drawings, illustrations, and Photoshop-type collages.

C.5.2.6.2.5 The service provider shall provide the required photographs for the brochure or flyer. If photographs other than those in SPAWARSYSCEN San Diego's photographic repository are required, the service provider shall request the DGR to have the photograph taken.

C.5.2.6.2.6 The service provider shall manipulate images (photographs or artwork) to meet corporate image standards and to ensure information is properly displayed.

C.5.2.6.2.7 Based on the intended use of the brochure or flyer, the service provider shall select the type and weight of the paper and type of binding for the printed brochure or flyer.

C.5.2.6.2.8 The service provider shall create electronic files for printing and shall coordinate printing with either the Defense Automated Printing Service (DAPS) or the Government Printing Office (GPO). SPAWARSYSCEN San Diego shall pay printing costs. The service provider shall be required to transport work to DAPS and GPO.

C.5.2.6.2.9 The service provider shall produce brochures and flyers in three categories of complexity:

C.5.2.6.2.9.1 Simple: The service provider shall develop and create designs consisting of text, existing illustrations (clip art or simple icons), suitable for black-and-white or color duplication. The service provider shall create simple charts and diagrams when required. (See exhibit 49, *Examples of Simple Brochure*.)

C.5.2.6.2.9.2 Average: The service provider shall develop and create designs consisting of text, multicolor illustrations, diagrams, and photographs suitable for printing or duplication. Specific tasks may require 2- or 4-color process printing (exhibit 50, *Examples of Average Brochure*).

C.5.2.6.2.9.3 Complex: The service provider shall develop and create designs consisting of text, multicolor illustrations, diagrams, photographs, and special-effects artwork (e.g., silhouettes), which are developed from software such as PhotoShop. Specific tasks may require 2- or 4-color process printing. (See exhibit 51, *Examples of Complex Brochure*.)

C.5.2.6.3 Visual Presentation Materials

C.5.2.6.3.1 The service provider shall design and produce projection transparencies (viewgraphs), electronic slide shows (PowerPoint), and master hard-copy materials for use in SPAWARSYSCEN San Diego briefings. The service provider shall also revise existing presentation materials.

C.5.2.6.3.2 At a minimum, these presentation graphics, including the quality of the writing, shall meet or exceed the quality and workmanship standards as evidenced in exhibits 52-54, *Example of Simple Presentation*, *Example of Average Presentation*, and *Example of Complex Presentation*, respectively, to this PWS.

C.5.2.6.3.3 The requesting code shall provide the draft copy or existing masters for the presentation graphics. However, if draft copies or existing masters are not available, the service provider shall be required to develop the technical, administrative, or marketing information required for the presentation; all text material shall be prepared by a technical writer or technical editor and shall meet the specifications of section C.5.1.4.

C.5.2.6.3.4 The service provider shall produce multiplatform-capable presentations.

C.5.2.6.3.5 As directed by the DGR, the service provider shall place completed presentations on SPAWARSYSCEN San Diego's corporate server and/or on SPAWAR headquarters' knowledge center.

C.5.2.6.3.6 The service provider shall electronically transfer files using various technologies to SPAWARSYSCEN San Diego employees and contractors and other government agencies. To the maximum extent possible, the service provider shall minimize file size.

C.5.2.6.3.7 The service provider shall provide presentation graphics on a variety of media that shall include, but shall not be limited to, 8.5- x 11- inch black-and-white or color hard copies, CDROMs, floppy disks, and zip discs.

C.5.2.6.3.8 The service provider shall mount overhead transparencies in standard plastic frames, place them in clean transparent sleeves, or mount them in clear plastic holders for notebooks.

C.5.2.6.3.9 The service provider shall design and produce a cover sheet for each presentation. The cover sheet shall be consistent with the corporate image and shall emphasize the subject of the presentation. The logo, presentation title, presenter, distribution statement, and date shall be included. The cover shall be designed so that it can be used as a cover, if hard copies of the presentation material are required.

C.5.2.6.3.10 The service provider shall design and produce presentation graphics in three levels of difficulty:

C.5.2.6.3.10.1 Simple: The service provider shall design and produce or revise simple presentation visuals that consist of, but are not limited to, a title and 1 to 12 lines of text; are created in color; incorporate SPAWARSYSCEN San Diego approved logos; and may or may not use a border (exhibit 52, *Example of Simple Presentation*).

C.5.2.6.3.10.2 Average: The service provider shall design and produce or revise average presentation visuals that consist of, but are not limited to, a title and text; are illustrated with custom renderings, detailed drawings or diagrams, technical illustrations, plotted graphs, organizational structures, or maps; are multicolor; incorporate SPAWARSYSCEN San Diego approved logos; and may or may not use a border (exhibit 53, *Example of Average Presentation*).

C.5.2.6.3.10.3 Complex: The service provider shall design and produce or revise complex presentation visuals that consist of, but are not limited to, a title and text; are illustrated with custom renderings, detailed drawings or diagrams, technical illustrations, plotted graphs, organizational structures, or maps; are multicolor; incorporate SPAWARSYSCEN San Diego approved logos; may or may not use a border; and include animation and interactive programming with links to other media. These other media shall include, but shall not be limited to, video, web, sound, and Microsoft Office programs (exhibit 54, *Example of Complex Presentation*).

C.5.2.6.3.11 The service provider shall develop an original design for the presentation. The service provider shall provide this design to the requesting code for approval before any production work is started. Design plans shall address aesthetics, functionality, and visuals.

C.5.2.6.4 Posters and Banners

C.5.2.6.4.1 The service provider shall design and produce posters and banners that incorporate typography, lettering, calligraphy, illustrations, and photographs. The service provider shall provide the requesting code with a design for the poster or banner. This design shall be approved before work is started. Design plans shall address aesthetics, functionality, visuals, final size, and requirements for mounting and/or hardware required for mounting.

C.5.2.6.4.2 The service provider shall create electronic files for printing and shall coordinate printing with either the Defense Automated Printing Service (DAPS) or the Government Printing Office (GPO). SPAWARSYSCEN San Diego shall pay printing costs. The service provider shall be required to transport work to DAPS and GPO.

C.5.2.6.4.3 At a minimum, the posters and banners shall meet or exceed the quality and workmanship standards as evidenced in exhibits 55-57, *Example of Simple Poster/Banner*, *Example of Average Poster/Banner*, and *Examples of Complex Poster/Banner*, respectively, to this PWS.

C.5.2.6.4.4 The requesting code shall provide the draft copy or existing masters for the poster or banner. However, if draft copies or existing masters are not available, the service provider shall be required to develop the technical, administrative, or marketing information required for the poster or banner; this material shall be prepared by a technical writer or technical editor and shall meet the specifications of section C.5.1.4.

C.5.2.6.4.5 The service provider shall produce posters and banners in all sizes requested. Banner sizes shall include, but shall not be limited to, 9- by 9-feet and 52-inch by 17-feet. Poster sizes shall usually be 24- by 24-inches.

C.5.2.6.4.6 The service provider shall prepare posters and banners in three levels of difficulty:

C.5.2.6.4.6.1 Simple: The service provider shall provide posters and banners by using text, simple illustrations, black-and-white graphics, and existing photographs (exhibit 55, *Example of Simple Poster/Banner*).

C.5.2.6.4.6.2 Average: The service provider shall provide posters and banners by using text, detailed graphics, and existing photographs (exhibit 56, *Example of Average Poster/Banner*).

C.5.2.6.4.6.3 Complex: The service provider shall provide posters and banners with complex original artwork, directed new photography, special-effects graphics, and multicolor backgrounds (exhibit 57, *Examples of Complex Poster/Banner*).

C.5.2.6.4.7 The service provider shall attach to the poster or banner the hardware required for installation.

C.5.2.6.4.8 Posters and banners shall be provided on plotter paper (varying weights and finishes) and vinyl.

C.5.2.6.5 Business Cards

C.5.2.6.5.1 The service provider shall design or revise the existing design of corporate-style business cards for SPAWARSYSCEN San Diego. At a minimum, the business cards shall meet or exceed the quality and workmanship standards as evidenced in exhibit 58, *Example of Three-Color, Gold-Foil Business Card*, to this PWS. The design for these cards shall be in three colors and shall incorporate gold foil on the logo; cards shall be produced on stock supplied by the Lighthouse for the Blind, Inc. The service provider shall provide, or establish procedures to provide, the files required to print these cards to the Lighthouse for the Blind, Inc. The service provider shall establish procedures to coordinate printing orders between SPAWARSYSCEN San Diego codes and the Lighthouse for the Blind, Inc., and shall resolve any problems.

C.5.2.6.5.2 The service provider shall produce business cards. These shall be four-color cards on white business card stock. These cards shall be produced using the official logo, the secondary logo, or the letter logo. Cards with the letter logo shall also use the official logo (exhibit 59, *Examples of Four-Color Business Cards in Card Stock*). The individual requesting the card shall supply card stock to the service provider; the service provider shall not purchase stock for production of these cards.

C.5.2.6.5.3 All corporate-style and card-stock business cards shall have, at a minimum, the following information:

- Name
- Address
- Email address
- Phone number

C.5.2.6.5.4 The service provider shall ensure that logos and textual elements are properly used on corporate-style and card-stock business cards, as defined on the corporate image web site.

C.5.2.6.5.5 The service provider shall ensure that the card-stock business cards produced by the service provider are proofed and corrected before giving them to the requesting code.

C.5.2.6.5.6 The service provider shall be required to coordinate any printing of corporate-style business cards through the Lighthouse for the Blind, Inc.

C.5.2.6.6 Certificates

C.5.2.6.6.1 The service provider shall produce, including calligraphy, framing, and matting, certificates required by SPAWARSSYSCEN San Diego as part of its incentive and special awards programs.

C.5.2.6.6.2 At a minimum, the certificates shall meet or exceed the quality and workmanship standards as evidenced in exhibits 60--89, *Certificate-Lauritsen Bennett Award*; *Certificate--Publication of the Year*; *Certificate--Meritorious Civilian Service Award*; *Certificate--Executive Director's Award*; *Certificate—Secretarial Award, Sustained Exceptional Performance*; *Certificate—Secretarial Award, Significant Individual Achievement*; *Certificate—Secretarial Award, Significant Group Achievement*; *Certificate—Patent/Supplemental Patent*; *Certificate—Patent (Withheld Because of National Security)*; *Certificate—Notice of Allowability*; *Certificate—Retirement*; *Certificate—Exemplary Achievement Award*; *Certificate--Group Achievement Award of Merit*; *Certificate—Patent Application*; *Certificate--Supplemental Patent Application*; *Certificate—Beneficial Suggestion*; *Certificate--Safety/Environment Award*; *Certificate—Publications Award, Distinguished*; *Certificate—Publications Award, Excellence*; *Certificate—Publications Award, Merit*; *Certificate—Career Service Award, 25 Years*; *Certificate—Career Service Award, 30 Years*; *Certificate—Career Service Award, 35 Years*; *Certificate—Career Service Award, 40 Years*; *Certificate—Career Service Award, 45 Years*; *Certificate—Career Service Award, 50 Years*; *Certificate—Career Service Award, 10 Years*; *Certificate—Career Service Award, 15 Years*; *Certificate—Career Service Award, 20 Years*, and *Example of Special Award Certificate*, respectively, to this PWS.

C.5.2.6.6.3 The service provider shall produce certificates on parchment-like paper for SPAWARSSYSCEN San Diego's incentive awards program per the following requirements:

C.5.2.6.6.3.1 Certificates matted and placed in a wood frame, shall include, but shall not be limited to, the following:

- Exhibit 60: *Certificate-Lauritsen Bennett Award*
- Exhibit 61: *Certificate--Publication of the Year*
- Exhibit 62: *Certificate--Meritorious Civilian Service Award*
- Exhibit 63: *Certificate--Executive Director's Award*
- Exhibit 64: *Certificate—Secretarial Award, Sustained Exceptional Performance*
- Exhibit 65: *Certificate—Secretarial Award, Significant Individual Achievement*
- Exhibit 66: *Certificate—Secretarial Award, Significant Group Achievement*
- Exhibit 67: *Certificate—Patent/Supplemental Patent*
- Exhibit 68: *Certificate—Patent (Withheld Because of National Security)*
- Exhibit 69: *Certificate—Notice of Allowability*
- Exhibit 70: *Certificate—Retirement*

C.5.2.6.6.3.2 Certificates matted and placed in a metal frame shall include, but shall not be limited to, the following:

- Exhibit 71: *Certificate--Exemplary Achievement Award*
- Exhibit 72: *Certificate--Group Achievement Award of Merit*
- Exhibit 73: *Certificate—Patent Application*
- Exhibit 74: *Certificate--Supplemental Patent Application*
- Exhibit 75: *Certificate—Beneficial Suggestion*
- Exhibit 76: *Certificate--Safety/Environment Award*
- Exhibit 77: *Certificate—Publications Award, Distinguished*
- Exhibit 78: *Certificate—Publications Award, Excellence*
- Exhibit 79: *Certificate—Publications Award, Merit*
- Exhibit 80: *Certificate—Career Service Award, 25 Years*
- Exhibit 81: *Certificate—Career Service Award, 30 Years*
- Exhibit 82: *Certificate—Career Service Award, 35 Years*
- Exhibit 83: *Certificate—Career Service Award, 40 Years*
- Exhibit 84: *Certificate—Career Service Award, 45 Years*
- Exhibit 85: *Certificate—Career Service Award, 50 Years*

C.5.2.6.6.3.3 Certificates placed in a SPAWARSYSCEN San Diego folder shall include, but shall not be limited to, the following:

- Exhibit 86: *Certification—Career Service Award, 10 Years*
- Exhibit 87: *Certification—Career Service Award, 15 Years*
- Exhibit 88: *Certification—Career Service Award, 20 Years*

C.5.2.6.6.3.4 Specifications (or approved equivalent) for these certificates shall be as follows:

- Certificates matted on linen and in wood frame, (exhibit 60, *Certificate-Lauritsen Bennett Award*)
 - CMI 208 black and gold or equivalent
 - 18-3/4-in wide X 19-1/4-in high
 - First top mat: Stretched linen over beveled 1/8-in foam core
 - Second bottom mat: 5089 black/black beveled edge
 - Cover: Clear Plexiglas (1/8 in)
- Double Certificates matted and in wood frame (exhibit 61, *Certificate--Publication of the Year*)
 - Wood: Mahogany on ramin (370-134) or equivalent
 - 10-3/4-in wide X 17-in high
 - Mat: Iron grill (9513)
 - Cover: Clear Plexiglas (1/8 in)
- Certificates matted and in wood frame (exhibit 62, *Certificate--Meritorious Civilian Service Award*)

Mahogany on ramin (370-134) or equivalent
12-1/8-in wide X 15-in high
Mat: Iron grill (9513)
Cover: Clear Plexiglas (1/8 in)

- Certificates matted and in metal frame (exhibit 82, *Certificate—Career Service Award, 35 Years*)

Gold (15-03)
11-1/8-in wide X 15- high
Mat: Blue (1081)
Cover: Clear Plexiglas (1/8 in)

C.5.2.6.6.4 SPAWARSYSCEN San Diego’s Personnel Management Support Office will provide the information for all certificates that are part of the incentive awards program. The service provider shall deliver the completed certificates as directed by SPAWARSYSCEN San Diego’s Personnel Management Support Office.

C.5.2.6.6.5 The service provider shall design and produce special award certificates, including required framing, matting, and calligraphy, for SPAWARSYSCEN San Diego. These certificates shall be designed and produced in either black-and-white or color on parchment-type paper. The certificates shall be produced in the sizes required by the requesting code. These certificates shall include, but shall not be limited to, military retirements, Department of Defense length-of-service, military spousal appreciation, Bravo Zulu, and graduations. Requests for special award certificates shall be made by the requesting code. Completed certificates shall conform to SPAWARSYSCEN San Diego’s corporate image requirements. (See exhibit 89, *Example of Special Award Certificate*.)

C.5.2.6.6.6 The service provider shall create calligraphy and decorative lettering to include (but not limited to) Old English or Script. The service provider shall use styles and colors suitable for various certificates and awards. The service provider shall accomplish the lettering of certificates or awards by computer or freehand. At a minimum, calligraphy shall meet or exceed the quality and workmanship standards as evidenced in exhibits 60-89, *Certificate-Lauritsen Bennett Award; Certificate--Publication of the Year; Certificate--Meritorious Civilian Service Award; Certificate--Executive Director’s Award; Certificate—Secretarial Award, Sustained Exceptional Performance; Certificate—Secretarial Award, Significant Individual Achievement; Certificate—Secretarial Award, Significant Group Achievement; Certificate—Patent/Supplemental Patent; Certificate—Patent (Withheld Because of National Security); Certificate—Notice of Allowability; Certificate—Retirement; Certificate—Exemplary Achievement Award; Certificate--Group Achievement Award of Merit; Certificate—Patent Application; Certificate--Supplemental Patent Application; Certificate—Beneficial Suggestion; Certificate--Safety/Environment Award; Certificate—Publications Award, Distinguished; Certificate—Publications Award, Excellence; Certificate—Publications Award, Merit; Certificate—Career Service Award, 25 Years; Certificate—Career Service Award, 30 Years; Certificate—Career Service Award, 35 Years; Certificate—Career Service Award, 40 Years; Certificate—Career Service Award, 45 Years; Certificate—Career Service Award, 50 Years; Certificate—Career Service Award, 10 Years; Certificate—Career Service Award, 15 Years; Certificate—Career Service Award, 20 Years; and Example of Special Award Certificate*, respectively, to this PWS.

C.5.2.6.7 Decals

C.5.2.6.7.1 As directed by the DGR, the service provider shall design and produce electronic copy for decals that either represent SPAWARSYSCEN San Diego as a corporation or that represent its various projects.

C.5.2.6.7.2 The range of sizes for decals shall include, but shall not be limited to, 3- by 3-inches to 12- by 12-inches.

C.5.2.6.7.3 At a minimum, the decals shall meet or exceed the quality and workmanship standards as evidenced in exhibit 90, *Example of Decal*, to this PWS.

C.5.2.6.7.4 If the decal will be used outside of the office and laboratory environment, the decals shall be produced to have a durability of 5 years. The decals shall be printed on premier vinyl and shall have a self-adhesive back with application tape applied to the front. If intended for exterior use, the decals shall be UV coated.

C.5.2.6.7.5 The service provider shall create electronic files for printing and shall coordinate printing with either the Defense Automated Printing Service or the Government Printing Office. Printing requirements shall include black-and-white, four color, and color spot printing. SPAWARSYSCEN San Diego shall pay printing costs. The service provider shall be required to transport work to DAPS and GPO.

C.5.2.6.8 Plaques

C.5.2.6.8.1 As part of SPAWARSYSCEN San Diego's incentive awards program, the service provider shall produce and supply corporate wood/bronze plaques as requested by either the DGR or SPAWARSYSCEN San Diego's Personnel Management Support Office. As part of SPAWARSYSCEN San Diego's special recognition program to sponsors, the service provider shall produce, engrave, and supply corporate wood/ bronze plaques as requested by either the DGR or SPAWARSYSCEN San Diego department heads. The service provider shall maintain a minimum inventory of 100 wood/bronze plaques to meet SPAWARSYSCEN San Diego response times.

C.5.2.6.8.2 As part of SPAWARSYSCEN San Diego's special recognitions program, the service provider shall design, produce, and supply specialized plaques. These plaques shall include, but shall not be limited to, those with mounted photographs; images on high-density, scratch-resistant, transparent acrylic sheets; engraving on high-density, scratch-resistant, transparent acrylic sheets; and etched brass.

C.5.2.6.8.3 At a minimum, plaques shall meet or exceed the quality and workmanship standards as evidenced in exhibits 91 and 92, *Corporate Incentive Awards Plaque* and *Example of Special Recognitions Plaque*, respectively to this PWS.

C.5.2.6.9 Logos

C.5.2.6.9.1 The service provider shall design logos or revise existing logos in all requested electronic file formats. These logos shall represent SPAWARSYSCEN San Diego as a corporation or represent its various projects or laboratories.

C.5.2.6.9.2 The service provider shall be required to create text logos, symbol logos, and logos that combine text, photographs, images, illustrations, or symbols. The service provider shall determine the correct type of logo based on its intended use.

C.5.2.6.9.3 The service provider shall design logos that can be used in various sizes, in black-and-white and in color. The service provider shall develop a design plan for the logo that addresses aesthetics and functionality.

C.5.2.6.9.4 The service provider shall design logos so that they can be used for both electronic and print media.

C.5.2.6.9.5 At a minimum, logos shall meet or exceed the quality and workmanship standards as evidenced in exhibits 93 and 94 *SPAWARSYSCEN San Diego Logos and Examples of Special Projects Logo*, respectively, to this PWS.

C.5.2.6.9.6 The service provider shall be required to complete the design and production of logos created by SPAWARSYSCEN San Diego and its contractors.

C.5.2.6.9.7 The service provider shall be required to convert the logo to file formats requested by requesting codes.

C.5.2.6.9.8 The service provider shall coordinate printing with either the Defense Automated Printing Service or the Government Printing Office. SPAWARSYSCEN San Diego shall pay printing costs. The service provider shall be required to transport work to DAPS and GPO.

C.5.2.6.10 CDROM Labels, Covers, Inserts, Jackets, and Cases and Zip Disks

C.5.2.6.10.1 The service provider shall design and provide standard and custom labels, covers, inserts, soft jackets, and jewel-box cases for CDRoms and zip disks.

C.5.2.6.10.2 The service provider shall design and provide all required artwork.

C.5.2.6.10.3 The service provider shall provide design plans that address compatibility with SPAWARSYSCEN San Diego's corporate image, incorporation of project logos, aesthetics, functionality, and visuals to be incorporated. This plan shall be approved by the requesting code before work is started.

C.5.2.6.10.4 The service provider shall coordinate the printing or duplicating of labels, covers, inserts, soft jackets, and jewel-box cases with either the Defense Automated Printing Service or the Government Printing Office. SPAWARSYSCEN San Diego shall pay printing costs. The service provider shall be required to transport work to DAPS and GPO.

C.5.2.6.10.5 At a minimum, labels, covers, inserts, soft jackets, and jewel-box cases shall meet or exceed the quality and workmanship standards as evidenced in exhibits 95 and 96, *Standard CDRom Artwork* and *Example of Custom CDRom Artwork*, respectively, to this PWS.

C.5.2.6.11 Nameplates

C.5.2.6.11.1 The service provider shall design and produce three types of nameplates. Nameplates can be color or black-and-white.

C.5.2.6.11.1.1 The service provider shall provide three-dimensional, freestanding nameplates that are constructed of illustrator board (exhibit 97, *Example of Three-Dimensional, Freestanding Nameplate*).

C.5.2.6.11.1.2 The service provider shall provide two- and three-dimensional nameplates constructed of metal, or high-density, scratch-resistant, acrylic transparent sheets. These nameplates can be either free-standing or mounted (exhibit 98, *Example of Three-Dimensional Nameplate Constructed of Scratch-Resistant, Transparent Acrylic Sheets*).

C.5.2.6.11.1.3 The service provider shall provide collapsible nameplates that are constructed of high-density, scratch-resistant, transparent acrylic sheets. These nameplates shall fold flat for storage or transportation (exhibit 99, *Example of Collapsible Nameplate Constructed of High-Density, Scratch-Resistant, Transparent Acrylic Sheets*).

C.5.2.6.11.2 The requesting code shall provide the information to be included on the nameplates.

C.5.2.6.11.3 At a minimum, nameplates shall meet or exceed the quality and workmanship standards as evidenced in exhibits 97-99, *Example of Three-Dimensional, Freestanding Nameplate*; *Example of Three-Dimensional Nameplate Constructed of Scratch-Resistant, Transparent Acrylic Sheet*; and *Example of Collapsible Nameplate Constructed of High-Density, Scratch-Resistant, Transparent Acrylic Sheets*, respectively, to this PWS.

C.5.2.6.12 Folders

C.5.2.6.12.1 The service provider shall produce and provide corporate folders for SPAWARSYSCEN San Diego (see exhibit 100, *Corporate Standard Folder*). These folders shall have two die-cut pockets (open or closed) with a capacity of 1/8 inch to 3/16 inch. The folders shall have die-cut slots for business cards. The corporate logos shall be used on the folders. The folders shall be printed using four- to five-color spot printing and shall have a gloss laminate surface. The service provider shall maintain an inventory of 250 of these folders.

C.5.2.6.12.2 The service provider shall produce and provide corporate top-fold folders for SPAWARSYSCEN San Diego (see exhibit 101, *Top-Fold Folder*). These folders shall have four die-cuts (upper right, upper left, bottom right, bottom left corners) to accommodate 8-1/2- by 11-inch inserts. The folders shall be printed using four- to five-color spot printing and shall have a gloss laminate surface. The service provider shall maintain an inventory of 250 of these folders.

C.5.2.6.12.3 The service provider shall design, produce, and provide custom folders for SPAWARSYSCEN San Diego (see exhibit 102, *Example of Custom Folder*). The service provider shall develop special graphics that depict the project being represented, as well as incorporate image requirements including use of the logo. These folders shall have two die-cut pockets (open or closed) with a capacity of 1/8 inch to 1/2 inch. The folders shall have die-cut slots for business cards. The corporate logos shall be used on the front of the folders. The folders shall be printed using up to five-color spot printing and shall have a gloss laminate surface. The paperweight of the folder shall be consistent with the pocket size.

C.5.2.6.12.4 At a minimum, these folders shall meet or exceed the quality and workmanship standards as evidenced in exhibits 100, 101, and 102, *Corporate Standard Folder*, *Corporate Top-Fold Folder*, and *Example of Custom Folder*, respectively, to this PWS.

C.5.2.6.12.5 The service provider shall coordinate printing with either the Defense Automated Printing Service (DAPS) or the Government Printing Office (GPO). SPAWARSYSCEN San Diego shall pay printing costs. The service provider shall be required to transport work to DAPS and GPO.

C.5.2.6.13 SPAWARSYSCEN San Diego Overview

C.5.2.6.13.1 The service provider shall revise and update SPAWARSYSCEN San Diego's overview. This overview presently consists of approximately 75 slides plus 15 back-up slides. The overview is viewed on various platforms.

C.5.2.6.13.2 The service provider shall provide a major update of the overview every three years. When performing this update, the service provider shall develop a plan that addresses the following:

- Content to be included
- Updated visual appearance that is consistent with the corporate image and addresses color, typography, and layout
- Illustrative graphics and technical and administrative information needed from SPAWARSYSCEN San Diego codes
- Original graphics that will need to be developed
- Format of electronic files to be provided

The service provider shall have this plan approved by the DGR and SPAWARSYSCEN San Diego's Public Affairs Officer before starting work.

C.5.2.6.13.3 The service provider shall annually revise 20 to 40 slides that are part of the overview. The service provider shall provide slides that are consistent in appearance to the existing slides, following the same guidelines for typography, color, and layout. When performing these revisions, the service provider shall develop a plan that addresses the following issues:

- Content to be included
- Illustrative graphics and technical and administrative information needed from SPAWARSYSCEN San Diego codes
- Original graphics that will need to be developed
- Format of electronic files to be provided

The service provider shall have this plan approved by the DGR and SPAWARSYSCEN San Diego's Public Affairs Officer before starting work.

C.5.2.6.13.4 After each revision or update, the service provider shall perform the following tasks:

C.5.2.6.13.4.1 The service provider shall update SPAWARSYSCEN San Diego's intranet files.

C.5.2.6.13.4.2 The service provider shall provide SPAWARSYSCEN San Diego's Command Center of the Future with electronic files as specified by SPAWARSYSCEN San Diego's Public Affairs Office.

C.5.2.6.13.4.3 The service provider shall update one binder that consists of color transparencies of the overview. This binder shall be provided to

C.5.2.6.13.4.4 The service provider shall update two binders that contain color hard copies of the overview.

C.5.2.6.13.4.5 The service provider shall provide 20 CDROM copies of the overview.

C.5.2.6.13.4.6 The service provider shall provide the overview in PowerPoint, PDF, and HTML files.

C.5.2.6.13.5 The service provider shall incorporate graphics files supplied by SPAWARSYSCEN San Diego codes and their contractors. These files can be up to 10 megabytes per slide. The service provider shall minimize these file sizes as much as possible. The service provider shall ensure that the graphic images meet SPAWARSYSCEN San Diego's corporate image requirements.

C.5.2.6.13.6 The service provider shall produce 15-, 30-, and 45-minute versions of the overview. The information to be included on these versions shall be specified by SPAWARSYSCEN San Diego's Public Affairs Office.

C.5.2.6.13.7 At a minimum, the overview shall meet or exceed the quality and workmanship standards as evidenced in exhibit 103, *Overview*, to this PWS.

C.5.2.6.14 Books

C.5.2.6.14.1 The service provider shall create books that combine structural, semantic, visual, and textual elements. The service provider shall ensure that the typography is related to the content and meaning of the text. The service provider shall design the book so that the binding and printing contribute to the visual appeal of the finished product.

C.5.2.6.14.2 The service provider shall develop a design plan for the book that addresses the following issues: use of books, compatibility with corporate image, aesthetics, functionality, visuals, and printing specifications.

C.5.2.6.14.3 At a minimum, the overview shall meet or exceed the quality and workmanship standards as evidenced in exhibit 104, *Examples of Books*, to this PWS.

C.5.2.7 SPECIAL VISUAL DESIGN SERVICES

C.5.2.7.1 Special Covers

C.5.2.7.1.1 As directed by the DGR, the service provider shall design and create artwork for special covers and divider pages for SPAWARSYSCEN San Diego special publications.

C.5.2.7.1.2 These covers shall be designed to communicate the subject matter of the publication in a manner that visually enhances the publication and promotes interest in reading the publication. The service provider shall develop a design plan for the cover that addresses the following issues:

- Compatibility with corporate image

- Aesthetics: Attracting the attention of readers, minimization of text, use of color, and types and sources of visuals
- Functionality: Typography, binding that should be used with cover and associated text, and visual images that can be understood when reduced to the sizes needed for some of these products

C.5.2.7.1.3 At a minimum, these covers shall meet or exceed the quality and workmanship standards as evidenced in exhibit 105, *Examples of Special Report Cover*, to this PWS.

C.5.2.7.1.4 The service provider shall coordinate printing with either the Defense Automated Printing Service (DAPS) or the Government Printing Office (GPO). SPAWARSYSCEN San Diego shall pay printing costs. The service provider shall be required to transport work to DAPS and GPO.

C.5.2.7.2 Murals

C.5.2.7.2.1 As directed by the DGR, the service provider shall create and install original murals for SPAWARSYSCEN San Diego. The service provider shall design these murals based on the marketing and technical objectives of SPAWARSYSCEN San Diego. The mural shall emphasize or enhance interior design of the selected area or shall transform the area by providing an illusion of different spatial dimensions. Mural techniques shall include, but shall not be limited to, encaustic painting, fresco, oil painting, and tempera painting; ceramics, liquid silicates, acrylics, and fired porcelain enamel; and photographs. The use of materials shall depend on the design requirements of the task.

C.5.2.7.2.2 The service provider shall inspect the murals located in building 33, topside (second-floor landing, third-floor landing, and main stairwell) and on building 111, bayside (exterior wall). The service provider shall inspect the murals monthly for damage or graffiti. The service provider shall recommend repairs to the DGR. If approved by the DGR, the service provider shall repair the mural.

C.5.2.7.2.3 At a minimum, these murals shall meet or exceed the quality and workmanship standards as evidenced in exhibit 106, *Examples of Mural*, to this PWS.

C.5.2.7.3 Maps

C.5.2.7.3.1 The service provider shall design, create, and produce two- and three-dimensional maps for SPAWARSYSCEN San Diego. Maps shall be in both color and black-and-white.

C.5.2.7.3.2 The service provider shall ensure that the maps correctly represent the information to be displayed.

C.5.2.7.3.3 The service provider shall create maps that can be used in hard-copy presentations, online presentations, and printed media, as well as on the intranet or internet.

C.5.2.7.3.4 The service provider shall use color, typefaces, information layering, scale, and symbols to ensure the map's functionality. The service provider shall ensure that the maps conform to standard conventions of map drawing. These conventions include, but are not limited, to:

- Use and indication of a scale

- Use of separate colors for bodies of water and land masses (geographic maps)
- Use of color coding of political divisions to indicate population, economic and health factors, and similar information
- Use of shading of those colors to indicate depth of bodies of water, and heights of land masses
- Indication of latitude and longitude
- Use of solid lines to indicate political borders
- Use of dimensions to indicate depth of bodies of waters and heights of land masses (three-dimensional maps only)
- Documentation of the color-coding system

C.5.2.7.3.5 At a minimum, these maps shall meet or exceed the quality and workmanship standards as evidenced in exhibits 107 and 108, *Examples of Black-and-White Maps*, and *Examples of Color Maps*, respectively, to this PWS.

C.5.2.7.4 Executive Director’s Award

C.5.2.7.4.1 The service provider shall fabricate the Executive Director’s award. This award consists of 12 segments arranged in a dodecahedron. The dodecahedron is constructed of black, high-gloss, high-density, scratch-resistant acrylic panels. Five are covered with brass. One panel is engraved “Executive Director’s Award”; one panel is engraved with the name of the recipient and the date of the award; one panel is engraved with a description of the award; and one panel is engraved with an illustration representing C4ISR. The DGR will provide the name of the recipient, date of the award, and the description of the award.

C.5.2.7.4.2 At a minimum, the dodecahedron award shall meet or exceed the quality and workmanship standards as evidenced in exhibit 109, *Executive Director’s Award*, to this PWS.

C.5.2.7.5 Display Cases

C.5.2.7.5.1 The service provider shall be required to design and fabricate custom display cases required to support SPAWARSYSCEN San Diego’s marketing requirements, awards programs, and scientific and technical requirements. These cases shall be used to house items such as models, microchips, and cables.

C.5.2.7.5.2 Types of display cases to be created by the service provider shall include, but shall not be limited to, hinged cases constructed of high-density, scratch-resistant, transparent acrylic sheets with brushed aluminum; acrylic identifiers. The service provider shall construct display cases that range in size, but shall not be limited to, 6- by 6- by 6-inches, 40- by 8- by 24-inches, and 6- by 6- by 18-inches.

C.5.2.7.5.3 The service provider shall develop a design plan for each display case that addresses the following issues:

- The items to be housed in the case
- Security requirements (such as locks or other security devices)
- Materials to construct the case, including the durability of the material
- Any decorations that will be built into the case, such as wall covering for the inside of the case
- Lighting and electrical requirements

- Size of the case
- Text labels for the case (including both the text and the material on which it will be engraved or silk-screened)

The service provider shall have this plan approved by the requesting code before starting fabrication of the case.

C.5.2.7.5.4 At a minimum, the display cases shall meet or exceed the quality and workmanship standards as evidenced in exhibit 110, *Example of Display Case*, to this PWS.

C.5.2.7.6 Paintings

C.5.2.7.6.1 The service provider shall provide original paintings to SPAWARSYSCEN San Diego. These painting shall depict either the history of SPAWARSYSCEN San Diego or its technical work. The paintings shall be rendered in oil, watercolor, acrylic, and gouache. The service provider shall render paintings in sizes that shall include, but shall not be limited to, 16- by 20-inches and 36- by 40-inches. Preliminary sketches or renderings shall be prepared by the service provider and approved by the requesting code before the final painting is started.

C.5.2.7.6.2 The service provider shall alter original paintings belonging to SPAWARSYSCEN San Diego. These alterations shall be done to reflect the current marketing and technical requirements of SPAWARSYSCEN San Diego.

C.5.2.7.6.3 At a minimum, the paintings shall meet or exceed the quality and workmanship standards as evidenced in exhibit 111, *Example of Painting*, to this PWS.

C.5.2.7.7 Photographic Manipulation

C.5.2.7.7.1 The service provider shall digitally correct photographs. Digital correction shall include, but shall not be limited to, color correction, sharpening of the image, retouching, and resizing and reformatting for use in different applications. The service provider shall also be required to use digital technology to correct the tone of grayscale images.

C.5.2.7.8 Illustrations

C.5.2.7.8.1 The service provider shall create illustrations, which shall include, but shall not be limited to, C4ISR scenarios, illustrations, diagrams, graphs, and charts.

C.5.2.7.8.2. The service provider shall ensure that these illustrations improve the appearance of the publication, enhance or symbolize an idea described in words, or present information that cannot be expressed adequately in words alone. The service provider shall either develop the illustrative material based on textual information or shall manipulate files supplied by SPAWARSYSCEN San Diego.

C.5.2.7.8.3 At a minimum, the illustrations shall meet or exceed the quality and workmanship standards as evidenced in exhibit 112, *Example of Illustration*, to this PWS.

C.5.2.7.9 Collages

C.5.2.7.9.1 The service provider shall create collages that symbolically depict SPAWARSYSCEN San Diego's technical programs. The service provider shall use a variety of material and/or objects that are affixed to a surface to create the collage.

C.5.2.7.9.2 The service provider shall develop a design plan for the collage that addresses the following issues: size, materials, mounting requirements, dimensions, and maintenance

C.5.2.7.9.3 At a minimum, the collages shall meet or exceed the quality and workmanship standards as evidenced in exhibit 113, *Example of Collage*, to this PWS.

C.5.2.7.10 Memo Pads

C.5.2.7.10.1 The service provider shall design and provide custom printed memo pads. The service provider shall provide memo pads that are either 5-1/2- by 8-1/2 inch or 4-1/4 by 5-1/2 inch, and are printed on different colored stock using various paperweights. The pads may be in color, and shall be bound with adhesive or stitched adhesive. The service provider shall design artwork for the memo pads that represents technical programs, special award programs, or specialized designs for department heads or the commanding officer.

C.5.2.7.10.2 At a minimum, the memo pads shall meet or exceed the quality and workmanship standards as evidenced in exhibit 114, *Example of Memo Pad*, to this PWS.

C.5.2.7.10.3 The service provider shall coordinate printing with either the Defense Automated Printing Service (DAPS) or the Government Printing Office (GPO). SPAWARSYSCEN San Diego shall pay printing costs. The service provider shall be required to transport work to DAPS and GPO.

C.5.2.7.11 Letterhead

C.5.2.7.11.1 The service provider shall design and provide letterhead for specialized functions, e.g., Public Affairs Office, at SPAWARSYSCEN San Diego. The service provider shall design the letterhead so that it conforms with SPAWARSYSCEN San Diego's corporate image and with the requirements of SECNAV Instruction 5602.6A, SUP 10, *Official Letterhead Stationery*. The design shall be multifunctional so that so that it can be used on stationery, envelopes, folders, or decals.

C.5.2.7.11.2 At a minimum, the letterhead shall meet or exceed the quality and workmanship standards as evidenced in exhibit 115, *Example of Letterhead Design*, to this PWS.

C.5.2.7.11.3 The service provider shall coordinate printing with either the Defense Automated Printing Service (DAPS) or the Government Printing Office (GPO). SPAWARSYSCEN San Diego shall pay printing costs. The service provider shall be required to transport work to DAPS and GPO.

C.5.2.7.12 Typography

C.5.2.7.12.1 The service provider shall be required to design special fonts of limited characters to be used for corporate displays and logos. The service provider shall provide electronic files for all special fonts that the service provider designs. The service provider shall ensure that the electronic files can be used without creating errors or distortions.

C.5.2.7.12.2 The service provider shall be required to design additional characters for the existing font family, created by SPAWARSYSCEN San Diego, as shown in exhibit 116, *SPAWARSYSCEN San Diego Font Family*, to this PWS. The service provider shall provide electronic files for all additional characters that the service provider designs.

C.5.2.7.12.3 At a minimum, the special fonts shall meet or exceed the quality and workmanship standards as evidenced in exhibit 116, *SPAWARSYSCEN San Diego Font Family*, to this PWS.

C.5.2.7.13 Lapel Pins

C.5.2.7.13.1 The service provider shall design, produce, and provide lapel pins that represent special technical and award programs at SPAWARSYSCEN San Diego. Pins shall be hard-enamel cloisonné, soft-enamel photo etched, soft-enamel die struck, centrifugal die cast, or photo dome. The service provider shall design the artwork required for these pins so that the pin's image depicts the technical or award program being represented.

C.5.2.7.13.2 At a minimum, the lapel pins shall meet or exceed the quality and workmanship standards as evidenced in exhibit 117, *Example of Lapel Pin*, to this PWS.

C.5.2.7.14 Framed, Aerial Photographs

C.5.2.7.14.1 The service provider shall mount, mat, and frame special aerial photographs of SPAWARSYSCEN San Diego required for special presentations. Specifications shall be as follows:

- Frame:

Metal frame (Nielsen OEM 11.21 matte black)
Size: 15 in (wide) x 12 3/16 in (high)

- Mat

Mat: Iron grille (B75130)
Size: 2 1/2 in. on all sides

C.5.2.7.14.2 The service provider shall provide and attach a laser-engraved plaque as shown in exhibit 118, *Aerial Photograph*, to this PWS.

C.5.2.7.14.3 The service provider shall meet the quality and workmanship standards as shown in exhibit 118, *Aerial Photograph*, to this PWS.

C.5.2.7.14.4 SPAWARSYSCEN San Diego shall provide the service provider with the aerial photographs.

C.5.2.7.15 Special Requests

C.5.2.7.15.1 The service provider shall provide visual design services to create and fabricate graphic products that meet high-level corporate requirements. These design services shall require a high level of creativeness, experience in using various graphic materials, and knowledge of how people assimilate information visually. These requests shall include, but shall not be limited, to special awards mounted in or on high-density, scratch-resistant, transparent acrylic sheets and

polycarbonate sheets; posters presentations converted to special documents; medallions; and keyboard templates

C.5.2.7.15.2 The service provider shall meet the quality and workmanship standards as shown in exhibit 119, *Examples of Special Requests*, to this PWS.

C.5.2.8 EXHIBIT SUPPORT SERVICES

C.5.2.8.1 The service provider shall support SPAWARSYSCEN San Diego's exhibit program by developing exhibit concepts to market the capabilities of SPAWARSYSCEN San Diego at major commercial and military exhibitions and to support the display of scientific and technical information at symposia and meetings.

C.5.2.8.2 The service provider shall design and produce exhibits that shall include, but shall not be limited to, headers, graphics such as photographs and illustrative materials, posters, and typography that shall be displayed in the exhibit booth or adjacent area. The service provider shall be responsible for defining requirements for telephone/special line/links for connectivity, lighting, and audiovisual equipment.

C.5.2.8.3 The service provider shall prepare a plan for the display that addresses the following:

- Purpose of the display, such as exhibit at a major commercial or military exhibition or display of scientific and technical information at a symposium
- Content to be displayed in the exhibit
- Size of the display area
- Floorplan for the exhibit, which indicates the display elements to include such as (but not limited to) workstations, electricity, telephones, audiovisual equipment, plants, display cases, and furniture
- Audiovisual equipment needed, including computers
- Security requirements, including security for the equipment and display as well as security of the information presented
- Design sketch or description of the display that indicates: Which backdrop will be used; signage (including headers and other exhibit graphics) to be created, including the background material and color, text to be placed on it (the number of words on a sign should not exceed 35 words) (font and size), and graphics to include; and size of each sign
- Literature to be provided at the booth
- Staffing support at the remote site of the exhibit, including availability of service provider personnel for setup and disassembly if required by the requester
- Shipping requirements and contact information to the exhibit
- Shipping requirements from the exhibit

The service provider shall not start work until the design plan has been approved by the requesting code.

C.5.2.8.4 The exhibit types to be supported by the service provider shall include freestanding workstations (5- by 7-feet) used at symposia and meetings to display material related to project work and a point-of-display exhibit (3- by 7-feet) used to display materials such as brochures and flyers. All exhibits are stored either at the facility of SPAWAR's exhibit contractor or in building A2 at SPAWARSYSCEN San Diego.

C.5.2.8.5 The service provider shall provide exhibit graphics that will be used as part of an island exhibit (30- by 30-ft) or a backwall exhibit (10- by 10-, 10- by 20-, 10- by 30-, or 10- by 40-feet).

C.5.2.8.6 The service provider shall coordinate exhibit work and policy with the SPAWAR exhibit coordinator.

C.5.2.8.7 The service provider shall coordinate display requirements with SPAWARSYSCEN San Diego technical and administrative exhibitors, including the use of electronic media, such as VCRs and computer displays.

C.5.2.8.8 The service provider shall provide remote site exhibit coordination that shall include, but shall not be limited to, the following: set-up of the exhibit and displays, disassembly of the exhibit, and coordination of packing and shipment of the exhibit and displays.

C.5.2.8.9 The service provider shall report to the DGR all missing or damaged parts of exhibits.

C.5.2.9 DISPLAY SERVICES FOR GRAPHIC PRODUCTS

C.5.2.9.1 The service provider shall dry-mount photographic prints and graphic products on gator board or foamcore in various weights and colors. The size of the graphic product or photograph shall range from 8- by 10-inches to 40- to 60-inches.

C.5.2.9.2 The service provider shall ensure that the photographs and graphic products to be mounted are cut to size, trimmed, and arranged in a format that (1) enhances the subject-matter of the material and (2) contributes to the visual display of the material.

C.5.2.9.3 The service provider shall provide mats for photographs and graphic products. The size and color of the mats shall be determined by the service provider. More than one opening per mat may be required.

C.5.2.9.4 The service provider shall frame matted and unmatted photographs and graphic products. Sizes of the items to be framed shall range from 2- X 2-inches to 40- by 96-inches. The material used for the frame shall be determined by the service provider.

C.5.2.9.5 The service provider shall provide nonglare, UV-coated glass or high-density, scratch-resistant, transparent acrylic sheets for the framed photographs and graphic products.

C.5.2.9.6 As directed by the requesting code, the service provider shall provide UV lamination (gloss, mat, or luster) for photographs and graphic products. Encapsulated lamination may also be required.

C.5.2.9.7 The service provider shall provide protective plastic edgings with mitered corners for photographs and graphic products.

C.5.2.9.8 At a minimum, mounting, matting, and framing shall meet or exceed the quality and workmanship standards as evidenced in exhibits 120 and 121, *Example of Framed and Matted Photograph* and *Example of Framed and Matted Poster*, respectively, to this PWS.

C.5.2.10 PRODUCTION, PRINTING/DUPLICATION, ARCHIVING, AND ONLINE ACCESS

C.5.2.10.1 Electronic Files for Printing or Duplicating

C.5.2.10.1.1 The service provider shall prepare electronic files for printing or duplication by using a computer specially configured with the appropriate electronic publishing or graphics software and associated peripheral hardware. Artwork shall be prepared to meet all pre-press requirements. The service provider shall provide digital camera-ready files.

C.5.2.10.2 Hard Copies

C.5.2.10.2.1 Black-and-White Paper Copies: The service provider shall produce black-and-white hard copies (8.5- by 11-inch and 11- by 17-inch). The hard copies shall be printed by use of a high-resolution (1200 dpi or more) black-and-white printer.

C.5.2.10.2.2 Color Paper Copies: The service provider shall prepare full-color (8.5- by 11-inch and 11- by 17-inch) hard copies. The copies shall be printed by use of a high-resolution (1200 dpi) color printer.

C.5.2.10.2.3 Color Transparencies: The service provider shall prepare full-color projection materials (8.5- by 11-inch). The transparencies shall be printed by use of a high-resolution (1200 dpi) color printer.

C.5.2.10.3 Printing/Duplicating

C.5.2.10.3.1 Except for business cards (section C.5.2.6.5), the service provider shall coordinate the printing and/or duplication of all publications, including reprints, with the Defense Automated Printing Service (DAPS) and the Government Printing Office (GPO) in accordance with DoD Directive 5330.3, *Defense Automated Printing Service (DAPS)*; 44 USC 501-502, *Procurement of Printing, Binding, and Blank-Book Work To Be Done at Government Printing Office and Procurement of Printing, Binding, and Blank Work By Public Printer*; NAVSO P-35, *Department of the Navy Publications and Printing Regulations*; and DoD 5200.1-R, *Information Security Regulation*; and SECNAV Instruction 5603.2D, *Printed Matter for Official Ceremonies*.

C.5.2.10.3.2 The service provider shall develop printing/duplicating specifications and prepare all required printing/duplication paperwork. At a minimum, this paperwork shall include the following:

- Collation sheet
- Information required for SPAWARSYSCEN San Diego's bankcard purchase requests
- Mailing labels
- Records of receipt (secret publications only)
- Master distribution list
- DAPS-PL 5604/9B (UNC), *Reprographics Request DAPS Point Loma*
- DAPS-PL 5604/9B (CONF), *Reprographics Request DAPS Point Loma*
- DAPS-PL 5604/9B (SEC), *Reprographics Request DAPS Point Loma*
- SF 1, *Printing and Binding Requisition to the Public Printer*

C.5.2.10.3.3 The service provider shall develop all required printing/duplicating specifications, and shall provide a high-quality printer's dummy, including formatting, type and color specifications, artwork, and folding requirements.

C.5.2.10.3.4 When the press match or blue-line copy of the graphic product is received from either the Defense Automated Printing Service or the printing contractor selected by the Government Printing Office, the service provider shall review this copy to ensure that the graphic product contains no printing errors, that the printing quality meets the specified level, that the colors and layout are correct, and that no elements have been deleted from the graphic product. The service provider shall be responsible for ensuring that all printing errors are corrected before the graphic product is distributed.

C.5.2.10.3.5 The DGR shall arrange for SPAWARSYSCEN San Diego to pay the printing/duplicating costs, except for those costs caused by errors of the service provider when preparing the publication for printing/duplicating or those costs caused by errors by the printing facility. The service provider shall be required to transport work to DAPS and GPO.

C.5.2.10.4 Archival Copies

C.5.2.10.4.1 The service provider shall archive each SPAWARSYSCEN San Diego graphic product in one or more of the following formats:

- EPS
- TIF/TIFF
- PIC/PICT
- GIF/GIFF
- PS/PSD
- PostScript
- Illustrator
- CGM
- Quark
- PPT
- BMP
- PNG
- JPG

C.5.2.10.4.2 The service provider shall retain all original artwork for all graphic products in an indexed archive.

C.5.2.10.4.3 The service provider shall maintain, update, and retrieve, as necessary, digital images and files. The service provider shall not dispose of any files or images within the archive unless prior written permission is obtained from the DGR.

C.5.2.10.4.4 The service provider shall maintain a complete backup file of all images and files created. Files shall be backed-up daily.

C.5.2.10.4.5 The service provider shall ensure that two hard copies of all numbered products are included in SPAWARSYSCEN San Diego's archive files.

C.5.2.10.4.6 Because archived graphic files created in earlier versions of software applications must be accessible by SPAWARSYSCEN San Diego, the service provider shall maintain continuous software compatibility with the graphics files. Compatibility shall be maintained either by updating files or by providing conversion tools.

C.5.2.10.5 Intranet/Internet Files

C.5.2.10.5.1 The service provider shall place each public-release graphic product issued by SPAWARSYSCEN San Diego, as produced for print, on SPAWARSYSCEN San Diego's intranet and internet in PDF and, if requested, HTML formats. The service provider shall update the applicable product listing web page with a link to the PDF and HTML format publications, notify the author(s) of the posting, and announce the posting on the SPAWARSYSCEN San Diego intranet bulletin board. For some high-level products, the service provider shall coordinate with SPAWARSYSCEN San Diego web site personnel on placement of copies of these products in additional internet and intranet locations.

C.5.2.10.5.2. The service provider shall condition files to be placed on the internet to meet the requirements of DoD Directive 5230.9, *Clearance of Information for Public Release*; SECNAV Instruction 5720.44A, *Department of the Navy Public Affairs Policy and Regulations*; NRAD Instruction 5270., *Release of Classified and Unclassified General and Technical Information*; DoD Directive 5040.5, *Alteration of Official DoD Imagery*; Secretary of Defense Memorandum of 7 December 1998, *Web Site Administration*; SECNAV Instruction 5720.47, *Department of the Navy Policy for Content of Publicly Accessible World Wide Web Sites*; SECNAV Instruction 5211.5, *Department of the Navy Privacy Act (PA) Program*; SPAWAR Memorandum of 7 August 1997, *Web Guidelines*; SPAWAR Memorandum of 7 August 1997, *Web Policy*; SPAWARSYSCEN San Diego Memoranda of 3 October 1998, 9 November 1998, and 17 November 1998, *Web Page Policy Messages*; SECNAV Message of 21 October 1998, *Department Of The Navy Worldwide Web Policy*; and OPNAV Message of 26 October 1998, *Navy World Wide Web Policy Execution*.

C.5.2.10.5.3 Within 8 hours of posting the information on the web site, the service provider shall notify the DGR via email of the posting.

C.5.2.11 LOGGING AND TRACKING

C.5.2.11.1 The service provider shall record and track all graphic tasks.

C.5.2.11.2 The service provider shall establish the procedures required to assign a unique tracking number to each graphic task. The service provider shall also assign a publication number to graphic products that will be published in SPAWARSYSCEN San Diego's special document (SD) series.

C.5.2.11.3 When the service provider receives a request for a graphic product, the service provider shall review the intended purpose of each graphic product and its audience and determine the proper graphic medium.

C.5.2.11.4 The service provider shall develop and maintain a database for all tasks received. At a minimum, this database shall be compatible with SPAWARSYSCEN San Diego's corporate reporting formats and systems. Alternatively, the service provider can use SPAWARSYSCEN San Diego's database. At a minimum, the database shall contain the title of the product or task, the author or customer (including phone number and email address), originating code, publication

number (if any), classification level, access level, requirement for export controls, accounting data related to funding, date received, date required, date completed, number of draft pages, number of final pages (text, illustrations, tables, color, and mathematics), responsible visual information specialist, printing facility used, estimated cost, final cost, and work hours. At a minimum, the service provider shall update the database on a weekly basis to reflect the previous week's work. This update shall be accomplished and provided to the DGR by noon on the Monday following the preceding workweek. The DGR, or any SPAWARSYSCEN San Diego employee designated by the DGR, shall be able to access this database at any time.

C.5.2.11.5 The service provider shall ensure that the job order provided by the requesting code has sufficient funds to cover the graphics work and is valid for the requested services.

C.5.2.11.6 Upon completion of the graphic product, the service provider shall store all paperwork related to the task. This paperwork shall include, but shall not be limited to, the following: printing paperwork, location of camera-ready copy, location and type of electronic files, negative numbers of photographs, cost information (estimated and final), distribution list (primary and secondary), copyright releases, original and revised material, and NRaD Form 5720/2, *Release of Scientific and Technical Information*. No paperwork shall be destroyed without approval of the DGR.

C.5.2.12 PROJECTED AND HISTORICAL WORKLOADS, TIME REQUIREMENTS, AND METRICS

C.5.2.12.1 Projected Annual Workload

Function and Definition	Projected Workload per Year	SOW Reference
File Manipulation and Transfer: Convert existing electronic files to the various formats used at SPAWARSCEN San Diego.	100 files	C.5.2.2.11
Intraservice Support Agreement: Provide required graphics support to SPAWAR headquarters in accordance with exhibit, 24, <i>Intraservice Support Agreement with SPAWAR</i> .	24 questions	C.5.2.2.16
Style and Format Changes: Review corporate image and graphic guidelines and Incorporation and distribution of approved changes.	2 (1 web site and 1 publication)	C.5.2.3
Modification or Repair of Existing Interior Wall Displays: Repair or modify existing standard and custom wall displays.	4 displays	C.5.2.4.1
Standard Interior Wall Displays: Design and produce interior displays of wall coverings and 3-D brushed aluminum letters.	6 displays	C.5.2.4.1
Custom Interior Wall Displays: Design and produce custom displays consisting of wall coverings, 3-D brushed aluminum letters, logos and optional features such as collages, plaques, and 3-D models.	4 displays	C.5.2.4.1
Inspection of Corporate Displays: Inspect monthly and recommend repairs to 15 displays listed in section C.5.2.4.2.1.	15 displays	C.5.2.4.2
Repair of Existing Corporate Displays: Perform approved repairs to 15 displays listed in section C.5.2.4.2.1.	2 displays	C.5.2.4.2

Function and Definition	Projected Workload per Year	SOW Reference
Executive Director's Award: Produce (including materials and fabrications) nameplate for Executive Director's award.	2 nameplates	C.5.2.4.2
Lauritsen-Bennett Book: Add names to Lauritsen-Bennett award book; includes materials and fabrication and writing of text and add names to Lauritsen-Bennett award panel, includes materials and fabrication	3 names 3 pages	C.5.2.4.2
Military Photo Board: Produce captions for military photo board and affix captions to photographs.	30 captions	C.5.2.4.2
Revision of Corporate Displays: Change, e.g., names and photographs, to existing corporate displays.	6 revisions	C.5.2.4.2
Stairwell Graphics: Inspect on a monthly basis Building 33 stairwell display of photographs and graphics.	19 photographs and graphics	C.5.2.4.3
Stairwell Graphics: Perform approved repairs to Building 33 stairwell display.	2 photographs and graphics	C.5.2.4.3
Stairwell Graphics: Produce new graphics and captions for stairwell.	4 photographs and graphics	C.5.2.4.3
Stairwell Graphics: Revise existing captions.	2 captions	C.5.2.4.3
New Corporate Displays: Provide new displays, including design, production, installation, materials, and fabrication.	1 display	C.5.2.4.4
Exterior Signage: Design and construct two- and three-dimensional exterior signs. Signs represent either the SPAWARSYSCEN San Diego organization or specific laboratory areas.	4 signs	C.5.2.5.1

Function and Definition	Projected Workload per Year	SOW Reference
Inspection of Exterior Signage: Inspect biannually two-and three-dimensional exterior signs and recommend repair or modification.	7 signs	C.5.2.5.1
Repair Exterior Signage: Perform approved repairs to exterior signage.	1 sign	C.5.2.5.1
Room Signs: Design, produce, and install room signs in interior building and laboratory spaces. Signs typically designate name, code, and office number.	20 signs	C.5.2.5.2
Room Signs: Provide blank nameplates holders provided to requesting codes.	150 holders	C.5.2.5.2
Interior and Exterior Directional and Information Signage: Design, produce, and install directional and information signs. Signs can include floor plans, access information, and evacuation plans.	12 signs	C.5.2.5.3
Temporary Interior Signage: Design, produce, install, and remove temporary interior signs. Information typically includes directional and events information.	50 signs	C.5.2.5.4
Simple Brochure/Flyer: Design, create, and produce simple brochure/flyers that consist of text and existing illustrations (clip art or simple icons) and that are suitable for black-and-white or color duplication. Simple brochures range from 1 fold (7-3/8 X 8-1/2-in) to 2 fold (11- X 8-1/2 in). Draft text is provided for 90 % of tasks.	10 brochures/flyers	C.5.2.6.2
Average Brochure/Flyer: Design, create, and produce average brochure/flyers that consist of text, multicolor illustrations, diagrams, and photographs suitable for printing or duplication. May require 2- or 4-color process printing. Average brochures range from 2 fold (11- X 8-1/2 in) to 3 fold (16-3/8- X 8-1/2-in). Draft text is provided for 90% of tasks.	12 brochures/flyers	C.5.2.6.2

Function and Definition	Projected Workload per Year	SOW Reference
<p>Complex Brochure/Flyer: Design, create, and produce complex brochure/flyers that consist of text, multicolor illustrations, diagrams, photographs, and special-effects artwork (e.g., silhouettes). Complex brochures range from 4 fold (27-1/4- X 8-1/2-in), to 5 fold (32-1/2 X 8-1/2-in, to bound publications (8-1/2 X 11-in), of approximately 28 pages. Draft text is provided for 90% of tasks.</p>	5 brochures/flyers	C.5.2.6.2
<p>Simple Presentation Material: Design, create, and produce visuals that typically consist of a title and 1 to 12 lines of text; are in one color; incorporate SPAWARSYSCEN San Diego approved logos; and may or may not use a border. Draft text is provided for 90% of tasks.</p>	1437 visuals	C.5.2.6.3
<p>Average Presentation Material: Design, create, and produce visuals that typically consist of a title and text; are custom illustrated; are multicolor; incorporate SPAWARSYSCEN San Diego approved logos; and may or may not use a border. Draft text is provided for 90% of tasks.</p>	1200 visuals	C.5.2.6.3
<p>Complex Presentation Material: Design, create, and produce visuals that typically consist of a title and text; are custom illustrated; are multicolor; incorporate SPAWARSYSCEN San Diego approved logos; may or may not use a border; and include animation and interactive programming with links to other media. Draft text is provided for 90% of tasks.</p>	300 visuals	C.5.2.6.3
<p>Simple Poster/Banner: Design, create, and produce simple posters/banners that use text, simple illustrations, black-and-white graphics, and existing photographs. Draft text is provided for 90% of tasks.</p>	47 posters 3 banners	C.5.2.6.4

Function and Definition	Projected Workload per Year	SOW Reference
Average Poster/Banner: Design, create, and produce average posters/banners that use text, multicolor graphics, and existing photographs. Draft text is provided for 90% of tasks.	37 posters 1 banner	C.5.2.6.4
Complex Poster/Banner: Design, create, and produce complex posters/banners that use complex original artwork, directed new photography, multicolored graphics, and multicolor backgrounds. Draft text is provided for 90% of tasks.	29 posters 2 banners	C.5.2.6.4
Corporate Business Cards: Produce, including duplication or printing, corporate-design business cards on special stock.	350 names	C.5.2.6.5
Business-Card Stock Business Cards: Produce, including duplication or printing, business cards on business stock.	10 names 250 cards	C.5.2.6.5
Incentive Awards Certificates: Produce Lauritsen-Bennett certificates, including calligraphy, linen matting, wood frames, and Plexiglas covering.	3 certificates	C.5.2.6.6
Incentive Awards Certificates: Produce certificates, including calligraphy, matting, oversize wood frames, and Plexiglas covering (2 certificates per frame).	2 certificates in 1 frame	C.5.2.6.6
Incentive Awards Certificates: Produce certificates, including calligraphy, matting, wood frames, and Plexiglas covering.	165 certificates	C.5.2.6.6
Incentive Awards Certificates: Produce certificates, including calligraphy, matting, metal frames, and Plexiglas covering.	420 certificates	C.5.2.6.6
Incentive Awards Certificates: Produce certificates, including calligraphy, to be included in folders.	475 certificates	C.5.2.6.6

Function and Definition	Projected Workload per Year	SOW Reference
Special Awards Certificates: Produce certificates, including design, calligraphy, matting, frames, and Plexiglas or other coverings.	203 certificates	C.5.2.6.6
Decals: Design and produce decals.	6 decals	C.5.2.6.7
Corporate Wood/Bronze Plaques: Produce corporate-design wood/bronze plaques. Produce and engrave corporate-design wood/bronze plaques	190 plaques without engraving 10 plaques with engraving	C.5.2.6.8
Specialized Plaques: Design, produce, and engrave plaques to recognize projects, sponsors, or visitors.	2 plaques	C.5.2.6.8
Logos: Create, design, and produce logos that represent SPAWARSYSCEN San Diego as a corporation or that represent various projects and laboratories.	6 logos 1 revised logo	C.5.2.6.9
CDROM Labels, Covers, Inserts, and Cases: Create, design, and produce standard and custom labels, covers, inserts, and jewel-box cases.	25 designs	C.5.2.6.10
Nameplates: Create, design, and produce two- and three-dimensional, freestanding nameplates that are constructed of various materials.	75 nameplates	C.5.2.6.11
Corporate Folders: Provide corporate standard folders and corporate top-fold folders.	2 designs	C.5.2.6.12
Custom Folders: Design, create, and provide custom folders, including development of specialized graphics.	4 designs	C.5.2.6.12
Overview: Provide major update to SPAWARSYSCEN San Diego Overview.	1 major update (90 slides) every 3 years	C.5.2.6.13
Overview: Revise Overview and provide complete Overview in various formats and different time versions.	25 slides (15-, 30, and 45-min versions)	C.5.2.6.13

Function and Definition	Projected Workload per Year	SOW Reference
Books: Create information products that combine structural, semantic, visual, and textual elements.	2 books	C.5.2.6.14
Special Covers: Design and create nonstandard covers for special publications.	4 designs	C.5.2.7.1
Murals: Design, create, produce, and install murals.	1 mural	C.5.2.7.2
Maintenance of Murals: Inspect murals on a monthly basis and recommend repairs.	4 murals	C.5.2.7.2
Repair Murals: Perform approved repairs to murals.	1 mural	C.5.2.7.2
Maps: Create, design, and produce two- and three-dimensional maps.	5 maps	C.5.2.7.3
Executive Director's Award: Fabricate dodecahedron award.	4 dodecahedrons	C.5.2.7.4
Display Cases: Create, design, and produce custom display cases.	2 cases	C.5.2.7.5
Original Paintings: Create and render original paintings in oil, watercolor, acrylic, and gouache.	1 painting	C.5.2.7.6
Alteration of Original Paintings: Alter original paintings to reflect current marketing and technical requirements.	1 alteration	C.5.2.7.6
Photographic Manipulation: Digital correct photographs for use in various graphic media.	250 photographs	C.5.2.7.7
Illustrations: Design, create, and render illustrations that improve appearance of publications or present a complex technical subject or marketing concept.	125 illustrations	C.5.2.7.8

Function and Definition	Projected Workload per Year	SOW Reference
Collages: Create and render artwork by using a variety of material and/or objects that are affixed to a surface.	2 collages	C.5.2.7.9
Memo Pads: Create, design, and provide custom printed memo pads.	4 memo pads	C.5.2.7.10
Letterhead: Create, design and produce letterhead for specialized functions.	4 designs	C.5.2.7.11
Typography: Design special fonts for corporate displays and logos and additional characters for SPAWARSYSCEN San Diego's existing font family.	1 character	C.5.2.7.12
Lapel Pins: Create, design, and provide lapel pins that represent special technical and award programs at SPAWARSYSCEN San Diego.	1 design (400 pins produced)	C.5.2.7.13
Framed, Aerial Photographs: Mounting, matting, and framing of aerial photographs, including providing and attaching a laser-engage plaque.	125 photographs	C.5.2.7.14
Special Requests: Creation and fabrications of graphic products that require high level of creativity and expertise.	1 request	C.5.2.7.15
Exhibit Support: Develop exhibit concepts and design and produce exhibits.	4 exhibits	C.5.2.8
Display Services for Graphic Products: Mount, mat, and frame posters, maps, photographs, and miscellaneous products.	600 posters, signs, maps, and photographs (produced under sections C.5.2.6.4, C.5.2.5, and C.5.2.7.3 or provided by codes))	C.5.2.9
Intranet/Internet Access: Conditioning and placement of files on intranet and internet in PDF and HTML formats. Includes coordination with author and web site personnel, updating index pages and links, and posting on bulletin board.	200 files	C.5.2.10.5

Function and Definition	Projected Workload per Year	SOW Reference
Logging and Tracking: Development and maintenance of a database for all tasks received. Database must be compatible with SPAWARSYSCEN San Diego's corporate reporting formats and systems.	487 tasks	C.5.2.11

C.5.2.12.2. Historical Workload, FY98-FY00.

Task	FY98	FY99	FY00
File Manipulation and Transfer	78 files	101 files	50 files
Intraservice Support Agreement	24 questions	24 questions	24 questions
Style and Format Changes	2 (1 web site and 1 publication)	2 (1 web site and 1 publication)	2 (1 web site and 1 publication)
Modification or Repair of Existing Interior Wall Displays	1 display	0 displays	0 displays
Standard Interior Wall Displays	8 displays	15 displays	8 displays
Custom Interior Wall Displays	3 displays	6 displays	7 displays
Inspection of Corporate Displays	14 displays	15 displays	15 displays
Repair of Existing Corporate Displays	0 displays	0 displays	0 displays
Executive Director's Award	2 names	2 names	2 names
Lauritsen-Bennett Book and Panel	2 names	2 names	2 names
Military Photo Board	75 captions	24 captions	22 captions
Revision of Corporate Displays	1 change	7 changes	11 changes
Stairwell Graphics—Inspect	19 photographs and graphics	19 photographs and graphics	19 photographs and graphics
Stairwell Graphics—Repair	2 repairs	0 repairs	0 repairs

Task	FY98	FY99	FY00
Stairwell Graphics— New	7 graphics or photographs and captions	0 graphics or photographs and captions	2 graphics or photographs and captions
Stairwell Graphics— Revise Captions	0 captions	11 captions	0 captions
New Corporate Displays	0 displays	3 displays	1 display
Exterior Signage	5 signs	9 signs	7 signs
Inspection of Exterior Signage	6 signs	7 signs	7 signs
Repair Exterior Signage	0 signs	0 signs	0 signs
Room Signs	1191 signs produced 175 holders provided	21 signs produced 202 holders provided	15 signs produced 189 holders provided
Interior and Exterior Directional and Information Signage	44 signs	45 signs	12 signs
Temporary Interior Signage	39 signs	14 signs	15 signs
Simple Brochure/Flyer	12 brochures/flyers	12 brochures/flyers	7 brochures/flyers
Average Brochure/Flyer	15 brochures/flyers	33 brochures/flyers	15 brochures/flyers
Complex Brochure/Flyer	23 brochures/flyers	37 brochures/flyers	8 brochures/flyers
Simple Presentation Material	736 visuals	168 visuals	352 visuals
Average Presentation Material	93 visuals	123 visuals	1286 visuals

Task	FY98	FY99	FY00
Complex Presentation Material	170 visuals	34 visuals	514 visuals
Simple Poster/Banner	122 posters/banners	61 posters/banners	49 posters/banners
Average Poster/Banner	105 posters/banners	389 posters/banners	33 posters/banners
Complex Poster/Banner	61 posters/banners	107 posters/banners	55 posters/banners
Corporate Business Cards	0 names 0 cards	1480 names 108,500 cards	353 names 88,250 cards
Business-Card Stock Business Cards:	0 names 0 cards	13 names 325 cards	8 names 200 cards
Incentive Awards Certificates—LB	2 certificates	2 certificates	2 certificates
Incentive Awards Certificates—Oversize	1 certificate	1 certificate	1 certificate
Incentive Awards Certificates—Wood Frame	182 certificates	269 certificates	161 certificates
Incentive Awards Certificates—Metal Frame	441 certificates	385 certificates	417 certificates
Incentive Awards Certificates—Folder	336 certificates	812 certificates	474 certificates
Special Awards Certificates	54 certificates	67 certificates	179 certificates
Decals	6 decals	6 decals	5 decals
Corporate Plaques	76 plaques	130 plaques	132 plaques
Special Plaques	1 plaque	0 plaques	1 plaque

Task	FY98	FY99	FY00
Logos—Original	11 logos	6 logos	6 logos
Logos—Revised	4 logos	8 logos	2 logos
CDROM Designs	2 designs	11 designs	19 designs
Nameplates	3 nameplates	21 nameplates	58 nameplates
Corporate Folders	10 designs	4 designs	2 designs
Custom Folders	4 designs	2 designs	1 design
Overview—Major Update	90 visuals	0 visuals	0 visuals
Overview—Revise	0 slides	30 slides	30 slides
Books	2 books	2 books	3 books
Special Covers	9 designs	10 designs	3 designs
Murals—Create	0 murals	0 murals	0 murals
Murals—Maintain	4 murals	4 murals	4 murals
Murals—Repair	1 murals	0 murals	0 murals
Maps	20 maps	17 maps	5 maps
Executive Director's Award--Dodecahedron	0 dodecahedrons	2 dodecahedrons	3 dodecahedrons
Display Cases	0 cases	0 cases	4 cases
Original Paintings--Create	0 paintings	0 paintings	0 paintings
Original Paintings--Alter	0 paintings	0 paintings	0 paintings
Photographic Manipulation	279 photographs	253 photographs	322 photographs
Illustrations	97 illustrations	42 illustrations	128 illustrations

Task	FY98	FY99	FY00
Collages	0 collages	1 collage	1 collage
Memo Pads	0 designs	1 design	1 design
Letterhead	1 design	21 designs	5 designs
Typography	1 character	0 characters	1 character
Lapel Pins	1 design 400 pins	0	1 design 400 pins
Framed, Aerial Photographs	0 photographs	0 photographs	0 photographs
Special Requests	0 requests	2 requests	0 requests
Exhibit Support	4 exhibits	8 exhibits	3 exhibits
Display Services for Graphic Products	572 products	650 products	540 products
Intranet/Internet Access	338 files	639 files	205 files
Logging and Tracking	367 tasks	496 tasks	487 tasks

C.5.2.12.3 Projected Time Requirements

Function	Routine Work		Priority Work	
	Number of Work Days	Percentage of Tasks	Number of Work Days	Percentage of Tasks
Modification or Repair of Existing Wall Displays	10	80	5	20
New Standard Interior Wall Displays	15	70	10	30
New Custom Wall Displays	20	70	15	30
Revision of Corporate Displays	3	50	1	50
Executive Director's Award Nameplate	5	50	4	50
Lauritsen-Bennett Book	15	80	5	20
Lauritsen-Bennett Award Panel	15	80	5	20
Military Photo Board	3	70	1	30
Stairwell Graphics (New Graphics)	5	80	3	20
Stairwell Graphics (Revisions to Existing Captions)	10	50	5	50
New Corporate Displays	20	70	15	30
Exterior Signage	20	70	15	30
Room Signs	1	80	0.5	20

Function	Routine Work		Priority Work	
	Number of Work Days	Percentage of Tasks	Number of Work Days	Percentage of Tasks
Directional and Informational Signage	4	80	1	20
Temporary Interior Signage	5	50	2.5	50
Brochure/Flyer: Simple	7: Brochure 1: Flyer	80: Brochure 70: Flyer	3: Brochure 1.5: Flyer	20: Brochure 30: Flyer
Brochure/Flyer: Average	15: Brochure 2: Flyer	80: Brochure 70: Flyer	7: Brochure 1: Flyer	20: Brochure 30: Flyer
Brochure/Flyer: Complex	25: Brochure 5: Flyer	70: Brochure 70: Flyer	15: Brochure 3: Flyer	30: Brochure 30: Flyer
Presentation Material	5	50	1	50
Poster/Banner: Simple	1: Poster 0.5: Banner	80: Poster 70: Banner	0.5: Poster 0.25: Banner	20: Poster 30: Banner
Poster/Banner: Average	3: Poster 0.5: Banner	80: Poster 70: Banner	2: Poster 0.25: Banner	20: Poster 30: Banner
Poster/Banner: Complex	5: Poster 0.5: Banner	80: Poster 70: Banner	3: Poster 0.25: Banner	20: Poster 30: Banner
Corporate Business Cards	5	90	3	10
Business-Card-Stock Business Cards	1	90	0.5	10
Incentive Awards Certificates	15	60	2	40
Special Awards Certificates	5	70	1	30
Decals	2	95	1	5

Function	Routine Work		Priority Work	
	Number of Work Days	Percentage of Tasks	Number of Work Days	Percentage of Tasks
Wood/Bronze Plaques	10	80	1	20
Specialized Plaques	10	80	5	20
Logos	5	70	2	30
CDROM Labels, Covers, Inserts, and Cases	3	70	1	30
Nameplates	2	70	1	30
Standard Folders	1	90	0.5	10
Custom Folders	3	80	1	20
Overview (Major Update)	90	100	NA	NA
Overview (Revisions)	3	50	1.5	50
Books	90	70	45	30
Special Covers	5	90	2	10
Murals	60	90	35	10
Maps	10	80	5	20
Executive Director's Award	10	90	5	10
Display Cases	30	80	20	20
Original Paintings	60	90	45	10
Alteration of Original Paintings	10	90	5	10

Function	Routine Work		Priority Work	
	Number of Work Days	Percentage of Tasks	Number of Work Days	Percentage of Tasks
Photographic Manipulation	3	60	1	40
Illustrations	4	80	1	20
Collages	3	80	1.5	20
Memo Pads	1	85	1.5	15
Letterhead	3	80	1.5	20
Typography	5	80	3	20
Calligraphy	1	70	0.5	30
Lapel Pins	30	90	20	10
Aerial Photographs	10	80	1	20
Special Requests	10	90	5	10
Exhibit Support	15	50	7.5	50
Display Services for Graphic Products	4	50	2	50
File Transfer and Manipulation	2	50	1	50

C.5.2.12.4 Metrics

Required Service	Standard	Acceptable Quality Level
Section C.5.2, Graphics Services	Service provider shall meet requirements of mandatory references in regard to marking, control, and distribution of information.	<p>100% compliance: 100% of completed graphic products distributed or released outside SPAWAR must be properly marked and distributed to only authorized users.</p> <p>Lot Size: Number of completed graphic products distributed or released outside SPAWAR produced during a month.</p>
Section C.5.2, Graphics Services	Service provider shall meet mandatory references in regard to style and format.	<p>95% Compliance: 95% of completed graphic products must meet applicable SPAWARSYSCEN San Diego style and format requirements.</p> <p>Lot Size: Number of completed graphic products produced during a 3-month period.</p>
Section C.5.2, Graphics Services	Published graphic products shall meet requirements of 17 USC, <i>Copyrights</i> .	<p>100% compliance: 100% of graphic products with copyrighted information must meet the requirements of SECNAV Instruction 5870.5, <i>Permission to Copy Materials Subject to Copyright</i>.</p> <p>Lot Size: Number of completed graphic products produced during a month.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.2, Graphics Services	Service provider shall deliver graphic products marked in accordance with DFARS 252.227-7020, <i>Rights in Special Works Clause</i> .	<p>100% compliance: 100% of completed, applicable graphic products must be marked to show copyright belonging to the U.S. Government.</p> <p>Lot Size: Number of completed graphic products produced during a month.</p>
Section C.5.2, Graphics Services	Service provider shall meet time requirements provided by the requesting code for both routine and priority work.	<p>95% compliance: 95% of routine work must meet time requirements in C.5.2.11.5.</p> <p>100% compliance: 100% of priority work must meet time requirements in C.5.2.11.5.</p> <p>Lot Size: Number of graphic tasks completed during a month.</p>
Section C.5.2, Graphics Services	Service provider shall meet cost estimates provided to, and approved by, requesting code.	<p>98% compliance: 98% of graphic tasks must be completed at a cost equal to or less than the approved cost estimate.</p> <p>Lot Size: Number of graphic tasks completed during a month.</p>
Section C.5.2, Graphics Services	Service provider shall keep requesting code advised of all changes in cost estimates and time requirements.	<p>100% compliance: 100% of changes in time and cost must be given to, and approved by, requesting code.</p> <p>Lot Size: Number of graphic tasks completed during a month.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.2, Graphics Services	Service provider shall ensure that all corporate graphic products are maintained and updated.	<p>100% compliance: 100% of corporate graphic products must be available, accurate, and reflect the most recent organizational changes and technical and business philosophies of SPAWARSYSCEN San Diego.</p> <p>Lot Size: Number of corporate graphic products at SPAWARSYSCEN San Diego.</p>
Section C.5.2, Graphics Services	Service provider shall provide graphic design services that result in completed products that equal or exceed the quality and workmanship standards in exhibits 25 through 121.	<p>95% compliance: 95% of completed graphic products must meet established design principles; present information adequately and accurately; be easy to understand; and convey the intended message of the requesting code.</p> <p>Lot Size: Number of completed graphic products produced in a month.</p>

C.5.3 VIDEO AND MULTIMEDIA SERVICES

C.5.3.1 INTRODUCTION

C.5.3.1.1 The service provider shall provide full-spectrum video and multimedia services to the scientific, technical, administrative, and public affairs communities at SPAWARSYSCEN San Diego. Video and multimedia services shall support SPAWARSYSCEN San Diego's scientific and technical mission areas, business and administrative functions, and marketing requirements.

C.5.3.1.2. Video and multimedia products and services shall include, but shall not be limited to, the following:

- Video production
- Video editing
- Audio editing
- Video graphics
- Video shooting
- Video conversion
- Video editing of customer-produced video
- Video duplication
- Script writing
- Technical support for video as a research tool
- Multimedia productions

C.5.3.1.3 The service provider shall ensure that current, accurate, and complete standard desk procedures are prepared and maintained for all video and multimedia functions. These procedures shall include, but shall not be limited to, the following: process descriptions and procedures; forms used (including samples); list, location, and description of files kept; database login procedures; and phone contacts for regularly used services.

C.5.3.2 ADMINISTRATIVE AND GENERAL TECHNICAL REQUIREMENTS

C.5.3.2.1 The service provider shall tailor all video and multimedia products for uniformity, specific project requirements, and cost and time constraints. The service provider shall ensure that final products meet the marketing or technical needs of SPAWARSYSCEN San Diego or the requesting code, including technical requirements for system configuration for multimedia stations and types of video formats.

C.5.3.2.2 The service provider shall ensure that the style and presentation of the resulting video and multimedia products meet the requirements of the audience and the selected medium. To do this, the service provider shall prepare an audience analysis as part of the needs analysis process. The service provider shall use language that will be understood by the audience, defining terms and concepts that will not be easily understood.

C.5.3.2.3 The service provider shall prepare high quality, professional video and multimedia products that will run without errors on the playback equipment designated by the requesting code.

C.5.3.2.4 The service provider is responsible for obtaining permission from the copyright owner to use the copyright owner's copyrighted works in any work to be delivered under this contract. Such permission shall be made in accordance with SECNAV Instruction 5870.5, *Permission to Copy Materials Subject to Copyright*. If the copyright owner requires a fee for SPAWARSYSCEN San Diego to have permission to use such copyrighted works, the service provider shall notify the DGR of the request fee. SPAWARSYSCEN San Diego shall notify the service provider of SPAWARSYSCEN San Diego's decision whether to pay the fee. SPAWARSYSCEN San Diego is responsible for paying any such fees.

C.5.3.2.5 When required, the service provider shall obtain release forms from personnel used in the video and multimedia productions. These completed forms shall be provided to SPAWARSYSCEN San Diego.

C.5.3.2.6 The service provider shall ensure that the requirements of NOSC Instruction 3900.9B, *Reporting Work to the Defense Technical Information Center*; SECNAV Instruction, *Navy Scientific and Technical Information Center*, and DoD Directive 3200.12, *DoD Scientific and Technical Information (STI) Program (STIP)*, are met.

C.5.3.2.7 The service provider shall be responsible for performing all archival research required to locate footage, photographs, artwork, and information required to produce the products defined in sections C.5.3.4-C.5.3.11. The service provider shall be responsible for contacting and obtaining government and commercial repositories to obtain information needed for the products.

C.5.3.2.8 The service provider shall be required to manipulate files provided by SPAWARSYSCEN San Diego employees and its contractors. These files will be provided in various formats and different software programs. The service provider shall solve compatibility and resolution problems.

C.5.3.2.9 The service provider shall coordinate all revisions with the requester and obtain approval from the author before revisions are made or the final video or multimedia product is prepared.

C.5.3.2.10 The service provider shall provide estimates to the requesting code. The service provider shall not start work until the estimate is approved by the requesting code. If the scope of the work changes, the service provider shall provide a supplemental estimate to the requesting code. The service provider shall do no additional work until the supplemental estimate is approved by the requesting code. Estimates shall include, but shall not be limited to, the following elements:

- Script writing
- Storyboarding
- Video shooting
- Location expenses
- Video editing
- On-screen talent
- Narrations
- Permissions
- Graphics
- Packaging
- Distribution

- Other

C.5.3.2.11 The service provider shall ensure all video and multimedia products that will be distributed outside SPAWAR meet the requirements for distribution statements defined in NRaD Instruction 5720.1, *Release of Classified and Unclassified General and Technical Information*; NOSC Instruction 5600.2E, *Procedures for Processing NOSC Publications*; DoD Directive 5230.24, *Distribution Statements on Technical Documents*; DoD Directive 5230.9, *Clearance of DoD Information for Public Release*; DoD Directive 5230.25, *Withholding of Unclassified Technical Data from Public Disclosure*; and NOSC TD 2292, *Distribution Statements for Scientific and Technical Information*. The service provider shall ensure that NRaD Form 5720/2, *Release of Scientific and Technical Information*, has been completed.

C.5.3.2.12 For classified video and multimedia products, the service provider shall implement the marking guidelines in DoD 5200.1-PH, *DoD Guide to Marking Classified Document*; DoD 5200.1-R, *Information Security Regulation*; and NOSC TD 1545, *STI Handbook*.

C.5.3.2.13 For video and multimedia products containing militarily critical technology, the service provider shall mark the final production in accordance with NOSC TD 1545, *STI Handbook*. The service provider shall ensure that the export controls requirements in 120, *International Traffic in Arms Regulations*; 22 CFR 121, *The United States Munitions List*; and 15 CFR 768-774.

C.5.3.2.14 The service provider shall ensure that the requirements of NOSC Instruction 3900.9B, *Reporting Work to the Defense Technical Information Center*; SECNAV Instruction 3900.43A, *Navy Scientific and Technical Information Program*, and DoD Directive 3200.12, *DoD Scientific and Technical Information (STI) Program (STIP)*, are met.

C.5.3.2.15 The service provider shall support SPAWARSYSCEN San Diego's intraservice support agreement (ISA) with SPAWAR headquarters for video services (see exhibit 24, *Intraservice Support Agreement with SPAWAR*). These activities shall include, but shall not be limited to, assisting the DGR in the preparation of the agreement, ensuring services are available, and recommending to the DGR the addition of new services.

C.5.3.2.16 The service provider shall at times be required to make local deliveries of video and multimedia products to SPAWARSYSCEN San Diego codes. The shall use SSC SD Form 5216/21, *SSC San Diego Document Transmittal and Receipt*, SSC SD Form 5216/22, *SPAWAR Document Transmittal and Receipt*, SSC SD 5216/24, *PEO-SCS Document Transmittal and Receipt*, and SSC SD Form, 5511/72, *Secret Material Control System Transfer Slip*, when required.

C.5.3.2.17 The service provider shall ensure that video and multimedia products that will be used outside SPAWAR are numbered as part of SPAWARSYSCEN San Diego's retrievable information products and are cataloged in SPAWARSYSCEN San Diego's integrated library system.

C.5.3.2.18 The service provider shall provide video and multimedia products that comply with the Workforce Investment Act of 1998, Section 508, Electronic and Information Technology.

C.5.3.3 STYLE AND FORMAT

C.5.3.3.1 The service provider shall implement style and format requirements for video and multimedia products. These requirements, established by SPAWARSYSCEN San Diego, are detailed in SPAWARSYSCEN San Diego TD 2942, Revision 4, *Corporate Image Program*, and on the corporate image web site.

C.5.3.3.2 The service provider shall biannually review these guidelines and make suggestions for changes to the DGR. If these changes are approved by the DGR, the service provider shall make the changes to the electronic and hard-copy versions of the affected guidelines, disseminate the changes to SPAWARSYSCEN San Diego codes, and then implement the changes. If changes are not required, the service provider shall provide the DGR with a report stating that changes are not required.

C.5.3.4 VIDEO PRODUCTIONS

C.5.3.4.1 General Requirements

C.5.3.4.1.1 The service provider shall provide video productions in formats that shall include VHS, SVHS, DV, BetaCam SP, Hi 8, 8mm, MPEG, AVI, and QuickTime, as well as formats resulting from emerging technologies.

C.5.3.4.1.2 At a minimum, the service provider shall provide video productions that meet or exceed the quality and workmanship standards shown in exhibit 122, *Examples of Full Video Production*, to this PWS.

C.5.3.4.2 Storyboards

C.5.3.4.2.1 The service provider shall generate storyboards for all video productions. The storyboard shall incorporate images, text, and video clips. The storyboard for video shall include, but shall not be limited to, narration, sound cues, visuals (subject and type), and special effects. The storyboard for multimedia shall include, but shall not be limited to, text, narration, visuals (subject and type), special effects, and programming needs (such as links or calls to databases).

C.5.3.4.2.2 The service provider shall have the storyboard approved by the requesting code before starting any production work.

C.5.3.4.3 Script Writing

C.5.3.4.3.1 The service provider shall write scripts for all video productions.

C.5.3.4.3.2 The service provider shall perform all research required to develop the script.

C.5.3.4.3.3 The service provider shall interview subject-matter experts to generate the information required for the script. These subject-matter experts can include government employees, government contractors, members of the military, and members of academic institutions. The service provider shall coordinate all requirements for interviews. If the interviewee grants permission, the service provider may record these interviews.

C.5.3.4.3.4 Before proceeding with production, the service provider shall ensure that the preliminary and final scripts have been approved in writing by SPAWARSYSCEN San Diego's public affairs office and security office as well as by the requesting code.

C.5.3.4.4 Video Shooting

C.5.3.4.4.1 The service provider shall provide on-location and studio video shooting per requirements of C.5.3.5.6. Although the requesting code may assist in securing on-location shooting, responsibility for final arrangements, permissions, and related documentation shall be the responsibility of the service provider.

C.5.3.4.5 Interviews

C.5.3.4.5.1 The service provider shall conduct on-camera interviews required for the video production. The service provider shall generate the questions to enhance or explain the subject-matter of the production. The service provider shall coach the interviewee on how to present the information required. The service provider shall coach the interviewee on how to present himself/herself on-camera.

C.5.3.4.6 Narrations

C.5.3.4.6.1 When required by the requesting code, the service provider shall provide professional on-screen and off-screen narration services. At a minimum, the service provider shall ensure that narrations meet the following requirements: the narrator be heard when the volume is set at a typical level for the playback space, viewers understand each word spoken by the narrator, and words are pronounced correctly.

C.5.3.4.6.2 At a minimum, these narrations shall meet or exceed the quality and workmanship standards as evidenced in exhibit 123, *Example of Professional Narration*, to this PWS.

C.5.3.4.6.3 If a narration fee is required, the service provider shall notify the DGR and the requesting code of the requested fee. The DGR shall notify the service provider of SPAWARSYSCEN San Diego's decision whether to pay the fee. SPAWARSYSCEN San Diego is responsible for paying approved fees.

C.5.3.4.7 Video Editing

C.5.3.4.7.1 The service provider shall edit video footage using both analog and digital technologies. For digital and analog editing, all software and hardware shall be of industrial quality.

C.5.3.4.7.2 The service provider shall edit video footage, regardless of its source origination. These sources shall include, but shall not be limited to, SPAWARSYSCEN San Diego employees, SPAWARSYSCEN San Diego contractors, SPAWARSYSCEN San Diego archives, Department of Defense archives, and original footage generated under this contract. At a minimum, the service provider shall ensure that the editing footage has no jarring movements or lost information, transition among the shots is smooth, and appropriate transition techniques are used.

C.5.3.4.7.3 The service provider shall provide sound editing (music, voice, and special effects) for productions. The sound library used by the service provider shall be of professional quality. At a minimum, the service provider shall ensure that consistency of the sound level, appropriateness of the music, and appropriateness of sound effects.

C.5.3.4.7.4 The service provider shall provide title, credits, and rolling credits.

C.5.3.4.7.5 The service provider shall perform compositing of images.

C.5.3.4.7.6 The service provider shall back-up all analog and digital footage and productions on a daily basis.

C.5.3.4.8 Final Product

C.5.3.4.8.1 The service provider shall obtain approval of the requesting code prior to duplication of the original production. After approval, the service provider shall provide duplicate copies of the video production. If the requesting code requires the video duplicated on CDs, the service provider shall provide up to 10 copies. For more than 10 CDs, the service provider shall coordinate printing with either the Defense Automated Printing Service (DAPS) or the Government Printing Office (GPO). SPAWARSYSCEN San Diego shall pay printing costs. The service provider shall be required to transport work to DAPS and GPO.

C.5.3.4.8.2 Per the requirements of NOSC TD 1545, *STI Handbook*, the service provider shall label all master tapes and duplications with appropriate identifying information. At a minimum, this label information shall include classification, distribution limitation, export control limitations, program title, runtime, and corporate logo.

C.5.3.4.8.3 The service provider shall immediately inform the DGR, via email, when the production has been completed. The service provider shall provide the DGR with a completed copy of the production within 2 days of completion.

C.5.3.5 QUICK-LOOK VIDEO PRODUCTIONS

C.5.3.5.1 General Requirements

C.5.3.5.1.1 The service provider shall provide quick-look video productions in formats that shall include VHS, SVHS, DV, BetaCam SP, Hi 8, 8mm, MPEG, AVI, and QuickTime, as well as formats resulting from emerging technologies.

C.5.3.5.1.2 At a minimum, the service provider shall provide quick-look video productions that meet or exceed the quality and workmanship standards as shown in exhibit 124, *Examples of Quick-Look Video Production*, to this PWS.

C.5.3.5.2 Video Shooting

C.5.3.5.2.1 The service provider shall provide on-location and studio video shooting per requirements of C.5.3.3.6. Although the requesting code may assist in securing on-location shooting, responsibility for final arrangements, permissions, and related documentation shall be the responsibility of the service provider.

C.5.3.5.3 Editing

C.5.3.5.3.1 The service provider shall edit video footage. These services shall include, but shall not be limited to, removing unneeded footage, adding simple titles, adding music, and converting PowerPoint slides to an acceptable video format and inserting the resulting slides into the production.

C.5.3.5.4 Final Product

C.5.3.5.4.1 The service provider shall obtain approval of the requesting code prior to duplication of the original production. After approval, the service provider shall provide duplicate copies of the video production. If the requesting code requires the video duplicated on CDs, the service provider shall provide up to 10 copies. For more than 10 CDs, the service provider shall coordinate printing with either the Defense Automated Printing Service (DAPS) or the Government Printing Office (GPO). SPAWARSYSCEN San Diego shall pay printing costs. The service provider shall be required to transport work to DAPS and GPO.

C.5.3.5.4.2 Per the requirements of NOSC TD 1545, *STI Handbook*, the service provider shall label all master tapes and duplications with appropriate identifying information. At a minimum, this label information shall include classification, distribution limitation, export control limitations, program title, and run time.

C.5.3.5.4.3 The service provider shall immediately inform the DGR, via email, when the quick-look production has been completed. The service provider shall provide the DGR with a completed copy of the production within 2 days of completion.

C.5.3.6 VIDEO SHOOTING

C.5.3.6.1 General Requirements

C.5.3.6.1.1 The service provider shall provide video shooting in formats that shall include VHS, SVHS, DV, BetaCam SP, Hi 8, 8mm, MPEG, AVI, and QuickTime, as well as formats resulting from emerging technologies.

C.5.3.6.1.2 At a minimum, video shooting shall meet or exceed the quality and workmanship standards as shown in exhibit 122 and 124, *Examples of Full Video Production* and *Examples of Quick-Look Video Production*, respectively, to this PWS.

C.5.3.6.2 Special Events Shooting

C.5.3.6.2.1 The service provider shall shoot video footage of special events sponsored by SPAWARSYSCEN San Diego. These events shall include, but shall not be limited to, conferences, meetings, ceremonies, public-affairs events, and training sessions.

C.5.3.6.2.2 The service provider shall provide video support that includes, but is not limited to, set-up of cameras and lighting; setup and operation of video camera(s), recorder(s), and related equipment; microphones; and additional studio or location setup and breakdown as required for the particular production.

C.5.3.6.2.3 The service provider shall be required to tie into existing audio systems.

C.5.3.6.3 On-Location Shooting of Technical Projects

C.5.3.6.3.1 The service provider shall provide on-location video shooting of technical projects. This footage may later be incorporated into either full or quick-look video productions. Although the requesting code may assist in securing on-location shooting, responsibility for final

arrangements, permissions, and related documentation shall be the responsibility of the service provider.

C.5.3.6.3.2 The service provider shall shoot video in various laboratory and office environments and outdoor locations at SPAWARSYSCEN San Diego.

C.5.3.6.3.3 The service provider shall shoot video in geographical locations outside of SPAWARSYSCEN San Diego. These assignments may require that the video be shot from the interior of government and commercial vehicles, which shall include, but shall not be limited to, ships, airports, tanks, submarine, and emergency vehicles. These assignments may entail work beyond normal duty hours for extended periods, and may also entail hazardous work related to Navy mission requirements, for example, working around high explosives.

C.5.3.6.3.4 The service provider shall transport items to and from the location of the shooting. These items shall include, but shall not be limited to, a portable studio, portable lights, backdrops, microphones, tripods, cameras, laptop computers, and monitors.

C.5.3.6.3.5. The service provider shall provide underwater videography. Most services will be provided at SPAWARSYSCEN San Diego and immediate areas and at San Clemente Island. Other locations on the East and West Coasts may be required. The service provider shall supply the required SCUBA-certified diving team and all associated supplies, including the dive boat. The service provider shall provide and maintain the air tanks, diving gear, and other associated equipment required by its divers. When videographic diving is required at San Clemente Island, the service provider shall arrange for the shipment of all required supplies, including air, by use of the government barge. Personnel on the diving team must have a nationally recognized, current SCUBA diving certificate. The service provider shall meet OSHA diving requirements as specified in OSHA Regulations, 29CFR 1910.401-441, *Subpart T-Commercial Diving Operations*. The service provider shall be familiar with NAVSEA 0910-LP-708-8000, revision 4, *US Navy Diving Manual*.

C.5.3.6.3.6 The service provider shall provide aerial videography from helicopter. The service provider shall be required to provide the helicopter.

C.5.3.6.3.7 The service provider shall provide high-speed, motion-picture shooting (on land and underwater) using both video and 16mm film. If the shooting is underwater, the service provider shall comply with the requirements of section C.5.3.6.3.5.

C.5.3.6.4 Studio Shooting of Technical Projects

C.5.3.6.4.1 The service provider shall provide studio video shooting of technical projects that may later be incorporated into either full or quick-look video productions.

C.5.3.6.4.2 The service provider shall shoot the video footage in a studio environment. The studio shall be provided by SPAWARSYSCEN San Diego.

C.5.3.6.5 Final Product

C.5.3.6.5.1 The service provider shall obtain approval of the requesting code prior to duplication of the footage. After approval the service provider shall provide duplicate copies of the video footage. If the requesting code requires the footage duplicated on CDs, the service provider shall provide up to 10 copies. For more than 10 CDs, the service provider shall coordinate printing

with either the Defense Automated Printing Service (DAPS) or the Government Printing Office (GPO). SPAWARSYSCEN San Diego shall pay printing costs. The service provider shall be required to transport work to DAPS and GPO.

C.5.3.6.5.2 Per the requirements of NOSC TD 1545, *STI Handbook*, the service provider shall label all master tapes and duplications with appropriate identifying information. At a minimum, this label information shall include classification, distribution limitation, export control limitations, program title, and run time.

C.5.3.7 VIDEO CONVERSION

C.5.3.7.1 The service provider shall perform video conversion services for SPAWARSYSCEN San Diego. At a minimum, these services shall include, the following:

- Conversion of analog video to digital video (format to be specified by the requesting code)
- Conversion of video for web page use and web page programming
- Conversion of analog video to analog video, e.g., NTSC to PAL

C.5.3.8 VIDEO EDITING OF FOOTAGE SUPPLIED BY SPAWARSYSCEN SAN DIEGO

C.5.3.8.1 The service provider shall edit video footage shot by SPAWARSYSCEN San Diego technical and administrative codes and contractors supporting SPAWARSYSCEN San Diego projects.

C.5.3.8.2 Video editing services shall include, but shall not be limited to, the following:

- Rearranging video clips into the required order and length
- Adding titles
- Performing sound editing
- Removing unneeded footage

C.5.3.9 DUPLICATION SERVICES

C.5.3.9.1 The service provider shall provide videotape, audiocassette, and CD duplication services. At a minimum, formats shall include VHS, SVHS, DV, BetaCam SP, Hi 8, 8mm, MPEG, AVI, and QuickTime, as well as formats resulting from emerging technologies.

C.5.3.9.2 The service provider shall not duplicate any copyrighted work unless written permission to duplicate the copyrighted work from the copyright holder is presented to the service provider by the requester.

C.5.3.10 VIDEO RESEARCH ASSISTANCE

C.5.3.10.1 The service provider shall support SPAWARSYSCEN San Diego's technical and administrative codes that use video technology as a part of their work.

C.5.3.10.2 These services shall include, but shall not be limited to, the following:

- Providing guidance on the types of equipment required to accomplish the task

- Setting-up equipment or providing guidance to the requester on equipment set-up
- Setting-up equipment or providing guidance on equipment set-up required for underwater videography
- Searches of video and film archives for historical footage

C.5.3.11 MULTIMEDIA PRODUCTIONS

C.5.3.11.1 General Requirements

C.5.3.11.1.1 The service provider shall develop and create original, interactive multimedia productions that document technical work, develop and depict scenarios of technology implementation, and market capabilities and facilities.

C.5.3.11.1.2 The service provider shall create productions to be shown using a computer monitor, projection device, or originally produced CDROMs. The design and creation of web site resources may be required. Productions shall include, but shall not be limited to, static images and/or build text, sound (voice, music, etc), video clips (with or without audio), transition-and-dissolve effects, voice-over narration, and original two- and three-dimensional animation.

C.5.3.11.1.3 At a minimum, multimedia productions shall meet or exceed the quality and workmanship standards as shown in exhibit 125, *Example of Multimedia Production*, to this PWS.

C.5.3.11.1.4 The service provider shall develop plans to ensure that multimedia productions can be used on the desired platform with the required output peripheral(s). At a minimum, this plan shall include the following elements:

- Viewing requirements
- Minimum hardware configuration to support (especially processor of the system, RAM, disk storage, input devices, speakers, display type, and CDROM or DVD requirements)
- Minimum software configuration to support (operating system and level, browser or other viewing software and level, plug-ins or other multimedia software and levels)
- Authoring systems capable of developing materials running on this platform

C.5.3.11.1.5 The service provider shall develop a media transfer plan for multimedia productions, including identifying the needs of the formats to which the multimedia must be transferred and identifying the hardware and software required to make this transfer.

C.5.3.11.1.6 The service provider shall ensure that a complete alternative media solution is produced as a backup for “live” multimedia productions; the alternative solution will be used if the multimedia production fails at time of presentation.

C.5.3.11.2 Scripting

C.5.3.11.2.1 The service provider shall use advanced authoring and scripting processes in conjunction with computer technology resources to develop the required scripting for multimedia productions.

C.5.3.11.3 Navigation

C.5.3.11.3.1 The service provider shall develop and implement a plan for navigation and amount of user control. At a minimum, the plan shall address the following:

- Based on the type of content, the audience, and the goals, a determination of the type of structure (primarily linear, with little user control, or primarily networked, with extensive user-control)
- Location of navigation bars
- Consistency of navigation bars across screens
- Terms or icons used to communicate navigation
- Heading information (which tells users their location)
- Conventions for linking

When implementing the plan, the service provider shall

- Prepare prototypes to assess the usability of the navigation and controls)
- Prepare screen designs and templates that ensure consistency
- Test all navigational elements to make sure that they work as intended

C.5.3.11.3.2 The service provider shall develop both structured and unstructured online environments.

C.5.3.11.3.3 The service provider shall consider motivation theory, attribution theory, and information processing theory to determine the nature of the audience.

C.5.3.11.3.4 The service provider shall determine the degree of navigational freedom based on the audience's interest in the information being presented, ability level, and information-processing capabilities.

C.5.3.11.3.5 The service provider shall provide navigation tools to accommodate all users. During the planning process, the service provider shall identify needs of users who might have difficulty using the computer, for example people with visual impairments, audio impairments, and learning disabilities. The service provider shall plan accommodations for these users that are consistent with the Americans with Disabilities Act. These accommodations might include (but are not limited to) audio recordings of text, easily visible options to adjust size of type, transcriptions of audio recordings, and alternate presentations of content to accommodate different learning styles.

C.5.3.11.3.6 The service provider shall develop a plan for screen design that shall identify the needs of screen users and the editorial guidelines to which the screen design must conform. The service provider shall ensure that the design includes the following:

- Text and background colors that promote readability
- Placement of navigational elements in places where they will be easily seen and that are consistent with other parts of a website, related websites, or related software (if not a website)
- Techniques to avoid too much scrolling
- Verification that navigational icons and text directions are self-evident to users.

C.5.3.11.4 Audio

C.5.3.11.4.1 The service provider shall develop and implement a plan for the use of audio, including required narrations.

C.5.3.11.4.2 This plan shall include, but shall not be limited to, the following:

- Different types of audio to be used in the production, for example, sound effects, voice, and high-quality music
- Justification for use of specific types of audio from the user's perspective, for example, to complement visual effects, to support the reading of text, to provide instruction, to create moods, and to motivate users
- Information on how the location for viewing the presentation will affect the use of audio
- Recommendations for different types of audio, based on needs of different users

C.5.3.11.4.3 When required by the requesting code, the service provider shall provide professional on-screen and off-screen narration services. At a minimum, the service provider shall ensure that narrations meet the following requirements: the narrator be heard when the volume is set at a typical level for the playback space, viewers understand each word spoken by the narrator, and words are pronounced correctly. At a minimum, these narrations shall meet or exceed the quality and workmanship standards as evidenced in 125, *Example of Professional Narration*, to this PWS. If a narration fee is required, the service provider shall notify the DGR and the requesting code of the requested fee. The DGR shall notify the service provider of SPAWARSYSCEN San Diego's decision whether to pay the fee. SPAWARSYSCEN San Diego is responsible for paying approved fees.

C.5.3.11.5 Colors

C.5.3.11.5.1 The service provider shall develop and implement a plan for the use of colors.

C.5.3.11.5.2 This plan shall include, but shall not be limited to, the following:

- Information on the different colors that will be used and the reasons for their selection
- Effects of selected colors on projection quality
- Needs of special groups and accessibility issues
- Social implications of color
- Use of colors for linking
- Color schemes for navigational bars and other elements of the screen
- Colors for type projected over a video image
- Colors for the type and background of title and credit slides
- Technical quality of color (such as a 16-color or 256-color palette)
- Display settings of the screen
- Consistency with the corporate image

C.5.3.11.6 Typography

C.5.3.11.6.1 The service provider shall develop and implement a plan for the use of typefaces.

C.5.3.11.6.2 The service provider shall list the fonts to be used, including their effectiveness when projected and their transferability to other platforms.

C.5.3.11.7 Visual Elements

C.5.3.11.7.1 The service provider shall develop and implement a plan for the use of visual elements.

C.5.3.11.7.2 This plan shall include, but shall not be limited to, the following:

- Visual elements that will be used in the production, for example, animation, three-dimensional modeling, and computer graphics
- Reasons for using the visual elements and how the elements will meet the user's perceptual requirements
- Information on how visual elements will be used to convey structure or appearance of an object or concept
- Assessment of the audience's reading skills and attention span and the resulting implications on use of different visual

C.5.3.11.8 Final Product

C.5.3.11.8.1 The service provider shall obtain approval of the requesting code prior to final editing and duplication of the multimedia production. After approval, the service provider shall provide duplicate copies of multimedia productions. If the requesting code requires more than 10 CDs, the service provider shall coordinate printing with either the Defense Automated Printing Service (DAPS) or the Government Printing Office (GPO). SPAWARSSYSCEN San Diego shall pay printing costs. The service provider shall be required to transport work to DAPS and GPO.

C.5.3.11.8.2 The service provider shall convert interactive multimedia presentations for CDROMs or web pages.

C.5.3.11.8.3 Per the requirements of NOSC TD 1545, *STI Handbook*, the service provider shall label all multimedia productions and duplications with appropriate identifying information. At a minimum, this label information shall include classification, distribution limitation, export control limitations, and program title.

C.5.3.11.8.4 The service provider shall immediately inform the DGR, via email, when the multimedia production has been completed. The service provider shall provide the DGR with a completed copy of the production within 2 days of completion.

C.5.3.12 ARCHIVAL COPIES, SOFTWARE COMPATIBILITY, BACKUPS, AND ONLINE ACCESS

C.5.3.12.1 Archiving Video Productions

C.5.3.12.1.1 The service provider shall archive each SPAWARSSYSCEN San Diego video product in the miniDV format on Sony miniDV tape.

C.5.3.12.1.2 The service provider shall retain all original video in an indexed archive in the format it was obtained.

C.5.3.12.1.3 The service provider shall ensure that one miniDV copy of all images and files is created and archived.

C.5.3.12.1.4 Because archived video has multiple types of formats, the service provider shall maintain hardware compatible with all video formats.

C.5.3.12.1.5 The original footage and the edit master shall be archived and placed in the video and film repository.

C.5.3.12.2 Archiving Multimedia Productions

C.5.3.12.2.1 Multimedia productions, including the source files, shall be archived on CDROM and included in the video and film repository.

C.5.3.12.3 Software Compatibility

C.5.3.12.3.1 The service provider shall maintain software to read all formats maintained in the archives.

C.5.3.12.4 Backups

C.5.3.12.4.1 The service provider shall maintain complete backup files of all productions and footage (either created or modified). Backups shall be done daily.

C.5.3.12.5 Intranet/Internet Files

C.5.3.12.5.1 If requested, the service provider shall place each public-release video/multimedia product issued by SPAWARSYSCEN San Diego on SPAWARSYSCEN San Diego's intranet and internet. The service provider shall update the applicable product listing web page with appropriate links, notify the requestor(s) of the posting, and announce the posting on the SPAWARSYSCEN San Diego intranet bulletin board. For some high-level products, the service provider shall coordinate with SPAWARSYSCEN San Diego web site personnel on placement of copies of these products in additional internet and intranet locations.

C.5.3.12.5.2. The service provider shall condition files to be placed on the internet to meet the requirements of DoD Directive 5230.9, *Clearance of Information for Public Release*; SECNAV Instruction 5720.44A, *Department of the Navy Public Affairs Policy and Regulations*; NRD Instruction 5270., *Release of Classified and Unclassified General and Technical Information*; DoD Directive 5040.5, *Alteration of Official DoD Imagery*; Secretary of Defense Memorandum of 7 December 1998, *Web Site Administration*; SECNAV Instruction 5720.47, *Department of the Navy Policy for Content of Publicly Accessible World Wide Web Sites*; SECNAV Instruction 5211.5, *Department of the Navy Privacy Act (PA) Program*; SPAWAR Memorandum of 7 August 1997, *Web Guidelines*; SPAWAR Memorandum of 7 August 1997, *Web Policy*; SPAWARSYSCEN San Diego Memoranda of 3 October 1998, 9 November 1998, and 17 November 1998, *Web Page Policy Messages*; SECNAV Message of 21 October 1998, *Department Of The Navy Worldwide Web Policy*; and OPNAV Message of 26 October 1998, *Navy World Wide Web Policy Execution*.

C.5.3.12.5.3 Within 8 hours of posting the information on the web site, the service provider shall notify the DGR via email of the posting.

C.5.3.13 LOGGING AND TRACKING

C.5.3.13.1 The service provider shall record and track all video and multimedia tasks.

C.5.3.13.2 The service provider shall establish the procedures required to assign a tracking number to each task received. The service provider shall review the intended purpose of each task and its audience to determine the correct medium for the information.

C.5.3.13.3 The service provider shall develop and maintain a database for all tasks received. At a minimum, this database shall be compatible with SPAWARSYSCEN San Diego's corporate reporting formats and systems. Alternatively, the service provider can use SPAWARSYSCEN San Diego's database. At a minimum, the database shall contain the title of the product or task, the author or customer (including phone number and email address), originating code, classification level, access level, requirement for export controls, accounting data related to funding, date received, date required, date completed, run time, diving requirements, format, responsible videographer, duplication facility used, estimated cost, final cost, work hours, and runtime. At a minimum, the service provider shall update the database on a weekly basis to reflect the previous week's work. This update shall be accomplished and provided to the DGR by noon on the Monday following the preceding workweek. The DGR, or any SPAWARSYSCEN San Diego employee designated by the DGR, shall be able to access this database at any time.

C.5.3.13.4 The service provider shall ensure that the job order provided by the requesting code has sufficient funds to cover the work and is valid for the requested services.

C.5.3.13.5 Upon completion of the task, the service provider shall store all paperwork related to the task. This paperwork shall include, but shall not be limited to, the following: location of the electronic files, location of the master video tape, negative numbers of photographs used, cost information, copyright releases, and NRaD Form 5720/2, *Release of Scientific and Technical Information*. No paperwork shall be destroyed without approval of the DGR.

C.5.3.14 PROJECTED AND HISTORICAL WORKLOADS, TIME REQUIREMENTS, AND METRICS

C.5.3.14.1 Projected Annual Workload

Function and Definition	Projected Tasks per Year	SOW Reference
<p>Intraservice Support Agreement: Provide required video and multimedia support to SPAWAR headquarters in accordance with exhibit, 24, <i>Intraservice Support Agreement with SPAWAR</i>.</p>	6 questions	C.5.3.2.15
<p>Style and Format Changes: Review corporate image video and multimedia guidelines and incorporation and distribution of approved changes</p>	2 (1 web site and 1 publication)	C.5.3.3
<p>Video Productions: Productions that require storyboards, scripts, shooting, editing, programming, and duplication. Professional narrations and interviews are required in approximately 50% of these productions. Approximately 95% of the video shooting is on location; the remaining 5% is studio shooting. Each video is revised from two to three times. Run times are from 6 to 30 minutes.</p>	8 full productions (Includes 1 production that requires 54 hours (6 days) of dive status for videographer at San Clemente Island)	C.5.3.4
<p>Quick-Look Video Productions: Productions that require shooting (approximately 50% of effort), editing, and duplication. Narrations by SPAWAR SYSCEN San Diego employees are required in approximately 4% of these productions. All video shooting is on location. Each video is revised from one to two times. Run times run from 1 to 60 minutes.</p>	16 quick-look productions (Includes 4 productions that require 150 hours (17 days) of dive status for videographer at San Clemente Island)	C.5.3.5

Function and Definition	Projected Tasks per Year	SOW Reference
Video Shooting: Video shooting of special events and technical projects (special events, on location, and studio). No other task is required except for duplication. Shooting times vary from 1-hr presentations to 5-day conferences.	35 tasks (Includes 2 tasks that require 25 hours (3 days) of dive status for videographer at San Diego)	C.5.3.6
Video Shooting—Aerial: Aerial videography from helicopters	1 request	C.5.3.6
Video Conversion: Conversion of video or other media to required output medium.	2 conversions	C.5.3.7
Video Editing: Editing of video footage shot by SPAWARSSYSCEN San Diego employees or contractors.	20 tasks	C.5.3.8
Duplication Services: Duplication of videotapes, audiocassettes, and CDs.	70 tasks 1670 duplicates	C.5.3.9
Research Assistance: Technical support to SPAWARSSYSCEN San Diego codes that use video technology.	5 requests	C.5.3.10
Multimedia Production: Development of productions shown using a computer monitor, projection device, or originally produced CDROM. The design and creation of web site resources may be required. May include static images and/or build text, sounds (voice, music, etc.), video clips (with or without audio), transition-and-dissolve effects, voice-over narration, and original two- and three-dimensional animation. May incorporate full video productions, quick-look video productions, or footage supplied by SPAWARSSYSCEN San Diego employees.	3 productions	C.5.3.11

Function and Definition	Projected Tasks per Year	SOW Reference
Archiving of Video and Multimedia Products: Produce, store, and mark electronic and hard copies required for official archives.	27 products	C.5.3.12
Logging and Tracking: Development and maintenance of a database for all tasks received. Database must be compatible with SPAWARSYSCEN San Diego's corporate reporting formats and systems.	119 tasks	C.5.3.13

C.5.3.14.2. Historical Workload, FY98-FY00.

Task	FY98	FY99	FY00
ISSA	6 questions	6 questions	6 questions
Style and Format	2 (1 web site and 1 publication)	2 (1 web site and 1 publication)	2 (1 web site and 1 publication)
Full Video Productions	12 productions	16 productions	8 productions
Quick-Look Video Productions	29 productions	17 productions	16 productions
Video Shooting	22 tasks	17 tasks	24 tasks
Video Shooting—Aerial	0 hours	0 hours	0 hours
Conversion	17 conversions	9 conversions	2 conversions
Video Editing	17 tasks	9 tasks	25 tasks
Duplication	44 tasks 475 duplicates	45 tasks 385 duplicates	59 tasks 1407 duplicates
Research Assistance	10 requests	9 requests	8 requests
Multimedia	0 requests	0 requests	3 products
Archiving	41 products	33 products	27 products
Logging and Tracking	152 tasks	115 tasks	119 tasks

C.5.3.14.3 Projected Time Requirements

Function	Routine Work		Priority Work	
	Number of Work Days	Percentage of Tasks	Number of Work Days	Percentage of Tasks
Video Production	90	80	60	20
Quick-Look Video Production	30	75	15	25
Video Shooting	5	50	1	50
Video Conversion	2	90	1	10
Video Editing	30	50	5	50
Video Duplication	3	60	1	40
Research Tools	5	50	1	50
Multimedia	120	90	30	10

C.5.3.14.4 Metrics

Required Service	Standard	Acceptable Quality Level
Section C.5.3, Video and Multimedia Services	Service provider shall meet requirements of mandatory references in regard to marking, control, and distribution of information.	<p>100% compliance: 100% of completed video and multimedia products distributed or released outside SPAWAR must be properly marked and distributed to only authorized users.</p> <p>Lot Size: Number of completed video and multimedia products distributed or released outside SPAWAR produced during a 3-month period.</p>
Section C.5.3, Video and Multimedia Services	Service provider shall meet mandatory references in regard to style and format.	<p>95% Compliance: 95% of completed video and multimedia products must meet applicable SPAWARSYSCEN San Diego style and format requirements.</p> <p>Lot Size: Number of completed video and multimedia products produced during a 3-month period.</p>
Section C.5.3, Video and Multimedia Services	Published video and multimedia products shall meet requirements of 17 USC, <i>Copyrights</i> .	<p>100% compliance: 100% of video and multimedia products with copyrighted information must meet the requirements of SECNAV Instruction 5870.5, <i>Permission to Copy Materials Subject to Copyright</i>.</p> <p>Lot Size: Number of completed video and multimedia products produced during a month.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.3, Video and Multimedia Services	Service provider shall deliver video and multimedia products marked in accordance with DFARS 252.227-7020, <i>Rights in Special Works Clause</i> .	<p>100% compliance: 100% of completed, applicable video and multimedia products must be marked to show copyright belonging to the U.S. Government.</p> <p>Lot Size: Number of completed video and multimedia products produced during a month.</p>
Section C.5.3, Video and Multimedia Services	Service provider shall meet time requirements provided by the requesting code for both routine and priority work.	<p>95% compliance: 95% of routine work must meet time requirements in C.5.3.14.3.</p> <p>100% compliance: 100% of priority work must meet time requirements in C.5.3.14.3.</p> <p>Lot Size: Number of video and multimedia tasks completed during a 3-month period.</p>
Section C.5.3, Video and Multimedia Services	Service provider shall meet cost estimates provided to, and approved by, requesting code.	<p>98% compliance: 98% of video and multimedia tasks must be completed at a cost equal to or less than the approved cost estimate.</p> <p>Lot Size: Number of video and multimedia tasks completed during a 3-month period.</p>
Section C.5.3, Video and Multimedia Services	Service provider shall keep requesting code advised of all changes in estimates and time requirements.	<p>100% compliance: 100% of changes in time and cost must be given to, and approved by, requesting code.</p> <p>Lot Size: Number of video and multimedia tasks completed during a 3-month period.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.3, Video and Multimedia Services	Service provider shall provide video conversion services.	<p>95% compliance: 95% of videos must be converted to format required by requesting code.</p> <p>Lot Size: Number of video conversion performed during a month.</p>
Section C.5.3, Video and Multimedia Services	Service provider shall duplicate videos and audiocassettes for requesting codes.	<p>95% compliance: 95% of requested duplication tasks must meet format requirements of requesting code.</p> <p>100% compliance: 100% of video duplications must conform to 17 USC, <i>Copyrights</i>.</p> <p>Lot Size: Number of video duplication requests per month.</p>
Section C.5.3, Video and Multimedia Services	Service provider shall respond to requests for assistance in using video.	<p>95% compliance: 95% of requests must provide the assistance required for the technical or administrative task to be accomplished.</p> <p>Lot Size: Number of requests for assistance during a 3-month period.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.3, Video and Multimedia Services	Service provider shall provide video and multimedia design services that result in completed products that equal or exceed the quality and workmanship standards in exhibits 122 through 125.	<p>95% compliance: 95% of completed video and multimedia products must meet research standards for information design; present information adequately and accurately; be easy to understand; provide good navigation tools (if multimedia); meet established design principles; and convey the intended message of the requesting code.</p> <p>Lot Size: Number of completed video and multimedia products produced during a 3-month period.</p>

C.5.4 LIBRARY SERVICES

C.5.4.1 INTRODUCTION

C.5.4.1.1 The service provider shall provide full-spectrum library services to the scientific, technical, administrative, and other support communities at SPAWARSYSCEN San Diego. Library services shall support the scientific and technical mission areas, business and administrative functions, and marketing requirements of SPAWARSYSCEN San Diego. Library services to be provided by the service provider shall include, but shall not be limited to, the following:

- Library access
- Consortium of Naval Libraries, CONSSATL, and Library of California (Tierra del Sol Region) representation
- Integrated library system support
- CDROM systems support
- Collection development
- Collection maintenance
- Circulation services
- Reference services
- Literature and database searching
- Current awareness services
- Maps and charts services
- Acquisition of publications and services
- Electronic resources acquisition and delivery
- Interlibrary loan services
- Cataloging and processing
- Serials acquisition and processing
- E-journals acquisition and delivery
- Cooperative Projects

C.5.4.1.2 The service provider shall provide library services to approximately 4700 SPAWARSYSCEN San Diego and SPAWAR headquarters employees and 1800 contractors.

C.5.4.1.3 The service provider shall be required to make local deliveries of library materials to SPAWARSYSCEN San Diego codes. The service provider shall use SSC SD Form 5216/21, *SSC San Diego Document Transmittal and Receipt*, SSC SD Form 5216/22, *SPAWAR Document Transmittal and Receipt*, SSC SD 5216/24, *PEO-SCS Document Transmittal and Receipt*, and SSC SD Form, 5511/72, *Secret Material Control System Transfer Slip*, when required.

C.5.4.2 GENERAL REQUIREMENTS

C.5.4.2.1 Access Requirements

C.5.4.2.1.1 The service provider shall control access to the library and its materials and services per SPAWARSYSCEN San Diego Instruction 5070.1D, *SPAWARSYSCEN San Diego Library Services*. Access to the library's electronic databases and resources shall be in accordance with negotiated license agreements. User access is determined by organizational affiliation, database license requirements, and security clearance. Organization affiliation and security clearance can

be determined by using SPAWARSYSCEN San Diego databases, which shall be made available to the service provider.

C.5.4.2.1.2 On a case-by-case basis, the service provider shall recommend to the DGR whether contractors, other Department of Defense personnel, Marine Physical Laboratory employees, foreign scientists and engineers, summer faculty, reservists, emeriti, temporary personnel, nonSPAWARSYSCEN San Diego contractors, and visitors shall be provided reference services or literature searches. The DGR shall either accept or reject this recommendation. If accepted the service provider shall provide the required reference service or literature search. If disapproved, the service provider shall inform the requester that the services cannot be provided.

C.5.4.2.1.3. NonSPAWARSYSCEN San Diego or nonSPAWAR headquarter employees shall be provided access to the technical report literature and map collection, either classified or unclassified, on a need-to-know basis, as determined by their SPAWARSYSCEN San Diego sponsors. If access is allowed, the service provider shall ensure that any access restrictions to the information are met, including approval by the originating agency.

C.5.4.2.1.4 NonSPAWARSYSCEN San Diego or nonSPAWAR headquarter employees shall not be allowed to photocopy classified library material, including unclassified portions of the classified material.

C.5.4.2.2 Consortium Of Naval Libraries; Council of Naval Scientific, Special, and Technical Libraries; and Library of California (Tierra del Sol Region)

C.5.4.2.2.1 The service provider shall represent the SPAWARSYSCEN San Diego library at the Consortium of Naval Libraries; Council of Naval Scientific, Special, and Technical Libraries (CONSSATL); and Library of California (Tierra del Sol Region) in matters related to this contract.

C.5.4.2.2.2 The service provider shall not represent SPAWARSYSCEN San Diego in any matter related to procurement or negotiation for resources.

C.5.4.2.3 Intraservice Support Agreements

C.5.4.2.3.1 The service provider shall support SPAWARSYSCEN San Diego's intraservice support agreement (ISA) with SPAWAR headquarters for library services (see exhibit 24, *Intraservice Support Agreement with SPAWAR*). These activities shall include, but shall not be limited to, assisting the DGR in the preparation of the agreement, ensuring services are available, and recommending to the DGR the addition of new services.

C.5.4.2.4 Operating Procedures

C.5.4.2.4.1 The service provider shall ensure that current, accurate, and complete standard desk procedures are prepared and maintained for all library functions. These procedures shall include, but shall not be limited to, the following: process descriptions and procedures, forms used (including samples), list and description of files kept, database login procedures, database user manuals, and phone contacts for regularly used services.

C.5.4.2.5 User Education and Training

C.5.4.2.5.1 The service provider shall provide user education and training for library services, particularly the electronic resources. This education and training shall include guides and tip sheets for databases, vendor-provided training, demonstrations of electronic resources, library tours, and user briefings by reference librarians.

C.5.4.3 INTEGRATED LIBRARY SYSTEM SUPPORT

C.5.4.3.1 The service provider shall manage and administer the SPAWARSYSCEN San Diego library's integrated library system (ILS). The service provider shall continually evaluate and improve its effectiveness while also evaluating the needs of staff and users. The service provider shall make changes and adjustments as needed to ensure efficient library operations. This shall include, but shall not be limited to, the following:

C.5.4.3.1.1 The service provider shall formulate plans and requirements for system maintenance and growth, including increasing access to more full-text publications and making recommendations to the DGR for appropriate upgrades.

C.5.4.3.1.2 The service provider shall evaluate system changes and updates to determine applicability to SPAWARSYSCEN San Diego library operations. The service provider shall develop new procedures and train staff if required.

C.5.4.3.1.3 The service provider shall document all changes and revisions to the library's ILS as changes are developed by the vendor.

C.5.4.3.1.4 The service provider shall attend user meetings to maintain awareness of new ILS developments.

C.5.4.3.2 The service provider shall use, update, and maintain the accuracy and currency of SPAWARSYSCEN San Diego library's integrated library system. The service provider shall access, enter, and retrieve information; support library operations; and produce statistical, acquisition, circulation, and other reports as required. These functions shall include, but shall not be limited to, the following:

C.5.4.3.2.1 The service provider shall administer the daily operation of the library's ILS and shall coordinate with computer network personnel, the ILS vendor, or others as necessary to maintain the currency, stability, and integrity of the library's ILS.

C.5.4.3.2.2 The library's ILS shall be operational 24 hours a day, 7 days a week. The service provider shall work with SPAWARSYSCEN San Diego computer personnel and/or the contractors to promptly resolve any problems, including notifying appropriate personnel within 1 hour after discovery of a problem during normal working hours or of any planned downtime. The service provider shall notify the DGR of problems that are unresolved after 3 working days.

C.5.4.3.2.3 The service provider shall ensure the ILS database is backed-up nightly and that the back-up is stored in a secure location.

C.5.4.3.2.4 The service provider shall ensure that all software changes, updates, and system upgrades for the library's ILS are installed within 2 weeks of receipt from the ILS developer.

C.5.4.3.2.5 The service provider shall maintain a log of all computer problems and resolutions for review by the DGR.

C.5.4.3.2.6 The service provider shall edit and modify records in the ILS to maintain the currency, accuracy, and consistency of library records.

C.5.4.3.3 The service provider shall investigate and research trends and forces driving technological changes for next generation ILSs. The service provider shall recommend to the DGR the replacement of the library's ILS, if necessary and appropriate, including a plan for the installation of any new systems and a training plan for the service provider's library staff.

C.5.4.4 CDROM SYSTEMS SERVICES

C.5.4.4.1 The service provider shall manage the CDROM information on SPAWARSYSCEN San Diego's CDROM network and the library's standalone CDROMs. The service provider shall continually evaluate the effectiveness of the information provided by evaluating the needs of library staff and users. The service provider shall ensure that the information on SPAWARSYSCEN San Diego's CDROM network and the library's standalone CDROM system is current.

C.5.4.4.2 The library's CDROM systems shall be operational 24 hours a day, 7 days a week. The service provider shall work with appropriate SPAWARSYSCEN San Diego computer personnel and/or contractors to promptly resolve any problems, including notifying appropriate personnel within 1 hour after discovery of a problem during normal working hours or of any planned downtime. The service provider shall notify the DGR of problems that are unresolved after 3 working days.

C.5.4.4.3 The service provider shall ensure that all CDROM titles are upgraded within 5 days of receipt from the vendor.

C.5.4.5 COLLECTION DEVELOPMENT

C.5.4.5.1 The service provider shall adhere to SPAWARSYSCEN San Diego's library collection development policy, SD 243, *SSC San Diego Library Collection Development Policy*. The service provider shall annually review this policy and recommend changes and new policies, as appropriate, to the DGR. The DGR shall either accept or reject these recommendations. The development of these policies shall be based on, but shall not be limited to, the following:

- Assessment of the needs of users and potential users
- Collection use and evaluation studies
- Identification of collection needs
- Resource sharing with other libraries if appropriate
- Changing mission areas or requirements of SPAWARSYSCEN San Diego
- New technologies and new information products
- Space management in existing library facilities

C.5.4.5.2 The service provider shall recommend to the DGR new materials and subscriptions for the library's collection. At a minimum, these recommendations shall be provided on a weekly basis. The DGR shall accept or reject these recommendations.

C.5.4.6 COLLECTION MAINTENANCE

C.5.4.6.1 The service provider shall be responsible for maintaining SPAWARSYSCEN San Diego's library collection.

C.5.4.6.2 Maintenance of this collection shall include, but shall not be limited to, the following:

C.5.4.6.2.1 The service provider shall shelve all library materials within 2 working days of receipt or return. The service provider shall maintain library material in appropriate locations, on clearly labeled shelves, in a neat and orderly appearance, by collection type, and in correct order, e.g., books by Library of Congress Classification, serials by title, technical reports by accession number, and maps by number.

C.5.4.6.2.2 The service provider shall either repair or reorder damaged materials or shall recommend to the DGR that the material be designated for removal from the collection according to SD 243, *SSC San Diego Library Collection Development Policy*.

C.5.4.6.2.3 The service provider shall perform a confirmation search of the library collection when items are suspected of being missing or lost. If the item is not found, the service provider shall update the library's ILS to indicate the item is missing. This update shall be done within 1 working day of completing the search.

C.5.4.6.2.4 At a minimum, the service provider shall weed the collection on a monthly basis in accordance with SD 243, *SSC San Diego Library Collection Development Policy*.

C.5.4.6.2.5 The service provider shall recommend to the DGR when it is necessary to shift the stacks to improve the accessibility and neatness of the collection or to accommodate space limitations. These recommendations shall be in accordance with SD 243, *SSC San Diego Collection Development Policy*. SPAWARSYSCEN San Diego shall pay costs required for shifting the materials.

C.5.4.7 CIRCULATION SERVICES

C.5.4.7.1 The service provider shall circulate materials from the library's collection. Circulation activities shall include, but shall not be limited to, the following:

C.5.4.7.1.1 Using the library's ILS, the service provider shall charge and discharge items borrowed from the library's collection.

C.5.4.7.1.2 The service provider shall loan materials for the following periods of time:

C.5.4.7.1.2.1 Books with a copyright date of the current or previous year shall be checked out for four weeks and may be renewed once if there are no reserves waiting.

C.5.4.7.1.2.2 Books with a copyright date prior to the previous year shall be loaned until recalled at the request of another library user.

C.5.4.7.1.2.3 Books that have been purchased for retention with user funds are considered to be on loan indefinitely and shall not be recalled. The service provider may, however, refer other library users to the holders of retention copies in special circumstances.

C.5.4.7.1.2.4 Technical reports and manuals shall be loaned until recalled for another library user. The service provider shall require that all secret documents be picked up in person.

C.5.4.7.1.2.5 Periodicals shall be loaned for one week only and shall not be renewed. The service provider shall not circulate current issues.

C.5.4.7.1.2.6 Reference, i.e., noncirculating, and other special materials shall be loaned on a case-by-case basis at the discretion of the librarian.

C.5.4.7.1.3 The service provider shall circulate new books within 3 working days after receipt from the new book display area.

C.5.4.7.1.4 The service provider shall place reserves on library material upon request.

C.5.4.7.1.5 The service provider shall purchase additional copies for items with large numbers of reserves (generally three reserves or more).

C.5.4.7.1.6 The service provider shall develop and implement a methodology and procedures to retrieve or replace overdue materials. The methodology and procedures shall include suspension of library privileges until overdue material(s) is returned, replaced, or payment (SPAWARSYSCEN San Diego job order) has been received for replacement costs. This methodology must be approved by the DGR before implementation. The service provider shall not charge fines for overdue material.

C.5.4.7.1.7 The service provider shall recall overdue materials, including recalling periodicals after 1 week of circulation. The service provider shall recall other materials requested by users within 3 working days of receipt of the request or to meet the requesting code's requirements. If the material is not returned within 10 working days, the service provider shall send a second notice. Chronically deficient users shall be reported to the DGR for possible suspension of library privileges. The service provider shall report users with large amounts of damaged or lost material to the DGR.

C.5.4.7.1.8 The service provider shall maintain counts of all transactions on a daily basis.

C.5.4.7.1.9 The service provider shall maintain patron and loan records.

C.5.4.7.1.10 The service provider shall maintain records of missing items.

C.5.4.7.1.11 The service provider shall provide sighting lists of items checked out by library users upon request and within 3 working days of receipt of request or to meet the requester's requirements.

C.5.4.7.1.12 The service provider shall loan equipment for use in reading, viewing, or listening to library materials. This equipment shall include, but shall not be limited to, microfiche readers and video viewers.

C.5.4.7.1.13 The service provider shall reshelve materials within 2 working days of return.

C.5.4.7.1.14 The service provider shall participate in the process of clearing employees leaving SPAWARSYSCEN San Diego. The service provider shall determine if library material is missing and shall propose a recommended action regarding missing material to the DGR.

C.5.4.7.2 The service provider shall assist library users in the use of library materials, services, systems, and equipment.

C.5.4.7.2.1 The service provider shall assist library users in the location of materials.

C.5.4.7.2.2 The service provider shall assist library users in the use of systems, services, and equipment, such as the library's catalog and online resources, its CD-ROM systems, and equipment such as microform reader-printers.

C.5.4.7.2.3 At a reasonable level, the service provider shall photocopy library material, for library users.

C.5.4.7.2.4 All photocopying done by the service provider shall be based on 17 USC, Copyrights.

C.5.4.7.3 The service provider shall receive and sign for certified, registered, and classified mail.

C.5.4.7.4 The service provider shall investigate new technology and tools that will improve the library's circulation procedures. The service provider shall remain current on how other libraries manage circulation, including how to resolve issues regarding missing materials. The service provider shall make recommendation to the DGR regarding changes that will improve the library's circulation services.

C.5.4.8 REFERENCE SERVICES

C.5.4.8.1 The service provider shall provide assistance to library users in pursuit of information to support the mission areas, business and administrative functions, and marketing requirements of SPAWARSYSCEN San Diego.

C.5.4.8.2 The service provider shall meet the requester's time requirements for information. If the deadline cannot be met and additional time is required, the service provider shall advise the customer prior to the deadline of the additional time required and the reason for the delay.

C.5.4.8.3 The service provider shall use a variety of relevant resources to provide reference services at the level of mediation requested by the customer. The level of mediation will range from fully mediated, i.e., librarian, to "do-it-yourself" services.

C.5.4.8.4 Reference service shall include, but shall not be limited to, the following: interviews with users to determine their needs, instruction of users in the use of library services and resources, and use of readily available print or reference sources to answer ready reference questions.

C.5.4.8.5 The service provider shall recommend to the DGR new reference sources for the library's collections, both print and electronic.

C.5.4.8.6 The service provider shall ensure that SPAWARSYSCEN San Diego contractors and other nonemployees of SPAWARSYSCEN San Diego have obtained written approval from SPAWARSYSCEN San Diego to access the technical reports and maps collections before providing reference services for technical reports and maps. The service provider shall ensure that any access restrictions, classification or distribution controls, are met.

C.5.4.9 LITERATURE AND DATABASE SEARCHING SERVICES

C.5.4.9.1 The service provider shall search various pertinent sources (printed and online, bibliographic and full text, classified and unclassified) to locate information on a particular topic in response to a user's request. If more appropriate, the service provider shall instruct users in the use of these resources. The service provider shall perform literature searches only for official purposes.

C.5.4.9.2 The service provider shall meet the requester's time requirements for information. If the deadline cannot be met and additional time is required, the service provider shall advise the requester prior to the deadline of the additional time required and the reason for the delay.

C.5.4.9.3 The service provider shall ensure that all literature searches are performed by a professional librarian who is experienced in searching the mission areas of SPAWARSSYSCEN San Diego. A professional librarian shall be available on site at SPAWARSSYSCEN San Diego during all working hours.

C.5.4.9.4 The service provider shall maintain records of all searches performed. These records shall contain, as a minimum, the requester's name and code, date and subject of the search, databases searched, and approximate cost. The service provider shall maintain these records on site indefinitely. These records shall be accessible to the DGR at all times.

C.5.4.9.5 The service provider shall search the DoD RDT&E On-Line System's (DROLS) technical reports database. Per requirements of DTIC Regulation 5230.3, *Security Measures Applicable to the Defense Research, Development, Test, and Evaluation (RDT&E) Online System*, requests for searches of DROLS' Research Summaries and Independent Research and Development (IR&D) databases shall be referred to the DGR.

C.5.4.10 CURRENT AWARENESS SERVICES

C.5.4.10.1 The service provider shall establish, within 3 working days of the request, current awareness profiles in appropriate databases. Based on the user's requirements, these databases shall include, but shall not be limited to, DIALOG and Defense Technical Information Center databases.

C.5.4.10.2 The service provider shall ensure that all current awareness profiles are established by a professional librarian.

C.5.4.10.3 The service provider shall ensure that the database results are produced by the database publisher or vendor and are sent to the users on a regular basis and in accordance with the publisher's or vendor's stated terms.

C.5.4.10.4 At a minimum, the service provider shall annually verify the continued need and accuracy of the current profiles and make any necessary changes.

C.5.4.11 MAPS AND CHARTS SERVICES

C.5.4.11.1 The service provider shall organize and maintain the neatness, accuracy, and currency of the map and chart collection, including both printed and digital formats. The map and chart collection consists of both unclassified and classified items.

C.5.4.11.2 The service provider shall order maps for users within 3 working days of the request and follow up to ensure the material is received within the requester's time requirements. If delays occur, the service provider shall immediately notify the requester.

C.5.4.11.3 Because the library is the designated focal point at SPAWARSYSCEN San Diego for NIMA maps, charts, and publications, the service provider shall order, receive, and distribute NIMA products.

C.5.4.11.4 The service provider shall assist users with the map and chart collection.

C.5.4.11.5 The service provider shall respond to more complex user requests related to maps and charts by consulting additional library resources (e.g., atlases, reference works, databases, etc.) and/or contacting the National Imagery and Mapping Agency (NIMA) or other appropriate organizations as required.

C.5.4.11.6 The service provider shall maintain counts of assistance provided and items ordered.

C.5.4.11.7 When required, the service provider shall use the Defense Logistics Agency's *Web Requisitioning Documentation Form*.

C.5.4.11.8 The service provider shall maintain counts of assistance provided and items ordered.

C.5.4.11.9 When required, the service provider shall use the Defense Logistics Agency's *Web Requisitioning Documentation Form*.

C.5.4.12 ACQUISITION OF PUBLICATIONS

C.5.4.12.1 The service provider shall purchase publications and other information resources required to maintain and improve the library's collection and to meet the special requirements of SPAWARSYSCEN San Diego's library users. All purchases shall be approved by the DGR before purchase. All items ordered must be in accordance with SD 243, *SSC San Diego Library Collection Development Policy*.

C.5.4.12.2 Types of information resources to be purchased shall include, but shall not be limited to, the following:

- Books (both individual and standing orders) (multiple copies may be required)
- Specifications and standards
- Government documents
- Special publications
- Maps and charts
- Journal articles
- Technical reports

C.5.4.12.3 At a minimum, the service provider shall annually purchase the information resources (types, subject matter, and volume) as shown in exhibits 126 and 127, *Library Acquisitions for Publications, FY99* and *Library Acquisitions for Publications, FY00*, respectively, to this PWS. On a weekly basis, the service provider shall provide the DGR with a cumulative list of materials that have been purchased and a list of materials that will be purchased during the next weekly period.

C.5.4.12.4 All orders shall be placed within 3 working days of approval. The service provider shall follow-up on orders that have not been received in a timely manner and shall periodically confirm estimated receipt dates.

C.5.4.12.5 The service provider shall establish and maintain accurate records of all purchased information resources. The service provider shall receive and account for all ordered material, including maintaining packing slips or invoices as receipt documentation for audit purposes.

C.5.4.12.6 The service provider shall track order status and financial charges for all items, including any that are charged to library customers.

C.5.4.13 ELECTRONIC INFORMATION RESOURCES

C.5.4.13.1 The service provider shall license the electronic information resources required to maintain and improve the library's collection (see SD 243, *SSC San Diego Library Collection Development Policy*) and to meet the special requirements of SPAWARSYSCEN San Diego's library users. All purchases, renewals, and cancellations shall be approved by the DGR. All resources must be in accordance with SD 243, *SSC San Diego Library Collection Development Policy*. These resources shall include, but shall not be limited to, the following:

- Online databases for in-library use, for example, DIALOG, DTIC, and OCLC
- Web-based databases, for example, military specifications and standards, FirstSearch, IEEE/IEE Electronic Library, and Jane's
- CD-ROM databases

The service provider shall recommend to the DGR new electronic information resources as they become available or if they are required by library users. The service provider shall also evaluate usage of current resources and recommend to the DGR cancellation of any resources no longer of interest.

C.5.4.13.2 At a minimum the service provider shall annually license or renew the electronic resources (types, subject matter, and volume) as shown in exhibits 128 and 129, *Library Electronic Resources, FY01*, and *License Requirements for Library Electronic Resources Summary*, respectively, to this PWS. The service provider shall ensure that licenses or renewals are done in time to prevent lapses in service. At a minimum, the service provider shall provide licenses in accordance with specifications provided by SPAWARSYSCEN San Diego, including the number of simultaneous users, as shown on exhibit 129, *License Requirements for Library Electronic Resources*. On a monthly basis, the service provider shall provide the DGR with a cumulative list of resources that have been purchased and a list of resources that will be purchased during the next monthly period.

C.5.4.13.3 All orders shall be placed within 10 working days of approval. The service provider shall follow-up on orders that have not been received in a timely manner and shall periodically confirm estimated receipt dates.

C.5.4.13.4 The service provider shall provide the services required to operate and maintain these resources. These services shall include, but shall not be limited to, the following:

C.5.4.13.4.1 The service provider shall work with the supplying vendor and SPAWARSYSCEN San Diego's network personnel to make the resources available to SPAWARSYSCEN San Diego users via the library's ILS and web page.

C.5.4.13.4.2 The service provider shall announce the availability of new resources via the library web site and email messages to SPAWARSYSCEN San Diego and SPAWAR headquarters.

C.5.4.13.4.3 The service provider shall work with the supplying vendor and SPAWARSYSCEN San Diego's computer and network personnel and/or contractors to maintain the operating stability of the resources. All electronic resources subscribed to by the SPAWARSYSCEN San Diego library shall be operational 24 hours a day, 7 days a week. The service provider shall report any breaks in service to the appropriate contact point within 1 hour following discovery of a problem during normal working hours or of any planned downtime. The service provider shall notify the DGR of problems that are unresolved after 3 working days.

C.5.4.13.4.4 The service provider shall maintain control over distribution of passwords, Internet Protocol address filters, shared files, and other forms of electronic access to data files and services provided to the library by various vendors or SPAWARSYSCEN San Diego activities for use by authorized library staff and customers.

C.5.4.13.4.5 The service provider shall ensure user compliance with publisher and vendor license agreements, including developing procedures to notify users of specific terms and conditions.

C.5.4.13.4.6 The service provider shall work with SPAWARSYSCEN San Diego network personnel and publisher/vendors to collect usage statistics for all electronic resources.

C.5.4.13.4.7 The service provider shall arrange for vendor-provided training of users, if such training is available.

C.5.4.14 INTERLIBRARY LOAN

C.5.4.14.1 The service provider shall borrow books or special items, or request photocopies, from other libraries in accordance with the American Library Association's *Interlibrary Loan Code for the United States* and the National Commission on New Technological Uses of Copyright Works' *CONTU Guidelines on Photocopying under Interlibrary Loan Arrangements*. When required, the service provider shall use the American Library Association's *Interlibrary Loan Request Form* and OCLC's *ILL Form*.

C.5.4.14.2 The service provider shall fund and place all requests for materials within 3 working days of receipt.

C.5.4.14.3 The service provider shall survey the order file on a monthly basis and send follow-up requests for orders not received.

C.5.4.14.4 The service provider shall maintain an accurate file of all items borrowed from other libraries and ensure their return (or renewal) by the date due.

C.5.4.14.5 The service provider shall lend books or special items and provide photocopies to other libraries in accordance with the American Library Association's *Interlibrary Loan Code for the United States* and the National Commission on New Technological Uses of Copyright Works' *CONTU Guidelines on Photocopying under Interlibrary Loan Arrangements*.

C.5.4.14.6 The service provider shall maintain original copies of OCLC, American Library Association, or other pertinent forms as required by the New Technological Uses of Copyright Works' *CONTU Guidelines on Photocopying under Interlibrary Loan Arrangements*.

C.5.4.14.7 The service provider shall maintain counts of books borrowed and loaned and photocopies requested or provided.

C.5.4.15 CATALOGING AND PROCESSING

C.5.4.15.1 The service provider shall accurately catalog incoming materials in accordance with *Anglo- American Cataloging Rules, Second Edition (AACR 2)*; *Library of Congress Classification*; *Library of Congress Subject Headings*; *USMARC Format for Bibliographic Data*; *USMARC Format for Authority Data*; and the *OCLC Bibliographic Formats and Standards*.

C.5.4.15.2 The cataloging process shall include, but shall not be limited to, the following:

C.5.4.15.2.1 The service provider shall catalog all materials within 5 working days of receipt.

C.5.4.15.2.2 The service provider shall add all bibliographic records to the library's ILS and to the OCLC database if appropriate, for example, ephemeral and restricted material would be excluded.

C.5.4.15.2.3 The service provider shall perform original cataloging for all items not in OCLC. Original cataloging shall include, but shall not be limited to, the following:

C.5.4.15.2.3.1 The service provider shall use the appropriate cataloging rules and guidelines listed in C.5.4.15.1, as well as other standard bibliographic tools and databases, to establish the correct form of entry, the proper Library of Congress subject classification, and the appropriate location in the library (based on subject matter, type of material, and anticipated use).

C.5.4.15.2.3.2 The service provider shall determine if original cataloging, rather than OCLC cataloging, should be used because of local situations and requirements (e.g., simplified records). The service provider shall also perform original cataloging on special or problem items that do not lend themselves to full, traditional cataloging.

C.5.4.15.2.3.3 The service provider shall use current cataloging and bibliographic standards, as well as evolving library practices, to determine the best method for cataloging or otherwise making electronic resources, including electronic journals, available to users.

C.5.4.15.2.4 The service provider shall ensure that hyperlinks to internet sites are working properly before inserting them into the record.

C.5.4.15.3 Following cataloging, the service provider shall appropriately process the item (prepare it for circulation or shelving). Processing shall include, but shall not be limited to, the following:

C.5.4.15.3.1 The service provider shall attach spine labels containing the appropriate call number for each item.

C.5.4.15.3.2 The service provider shall attach a unique barcode label to each item. The barcode shall match the ILS item record.

C.5.4.15.3.3 The service provider shall apply property markings that identify the item as belonging to the SPAWARSYSCEN San Diego library.

C.5.4.15.3.4 The service provider shall apply date slips.

C.5.4.15.3.5 The service provider shall insert the item in special folders or containers if appropriate.

C.5.4.15.3.6 The service provider shall insert changes and updates to publications as they are received.

C.5.4.15.4 The service provider shall ensure that new books are displayed weekly, for a period of a week, for patrons to review.

C.5.4.15.5 The service provider shall maintain authority control files in the ILS.

C.5.4.15.6 The service provider shall prepare and distribute via the library web site a monthly list of newly cataloged materials to SPAWARSYSCEN San Diego library users.

C.5.4.15.7 The service provider shall resolve cataloging problems, for example, errors in the database record, incorrect call numbers, conflicting authority records and subject headings, duplicate items with different call numbers, different items with the same call number, etc.

C.5.4.15.8 The service provider shall remove items from the library's collection when necessary and/or appropriate. The discard process shall include, but shall not be limited to, the following:

C.5.4.15.8.1 The service provider shall remove the record (or item record) from the library's ILS and, if appropriate, OCLC. With permission of the DGR, the service provider may donate library materials to other federal libraries. The service provider shall not otherwise sell or donate library materials.

C.5.4.15.8.2 The service provider shall stamp the materials as discarded and pack them in boxes. The service provider shall provide the DGR with a list of discarded materials.

C.5.4.15.8.3 The service provider shall notify SPAWARSYSCEN San Diego Facilities for pick up and disposal of discarded material.

C.5.4.15.9 The service provider shall maintain accurate counts of all items cataloged.

C.5.4.16 SERIALS

C.5.4.16.1 The service provider shall purchase the serials required to maintain and improve the library's collection and to meet the special requirements of SPAWARSYSCEN San Diego's library users. At a minimum, the service provider shall annually review usage and interest and recommend to the DGR serial titles to be ordered, renewed, and/or cancelled in accordance with SD 243, *SSC San Diego Collection Development Policy*. All orders, renewals, and cancellations shall be approved by the DGR before renewal, cancellation, or order.

C.5.4.16.2 At a minimum the service provider shall purchase the serials (types, subject matter, and volume) as shown in exhibit 130, *Library Serials*, to this PWS. On a monthly basis, the service provider shall provide the DGR with a cumulative list of serials that have been purchased and a list of serials that will be purchased during the next weekly period.

C.5.4.16.3 All orders shall be placed within 3 working days of approval. The service provider shall follow-up on orders that have not been received in a timely manner and shall periodically confirm estimated receipt dates.

C.5.4.16.4 The service provider shall place orders to ensure that subscriptions are renewed without a gap in service. If possible and appropriate, new subscriptions shall be placed so that they begin at the start of the calendar year or are integrated into the annual renewal list.

C.5.4.16.5 The service provider shall receive and account for all ordered material, including maintaining packing slips or invoices as receipt documentation for audit purposes.

C.5.4.16.6 The service provider shall track order status and financial charges for all items, including any that are charged to library customers.

C.5.4.16.7 The service provider shall receive all printed serials and ensure that they are properly cataloged, checked-in, and processed, i.e., prepared for circulation and use, within 2 days of receipt. The cataloging, check-in, and processing shall include, but shall not be limited to, the following:

C.5.4.16.7.1 The service provider shall use standard bibliographic tools and databases to establish the proper form of entry of new or changed titles and enter these records into the SPAWARSYSCEN San Diego's ILS within 2 days of receipt.

C.5.4.16.7.2 The service provider shall determine retention period and shelf location based on subject area and anticipated usage.

C.5.4.16.7.3 The service provider shall resolve problems such as title and numbering discrepancies within 3 working days.

C.5.4.16.7.4 The service provider shall enter the issue information into the library's ILS within 2 working days of receipt.

C.5.4.16.7.5 The service provider shall apply property markings that identify the issues as belonging to the SPAWARSYSCEN San Diego library.

C.5.4.16.7.6 The service provider shall apply date markings to each issue to indicate the date checked in.

C.5.4.16.7.7 The service provider shall ensure that nonreceived issues are claimed within 1 week of discovery of their nonreceipt.

C.5.4.16.7.8 The service provider shall ensure that all issues are promptly routed (if appropriate) and/or shelved within 1 day of processing.

C.5.4.16.7.9 The service provider shall make any necessary address changes within 2 days of notice of the change.

C.5.4.16.8 The service provider shall ensure that the library's holdings symbol is added to the OCLC record.

C.5.4.16.9 The service provider shall annually prepare and publish a complete, accurate, and current listing of the library's periodical holdings, including title, dates of holdings, and location in the library. The service provider shall provide the list to SPAWARSYSCEN San Diego library users upon request and to other libraries with which the SPAWARSYSCEN San Diego library regularly shares its resources.

C.5.4.16.10 The service provider shall provide assistance, upon request, to SPAWARSYSCEN San Diego library users with the ordering of periodicals for their office use.

C.5.4.16.11 The service provider shall prepare and send items for binding. The service provider shall use SD 243, *SSC San Diego Library Collection Development Policy* to determine priorities for binding. All binding shall be done in a manner consistent with past volumes in color and gilding.

C.5.4.16.12 The service provider shall ensure the prompt and proper disposal of all discarded issues in accordance with SPAWARSYSCEN San Diego policy and practices. The service provider may, with permission of the DGR, donate library materials to other federal libraries. The service provider shall not otherwise sell or donate serials.

C.5.4.16.13 The service provider shall update and maintain an annotated list of all withdrawn titles. The list shall include, as a minimum, the title, range of issues withdrawn, date of discard, and reviewer (librarian or technician). This list is primarily used to resolve discrepancies in serials holdings and order records.

C.5.4.16.14 The service provider shall participate in the joint California Union List of Periodicals and the Army-Navy JULIP projects by contributing and/or updating information on local holdings.

C.5.4.17 ELECTRONIC JOURNALS

C.5.4.17.1 The service provider shall license the electronic journals required to maintain and improve the library's collection (see SD 243, *SSC San Diego Library Collection Development Policy*) and to meet the special requirements of SPAWARSYSCEN San Diego's library users. All purchases, renewals, and cancellations shall be approved by the DGR. All electronic journals must be in accordance with SD 243, *SSC San Diego Library Collection Development Policy*, and with exhibit 129, *License Requirements for Library Electronic Resources Summary*. The service provider shall recommend to the DGR new electronic journals as they become available or if they are required by library users. The service provider shall also evaluate usage of current electronic journals and recommend to the DGR cancellation of any journals no longer of interest.

C.5.4.17.2 At a minimum the service provider shall annually license the electronic journals (types, subject matter, and volume) as shown in 131, *Library Electronic Journals*, to this PWS. The service provider shall ensure that licenses or renewals are done in time to prevent lapses in service. At a minimum, the service provider shall provide licenses in accordance with specifications provided by SPAWARSYSCEN San Diego, including the number of simultaneous users, as shown in exhibit 134, *Library Electronic Journals*. On a monthly basis, the service

provider shall provide the DGR with a cumulative list of electronic journals that have been purchased and a list of electronic journals that will be purchased during the next monthly period.

C.5.4.17.3 All orders shall be placed within 10 working days of approval. The service provider shall follow-up on orders that have not been received in a timely manner and shall periodically confirm estimated receipt dates.

C.5.4.17.4 The service provider shall provide the services required to operate and maintain electronic journals. These services shall include, but shall not be limited to, the following:

C.5.4.17.4.1 The service provider shall work with the supplying vendor and SPAWARSYSCEN San Diego's computer and network personnel and/or contractors to make the resources available to SPAWARSYSCEN San Diego users via the library's ILS and web page.

C.5.4.17.4.2 The service provider shall announce the availability of new electronic journals via the library web site and email messages to SPAWARSYSCEN San Diego and SPAWAR headquarters.

C.5.4.17.4.3 The service provider shall work with the supplying vendor and SPAWARSYSCEN San Diego's computer and network personnel and/or contractors to maintain the operating stability of the electronic journals. All electronic journals subscribed to by the SPAWARSYSCEN San Diego library shall be operable 24 hours a day, 7 days a week. The service provider shall report any breaks in service to the appropriate contact point within 1 hour following discovery of any problem during normal working hours or of any planned downtime.

C.5.4.17.4.4 The service provider shall maintain control over distribution of passwords, Internet Protocol address filters, shared files, and other forms of electronic access to data files and services provided to the library by various vendors or SPAWARSYSCEN San Diego activities for use by authorized library staff and customers.

C.5.4.17.4.5 The service provider shall ensure user compliance with publisher and vendor license agreements, including developing procedures to notify users of specific terms and conditions.

C.5.4.17.4.6 The service provider shall work with SPAWARSYSCEN San Diego computer and network personnel and/or contractors and publisher/vendors to collect usage statistics for all electronic journals.

C.5.4.18 COOPERATIVE PROJECTS

C.5.4.18.1 The service provider shall provide advice and consultation to SPAWARSYSCEN San Diego and SPAWAR headquarter employees regarding project libraries, office collections, or similar information functions.

C.5.4.18.2 As appropriate, the service provider shall provide advice and consultation to SPAWARSYSCEN San Diego and SPAWAR headquarter employees regarding corporate projects. Examples of these include corporate knowledge management systems and the role of library, including recommendations for electronic content, organization, thesauri, etc. The service provider shall recommend to the DGR participation in regional or government sponsored cooperative projects that would benefit SPAWARSYSCEN San Diego. If approved by the DGR, the service provider shall participate in the project and provide monthly status reports to the DGR on the status of the project(s).

C.5.4.19 REPORTS

C.5.4.19.1 Required Reports

Title/Purpose	Content	Frequency	Date Due
<p><i>Library Statistical Report</i></p> <p>Acquisitions</p> <p>Cataloging</p>	<p>Library staff workload and usage of library services, including the following elements</p> <p><u>Books/Misc. (Library):</u> Number of publications ordered for library (Misc. could include patents, standards, videos, or other non-book materials)</p> <p><u>Books/Misc. (Patron):</u> Number of publications ordered for patrons (Misc. could include patents, standards, videos, or other non-book materials)</p> <p><u>Maps and Charts:</u> Number of paper and digital items ordered</p> <p><u>Technical Reports/Manuals:</u> Number ordered from DTIC, NTIS, originator, or other sources</p> <p><u>New Periodical Subscriptions:</u> Number ordered (large order usually in fall)</p> <p><u>CDROMs/Online Services:</u> Number of new or renewed services</p> <p><u>Books/Misc. (New):</u> Number of new books cataloged</p> <p><u>Books/Misc. (Added Copies):</u> Number of added copies (i.e., books already in ILS database) cataloged</p> <p><u>Repts./Manuals (New):</u> Number of new reports or manuals cataloged (statistics to be provided by SPAWARSYSCEN San Diego)</p> <p><u>Repts./Manuals (Added Copies):</u> Number of added copies (i.e.,</p>	<p>Monthly</p>	<p>5th working day of following month</p>

<p>Secret Documents Destroyed</p>	<p>reports or manuals already in ILS database) cataloged (statistics to be provided by SPAWARSYSCEN San Diego)</p> <p>Number of Secret Documents Destroyed (statistics to be provided by SPAWARSYSCEN San Diego)</p>		
<p>Interlibrary Loan</p>	<p><u>Books Borrowed</u>: Number of books borrowed</p> <p><u>Articles Requested</u>: Number of articles requested from other libraries or document delivery services</p> <p><u>Books Loaned</u>: Number of books loaned to other libraries</p> <p><u>Articles Sent</u>: Number of articles sent to other libraries</p>		
<p>Circulation</p>	<p><u>Books</u>: Number of books circulated</p> <p><u>Periodicals</u>: Number of loose and bound periodicals circulated</p> <p><u>Reports/Manuals</u>: Number of reports and manuals circulated</p> <p><u>Misc. (Equip., Uncataloged Items, Etc.)</u>: Number of misc. items circulated</p>		
<p>Reference</p>	<p><u>Reference Questions</u>: Number of ready reference questions (e.g., substantive questions not requiring a literature search)</p> <p><u>Information Requests</u>: Number of information requests (e.g., how to use library services, how to use internet resources, locating an item in catalog, etc.)</p>		

<p>Literature Searches</p> <p>CDROM Usage</p> <p>Electronic Resources Hits</p> <p>User Education and Training</p>	<p><u>Map Questions:</u> Number of requests for assistance</p> <p><u>Library Tours and Demonstrations:</u> Number provided</p> <p><u>DTIC:</u> Number of DTIC searches</p> <p><u>DIALOG:</u> Number of DIALOG searches by database</p> <p><u>Other (Manual, New Databases, Etc.):</u> Number of searches performed in sources other than DTIC or DIALOG</p> <p><u>Users by Organization:</u> Number of literature searches done by user organization (i.e., SSC Code, SPAWAR, other)</p> <p><u>Uses per Database and Org. Affiliation of User:</u> Number</p> <p><u>User Hits by Resource:</u> Number</p> <p><u>User Education and Services Provided:</u> Number of tips sheets and guides for databases, vendor-provided training, user briefings, formal library tours and demonstrations, and informal on-the-spot demonstrations and tours</p>		
<p>SD 243, <i>Collection Development Policy for SPAWAR Systems Center Library</i></p>	<p>Revision of SD 243 or report that no changes are required</p>	<p>Annually</p>	<p>Agreement between DGR and service provider</p>
<p><i>Material Purchases: Recommended and Actual</i></p>	<p>List of materials recommended to the DGR for purchase</p> <p>List of materials actually purchased during the previous week</p>	<p>Weekly</p>	<p>First list due no later than 60 days from start of contract</p>

<p><i>Electronic Resources: Recommended and Actual Purchases</i></p>	<p>List of electronic resources, including electronic journals, recommended to the DGR for purchase</p> <p>List of electronic resources actually purchased during the previous month</p> <p>Summary list of electronic resources, including title; supplier; format, i.e., CDROM, web, etc; cost; and expiration date.</p>	<p>Monthly</p>	<p>First list due no later than 60 days from start of contract</p>
<p><i>Periodical Subscriptions To Be Ordered, Renewed, Cancelled, or Discarded: Recommended and Actual Actions</i></p>	<p>List of periodical subscriptions recommended to the DGR for purchase, cancellation, or discard</p> <p>List of periodical subscriptions actually ordered, renewed, cancelled, or discarded during previous month</p>	<p>Monthly</p>	<p>First list due no later than 60 days from start of contract</p>
<p><i>Library Periodical Holdings List</i></p>	<p>A printed list of the Library's periodical holdings, both active and non-active subscriptions</p>	<p>Annually</p>	<p>Agreement between DGR and service provider</p>
<p><i>User Education and Training Plan</i></p>	<p>A plan for providing user education and training, including tip sheets for databases, vendor provided training, demonstrations, user briefings, etc.</p>	<p>Annually</p>	<p>Plan due no later than 90 days from start of contract</p>

C.5.4.20 PROJECTED AND HISTORICAL WORKLOADS, TIME REQUIREMENTS, AND METRICS

C.5.4.20.1 Projected Annual Workload

Function and Definition	Projected Tasks per Year	SOW Reference
Access Control: Requests for library access, reference services, literature searching services, and electronic resource accessing for nonSPAWARSYSCEN and SPAWAR headquarter employees	24 requests	C.5.4.2.1
Library Meetings: Attendance at mandatory meeting as specified in exhibit 2, <i>Mandatory/Optional Training</i> .	7 meetings	C.5.4.2.2
Intraservice Support Agreement: Provide required library support to SPAWAR headquarters in accordance with exhibit 24, <i>Intraservice Support Agreement with SPAWAR</i> , and assistance in preparation of ISAs	1 agreement	C.5.4.2.3
User Education and Training: Provide user education training and education for library services, particularly for the electronic resources	6 guides/tip sheets	C.5.4.2.5
User Education and Training: Provide user education training and education for library services, particularly for the electronic resources	3 vendor-provided training sessions 6 formal user briefings 100 library tours (all but 8 informal) 12 E-resource demonstrations (all but 8 informal)	C.5.4.2.5

Function and Definition	Projected Tasks per Year	SOW Reference
ILS	1 system	C.5.4.3
CDROM Standalone Support: Titles maintained	5 titles	C.5.4.4
CDROM Network Support: Titles maintained	3 titles	C.5.4.4
Collection Development	1 collection	C.5.4.5
Collection Maintenance	1 collection	C.5.4.6
Circulation Services: Books	3673 books	C.5.4.7
Circulation Services: Periodicals	151 periodicals	C.5.4.7
Circulation Services: Reports (other than USGO)	145 reports	C.5.4.7
Circulation Services: Miscellaneous items	21 items	C.5.4.7
Circulation Services: Information requests	101 requests	C.5.4.7
Circulation Services: Items photocopied	670 items	C.5.4.7
Circulation Services: Materials returned	5240 items	C.5.4.7
Circulation Services: Employee checkouts	250 employees	C.5.4.7
Circulation Services: Sighting Lists	80 lists	C.5.4.7
Reference Services: Questions	1378 questions	C.5.4.8
Reference Services: Information requests	263 requests	C.5.4.8
Literature and Database Searches: Requests	331 requests	C.5.4.9
Current Awareness Services: Establishment of new profiles	6 profiles	C.5.4.10
Current Awareness Services: Profiles maintained	32 profiles	C.5.4.10

Function and Definition	Projected Tasks per Year	SOW Reference
Maps and Charts Services: Requests for assistance	377 requests	C.5.4.11
Acquisition of Publications: Books	1192 books	C.5.4.12
Acquisition of Publications: Maps	2228 maps	C.5.4.11, C.5.4.12
Acquisition of Publications: Reports (other than USGO)	235 reports	C.5.4.12
Acquisition of Publications: Subscriptions	451 titles	C.5.4.12
Acquisition of Publications: CDROMs	20 CDROMs	C.5.4.12
Acquisition of Electronic Information Resources: Subscriptions	28 subscriptions	C.5.4.13
Acquisition of Electronic Journals: Titles	853 titles	C.5.4.17
Interlibrary Loan: Books borrowed	84 books	C.5.4.14
Interlibrary Loan: Articles requested	1740 articles	C.5.4.14
Interlibrary Loan: Books loaned	139 books	C.5.4.14
Interlibrary Loan: Articles sent	655 articles	C.5.4.14
Cataloging and Processing: New books	824 books	C.5.4.15
Cataloging and Processing: Added books	359 books	C.5.4.15
Cataloging and Processing: New reports and manuals	291 reports and manuals	C.5.4.15
Cataloging and Processing: Added copies of reports and manuals	11 reports and manuals	C.5.4.15
Cataloging and Processing: Items Discarded	3824 items	C.5.4.15
Periodical Holdings List: Preparation and publication of listing of library's periodical holdings	1 list	C.5.4.16

Function and Definition	Projected Tasks per Year	SOW Reference
Cooperative Projects: Number of projects requiring advice and consultation on project libraries, office collections, corporate role of librarian, etc. and cooperative efforts involving DoD and other activities	8 projects	C.5.4.18

C.5.4.20.2. Historical Workload, FY98-FY00.

Task	FY98	FY99	FY00
Access Control	24 requests	24 requests	24 requests
Library Meetings	7 meetings	7 meetings	7 meetings
ISSA	1 agreement	1 agreement	1 agreement
User Education and Training: Sessions/briefings			121 sessions
User Education and Training: Tip sheets/guides			6 sheets/guides
ILS	1 system	1 system	1 system
CDROM Standalone Titles Maintained	19 titles	5 titles	5 titles
CDROM Network titles maintained	8 titles	2 titles	3 titles
Collection Development	1 collection	1 collection	1 collection
Collection Maintenance	1 collection	1 collection	1 collection
Circulation Services: Books	6366 books	4028 books	2807 books
Circulation Services: Periodicals	392 periodicals	521 periodicals	163 periodicals

Task	FY98	FY99	FY00
Circulation Services: Reports	780 reports	689 reports	314 reports
Circulation Services: Miscellaneous	501 items	57 items	3 items
Circulation Services: Information Requests	303 requests	365 requests	127 requests
Circulation Services: Photocopies			638 copies
Circulation Services: Materials Returned			4367 items
Circulation Services: Checkouts			250 checkouts
Circulation Services: Sighting Lists			80 lists
Reference Services:: Questions	1609 questions	1940 questions	1794 questions
Reference Services: Information Requests	438 requests	463 requests	297 requests
Literature and Database Searches	589 requests	479 requests	506 requests
Current Awareness: New Profiles	0 profiles	2 profiles	6 profiles
Current Awareness: Profiles Maintained	23 profiles	25 profiles	32 profiles
Maps and Charts	219 questions	412 questions	377 questions
Acquisitions: Books	1845 books	1631 books	1199 books
Acquisitions: Maps	654 maps	1207 maps	1119 maps
Acquisitions: Reports	399 reports	365 reports	182 reports

Task	FY98	FY99	FY00
Acquisitions: Subscriptions	728 subscriptions	649 subscriptions	565 subscriptions
Acquisitions: CDROMs	67 CDROMs	15 CDROMs	7 CDROMs
Acquisitions: Electronic Resources	13 subscriptions	29 subscriptions	27 subscriptions
Acquisitions: E Journals	1 title	1 title	0 titles
Ill: Books Borrowed	306 books	299 books	324 books
ILL: Articles Requested	1381 articles	1857 articles	1711 articles
ILL: Books Loaned	98 books	13 books	4 books
ILL: Articles Sent	536 articles	457 articles	785 articles
Cataloging: New books	1528 books	1840 books	864 books
Cataloging: Added Books	941 books	476 books	258 books
Cataloging: New reports and manuals	705 reports/manuals	418 reports/manuals	241 reports/manuals
Cataloging: Added reports and manuals	45 reports/manuals	110 reports/manuals	16 reports/manuals
Cataloging: Items discarded			2700 items
Periodical Holdings List	1 list	1 list	1 list
Cooperative Projects	8 projects	8 projects	8 projects

C.5.4.20.3 Projected Time Requirements

Function	Time	PWS Reference
Install ILS updates	Within 2 weeks of receipt	C.5.4.3.1.5
Upgrade CD-ROM titles	Within 5 days of receipt from vendor	C.5.4.4.3
Notify appropriate computer personnel and/or contractors of ILS or CD-ROM operational problems	Within 1 hour of discovery during normal working hours	C.5.4.3.1.2, C.5.4.4.4
Fill requests for library materials	Within 3 working days of receipt	C.5.4.7.1.2
Circulate new books	Within 3 working days	C.5.4.7.1.3
Recall periodicals	Weekly	C.5.4.7.1.8
Recall other material	Within 3 working days of receiving request	C.5.4.7.1.8
Provide sighting list	Within 3 working days of receiving request	C.5.4.7.1.12
Catalog and process new materials	Within 5 working days of receipt	C.5.4.15.2.1, C.5.4.18.1
Announce new acquisitions	Monthly	C.5.4.15.6
Meet user deadlines for requested information	User specified	C.5.4.8.2, C.5.4.9.2
Establish current awareness profiles	Within 3 working days of request	C.5.4.10.1
Shelve and/or reshelve materials	Within 2 working days of receipt	C.5.4.6.2.1, C.5.4.7.1.14
Place orders for books, ILL, maps, reports, and other publications	Within 3 working days of receiving request	C.5.4.11.2, C.5.4.14.2
Place orders for library materials	Within 3 working days of approval	C.5.4.12.4

Function	Time	PWS Reference
Follow up on non-received ILL orders	Monthly	C.5.4.14.2
Place orders for electronic resources and journals to prevent lapse of service	Within 10 working days of approval	C.5.4.13.2, C.5.4.13.3, C.5.4.17.2, C.5.4.17.3
Notify appropriate computer personnel and/or contractors of electronic resource or journal operational problems	Within 1 hour of discovery during normal working hours	C.5.4.13.4.3, C.5.4.17.4.3
Return books borrowed on ILL	By specified due date	C.5.4.14.4
Place orders for serials in time to prevent lapse of service	Annual	C.5.4.16.1, C.5.4.16.2, C.5.4.16.4
Place orders for new serial titles	Within 3 working days of approval	C.5.4.16.3
Process new issues and enter serial issue information into ILS, including new titles and corrections	Within 2 working days of receipt	C.5.4.16.7, C.5.4.16.7.1, C.5.4.16.7.2
Claim non-received issues	Within 1 week of discovery of non-receipt	C.5.4.16.7.5
Route or shelve new issues	Within 1 day of processing	C.5.4.16.7.6

C.5.4.20.4 Metrics

Required Service	Standard	Acceptable Quality Level
Section C.5.4, Library Services	Service provider shall provide library resources and services that support SPAWARSYSCEN San Diego’s mission.	<p>95% compliance: 95% of library resources and services must support the technical, scientific, and administrative requirements of SPAWARSYSCEN San Diego.</p> <p>Lot Size: 95% of library resources and services available during a 6- month period.</p>
Section C.5.4, Library Services	Service provider shall provide operable library resources, services, and systems.	<p>95% compliance: 95% of library resources, services, and systems must be current, fully operable, and available during working hours.</p> <p>Lot Size: Number of resources, services, and systems available during working hours.</p>
Section C.5.4, Library Services	Service provider shall maintain ILS records.	<p>90% compliance: 90% of ILS records must be current, accurate, and consistent.</p> <p>Lot Size: Number of ILS records maintained during a 3- month period.</p>
Section C.5.4, Library Services	Service provider shall maintain neatness, accuracy, and accessibility of library and its collections.	<p>90% compliance: 90% of materials must be maintained in appropriate locations, on clearly labeled shelves, in a neat and orderly appearance, by collection type, and in correct order.</p> <p>Lot Size: Linear feet of library shelving.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.4, Library Services	Service provider shall maintain accurate circulation records.	<p>95% compliance: 95% of records regarding borrowed materials, missing items, daily transactions, reserves, overdue materials, and equipment loans must be accurate and current.</p> <p>Lot Size: Number of ILS circulation files maintained during a 3-month period.</p>
Section C.5.4, Library Services	Service provider shall provide circulation assistance and services to library users.	<p>95% compliance: 95% of requests for assistance for, loaning items from special and reserve collections; recalling material; providing sighting lists; loaning equipment; helping employees clear the Center; using library materials, services, systems, and equipment; locating materials; filling requests for material; and photocopying material must be met.</p> <p>Lot Size: Number of requests for circulation assistance and service received during a 3-month period.</p>
Section C.5.4, Library Services	Service provider shall respond to reference, information, and literature search requests.	<p>95% compliance: 95% of responses must provide information to meet the user's administrative, technical, and scientific requirements.</p> <p>Lot Size: Number of requests for inquiries and searches received during a 3-month period.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.4, Library Services	Service provider shall meet requesting code's time requirements for reference information, literature searches, publications, and other materials.	<p>95% compliance: 95% of requests must be completed to meet the requesting code's required date to use the material.</p> <p>Lot Size: Number of requests for reference, information, literature searches, publications, and other materials requested during a month.</p>
Section C.5.4, Library Services	Service provider shall use professional librarians to perform literature searches and develop current awareness profiles.	<p>100 compliance: 100% of literature searches and current awareness profiles must be performed /developed by a librarian meeting the educational requirements in exhibit 1, <i>Required Education and Experience Requirements</i>.</p> <p>Lot Size: Number of literature searches and current awareness profiles developed performed during a month.</p>
Section C.5.4, Library Services	Service provider shall provide user education and training for library services and resources.	<p>90% compliance: 90% of requests for tours, demonstrations, training sessions, and briefings must be provided and 90% of electronic resources must have tip sheets and/or guides.</p> <p>Lot Size: Number of tours, demonstrations, training sessions, briefings, tip sheets, and guides provided during a 3-month period.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.4, Library Services	Service provider shall meet time requirements in C.5.4.20.4.	<p>90% compliance: 90% of work must meet the time requirements of C.5.4.21.4.</p> <p>Lot Size: Number of library tasks completed during a month.</p>
Section C.5.4, Library Services	Service provider shall process and catalog library material to provide accurate and current records.	<p>95% compliance: 95% of library material must be cataloged and processed to ensure currency and accuracy of library records, i.e., bibliographic records added to ILS and OCLC (if appropriate); original cataloging done when appropriate; material processed for circulation or shelving; authority control files maintained; cataloging problems resolved; and materials discarded when appropriate.</p> <p>Lot Size: Number of items cataloged and processed during a month.</p>
Section C.5.4, Library Services	Service provider shall order and receive periodical subscriptions to prevent a gap in service.	<p>98% compliance: 98% of periodical subscriptions must be placed so there are no omissions in issues received.</p> <p>Lot Size: Number of orders placed during a 12-month period.</p>
Section 5.4, Library Services	Service provider shall deliver applicable library products, including publications and databases, marked in accordance with DFARS 252.227-7020, <i>Rights in Special Works Clause</i> .	<p>100% compliance: All applicable products must meet requirements of DFARS 252.227-7020, <i>Rights in Special Works Clause</i>.</p> <p>Lot Size: Number of products produced during a year.</p>

C.5.5 WEB PAGE SERVICES

C.5.5.1 INTRODUCTION

C.5.5.1.1 The service provider shall review SPAWARSYSCEN San Diego's public web pages for functionality, format, design, and Center corporate image requirements. The service provider shall develop, review, maintain, and update SPAWARSYSCEN San Diego's Technical Information Division (TID) intranet and internet sites (figures C.5.5.1 through, 5.5.7), and develop web pages/sites other for SPAWARSYSCEN San Diego codes as requested.

C.5.5.1.2 The service provider shall ensure that current, accurate, and complete standard desk procedures are prepared and maintained for all web page functions. These procedures shall include, but shall not be limited to, the following: process descriptions and procedures; forms used (including samples); list, location, and description of files kept; database login procedures; phone contacts for regularly used services; and any other information pertinent to the performance of these functions.

C.5.5.1.3 The service provider shall maintain files on SPAWARSYSCEN San Diego's secure servers. The service provider shall maintain back-up copies of files maintained on SPAWARSYSCEN San Diego's secure servers.

C.5.5.1.4 When performing work in sections C.5.5.2 –C.5.5.5, the service provider shall ensure that the web pages and files comply with the Workforce Investment Act of 1998, Section 508, Electronic and Information Technology.

C.5.5.2 CORPORATE WEB PAGE DEVELOPMENT AND POLICY

C.5.5.2.1 As requested by SPAWARSYSCEN San Diego's public affairs officer, the service provider shall review public-release web sites prepared by SPAWARSYSCEN San Diego employees for functionality, format, design, and editorial content.

C.5.5.2.2 The service provider shall review the sites for conformance to SPAWARSYSCEN San Diego's corporate image as shown in SPAWARSYSCEN San Diego TD 2942, Revision 4, *Corporate Image Program*, and on the corporate image web site.

C.5.5.2.3 The service provider shall review sites using at least two commercially available Windows-compatible web browsers. At a minimum, these shall include Netscape and Internet Explorer. When the sites are frame-based or contain extensive use of frames, the service provider shall review the files, after they have been placed on SPAWARSYSCEN San Diego's internet, using a Unix-based command-line browser program to ensure that basic SPAWARSYSCEN San Diego information is presented in accordance with corporate image requirements. The service provider shall provide remedial information on usability, style, usage, and format. If required, the service provider shall provide the cognizant code with corporate image tools that shall include, but not be limited to, corporate logos in various applications and sizes.

C.5.5.2.4 When requested by the public affairs officer, the service provider shall review the sites for use of copyrighted information. If copyrighted information has been used, the service provider shall contact the author and request that either the information be removed or that permission is obtained to use the information per requirements of SECNAV Instruction 5870.5, *Permission to Copy Materials Subject to Copyright*.

C.5.5.3 INTRANET WEB SITE FOR TECHNICAL INFORMATION

C.5.5.3.1 General Requirements

C.5.5.3.1.1 The service provider shall maintain, update, and revise SPAWARSYSCEN San Diego's TID intranet web sites. Included are web sites for the TID's resources, publication services and products, visual-media services and products, library services and products, and various indices.

C.5.5.3.1.2 The service provider shall maintain the applicable pages listing products and resources. The service provider shall check pages at least monthly. As required, the service provider shall also update the pages by additions to the site.

C.5.5.3.1.3 The service provider shall maintain the applicable pages listing the contact information for TID products and services. The service provider shall check pages at least monthly. As required, the service provider shall also update the pages by additions to the site.

C.5.5.3.1.4 The service provider shall link STI products and resources to applicable TID web page(s).

C.5.5.3.1.5 The service provider shall provide SPAWARSYSCEN San Diego codes with information required to link their web sites to TID products.

C.5.5.3.1.6 The service provider shall identify and add relevant links.

C.5.5.3.1.7 The service provider shall verify the validity of links on all pages at least monthly to ensure links remain valid and updated by required additions or changes to the site.

C.5.5.3.1.8 The service provider shall compile and test Adobe Acrobat PDF files for inclusion on the web site.

C.5.5.3.1.9 The service provider shall produce HTML files.

C.5.5.3.1.10 The service provider shall coordinate work with SPAWARSYSCEN San Diego's public affairs office and information security office.

C.5.5.3.1.11 The service provider shall meet the requirements of the World Wide Web Federal Consortium's *World Wide Web Home Page—Guidelines and Best Practices*.

C.5.5.3.2 TID Resources Pages

C.5.5.3.2.1 The service provider shall update and maintain publication, photographic, and visual-media resources. These resources shall include the following:

C.5.5.3.2.1.1 The service provider shall update and maintain SPAWARSYSCEN San Diego's specialized bibliographies for technical documents, technical reports, and special documents, including the keyword listings. The service provider shall determine the need for new keywords and add keywords as required. The service provider shall notify SPAWARSYSCEN San Diego authors when their publications have been placed online, and shall provide the authors with guidance for proper use of publications available on the intranet.

C.5.5.3.2.1.2 The service provider shall update and maintain SPAWARSSYSCEN San Diego's publication archives dating from 1945 and photographic archives dating from the late 1800s.

C.5.5.3.2.1.3 The service provider shall update and maintain corporate publications, including publications such as the overview, corporate image, strategic plan, brochure, and brief.

C.5.5.3.2.1.4 The service provider shall update and maintain maps of SPAWARSSYSCEN San Diego's barracks, bayside, seaside, and topside areas; Cemetery Bluff area; Cabrillo National Monument area; Old Town Campus; Point Loma area; and San Diego Bay naval facilities.

C.5.5.3.2.1.5 The service provider shall update and maintain graphic resources, including three SPAWARSSYSCEN San Diego logos in various graphic and page layout programs and formats including, but not limited to, GIF, PDF, WMF, JPG, TIFF, and PPT; other activity seals and logos; maps; viewgraph templates; standard viewgraphs; guidelines for viewgraphs; presentation guidelines; and web page guidelines.

C.5.5.3.2.1.6 The service provider shall update and maintain guidelines and handbooks, including business guidelines, guidelines for handling material, credit card purchases, distribution statements, financial information, lifecycle management of hazardous materials, US Navy ship types, and writing/editing.

C.5.5.3.2.1.7 The service provider shall update and maintain histories, including command histories (1995 to present), historical photographs, and specialized histories.

C.5.5.3.2.2 The service provider shall update and maintain SPAWARSSYSCEN San Diego instructions. Specific functions to be performed shall include the following:

C.5.5.3.2.2.1 The service provider shall provide instructions by both number and subject matter.

C.5.5.3.2.2.2 The service provider shall provide information on how to prepare and modify instructions.

C.5.5.3.2.2.3 The service provider shall provide Microsoft Word examples of properly formatted instructions.

C.5.5.3.2.2.4 The service provider shall update and maintain the list of cancelled instructions.

C.5.5.3.2.3 The service provider shall update and maintain SPAWARSSYSCEN San Diego's notices; notices shall be listed by number.

C.5.5.3.2.4 The service provider shall update and maintain SPAWARSSYSCEN San Diego's standard operating procedures. The service provider shall list standard operating procedures by topic per requirements of SECNAV Instruction 5210.11D, *Standard Subject Identification Codes*.

C.5.5.3.2.5 The service provider shall update and maintain SPAWARSSYSCEN San Diego forms. Specific functions to be performed shall include the following:

C.5.5.3.2.5.1 The service provider shall provide information on preparing and modifying forms.

C.5.5.3.2.5.2 The service provider shall list forms by topic.

C.5.5.3.2.5.3 The service provider shall provide the forms in both PDF and Word formats.

C.5.5.3.2.6 The service provider shall provide links to other forms, which are relevant to the work of SPAWARSYSCEN San Diego. Examples include forms on sites maintained by the Department of Defense, the General Services Administration, and the Office of Personnel Management.

C.5.5.3.2.7 The service provider shall ensure that current information is provided on publishing organizational changes at SPAWARSYSCEN San Diego.

C.5.5.3.2.8 The service provider shall ensure that current information is provided on using and updating SPAWARSYSCEN San Diego's locator file.

C.5.5.3.2.9 The service provider shall provide information on obtaining copies of SPAWARSYSCEN San Diego forms, instructions, and standard operating procedures.

C.5.5.3.2.10 The service provider shall update and maintain SPAWARSYSCEN San Diego's business guidelines.

C.5.5.3.2.11 The service provider shall update and maintain listings of journals articles and symposia proceedings published by SPAWARSYSCEN San Diego employees. The service provider shall obtain this information from SPAWARSYSCEN San Diego technical and administrative codes.

C.5.5.3.2.12 The service provider shall update and maintain publication guidelines. These guidelines shall include, but shall not be limited to, distribution statements, press releases, format guides, release of information, and writing and editing.

C.5.5.3.3 Publications Web Site

C.5.5.3.3.1 The service provider shall maintain a web site describing publishing services provided to SPAWARSYSCEN San Diego employees.

C.5.5.3.3.2 The service provider shall provide detailed information, including appropriate links, on publication services and products. The service provider shall update these pages as new information is developed or becomes available. These services and products shall include, but shall not be limited to, the following: distribution, forms, publications production, publication services, records management, self-service copiers, and writing and editing services.

C.5.5.3.3.3 The service provider shall be responsible for maintaining the Publications Frequently Asked Questions (FAQ) web site. The service provider shall ensure that answers to recurring or timely questions or questions that relate to development of new products and procedures are posted on the FAQ web site within 3 working days of receiving the question. The service provider shall submit information related to new policy to the DGR for approval before posting on the web site.

C.5.5.3.3.4 The service provider shall update and maintain SPAWARSYSCEN San Diego's "Call for Papers" web site.

C.5.5.3.3.5 The service provider shall maintain a "What's New" publications web site.

C.5.5.3.3.6 The service provider shall maintain and update the Writer’s Hotline web site, which is used by SPAWARSYSCEN San Diego employees to ask questions on grammar, usage, and style. The service provider shall answer all questions and place selected questions and answers relating to new or timely usages on the web site within 3 working days of receiving the request. Within 4 working hours of posting the information to the web site, the service provider shall notify the DGR via email of the posting.

C.5.5.3.3.7 Resources listed in paragraphs C.5.5.3.3.3 and C.5.5.3.3.6 shall be updated within 3 days of receiving the question.

C.5.5.3.4 Visual-Media Web Site

C.5.5.3.4.1 The service provider shall maintain a web site describing visual-media services provided to SPAWARSYSCEN San Diego employees.

C.5.5.3.4.2 The service provider shall provide detailed information, including appropriate links, on visual-media services and products. The service provider shall update these pages as new information is developed or becomes available. These services and products shall include, but shall not be limited to, the following: brochures, CDROMs, exhibits and wall displays, multimedia products, photography, plaques, certificates, posters, presentations, videography, and web page services.

C.5.5.3.4.3 The service provider shall maintain a “What’s New” visual-media web site.

C.5.5.3.5 Library Web Site

C.5.5.3.5.1 The service provider shall maintain a web site describing library services and products provided to SPAWARSYSCEN San Diego employees, as well as links relevant to the work of SPAWARSYSCEN San Diego.

C.5.5.3.5.2 The service provider shall maintain the accuracy, currency, and usefulness of the library's web page and shall update these pages as new information is developed or becomes available.

C.5.5.3.5.2.1 The service provider shall select relevant links and information to be included.

C.5.5.3.5.2.2 The service provider shall maintain and update information describing library services. At a minimum, this information shall include hours of operation, functional points of contact, circulation policy, information on ordering library materials, and types of access and services provided to different user populations.

C.5.5.3.5.3 The service provider shall maintain a “What’s New” library web site. Information to be included on this page shall include, but shall not be limited to, new additions, new links, and current awareness. This web site shall be updated at the same time new links and additions are added.

C.5.5.3.5.4 The service provider shall maintain and update a web site for catalogs. The catalogs on this page shall include, but shall not be limited to, SPAWARSYSCEN San Diego’s library, San Diego area libraries, military libraries, and other libraries such as the Library of Congress.

The service provider shall review the catalogs of other libraries and add links to those that support the mission areas of SPAWARSYSCEN San Diego.

C.5.5.3.5.5 The service provider shall maintain and update a web site for on-line resources. The resources on this page shall include, but shall not be limited to, electronic databases subscribed to by SPAWARSYSCEN San Diego, CDROMS maintained in the library, training materials held by the library, and map and chart resources in the library.

C.5.5.3.5.6 The service provider shall maintain and update a web site for internet resources. The resources on this page shall include, but shall not be limited to, the following categories:

- Acquisition/logistics
- Books and publishers
- Conferences
- Directives, forms, instructions, and regulations
- Directories and catalogs
- General resources
- Government resources
- Histories
- Knowledge management
- Legal and patent resources
- Maps and geography
- Medical and environmental resources
- Military and defense
- Navy and Marine Corps
- Newspapers
- Photographs
- Professional organizations
- Reference sources
- Search engines
- Specification and standards
- Technical reports and Department of Defense and government publications
- Travel

C.5.5.3.5.7 The service provider shall maintain and update a web site for electronic journals.

C.5.5.4 INTERNET WEB SITE FOR TECHNICAL INFORMATION

C.5.5.4.1 The service provider shall review public-release, scientific-and-technical information products (generated or worked-on under this contract) for inclusion on TID's internet site. This review shall be to verify that the information has been cleared for public release through SPAWARSYSCEN San Diego's public affairs office and that N RaD Form 5720/2, *Release of Scientific and Technical Information*, has been completed.

C.5.5.4.2 The service provider shall review this public-release information to ensure that it meets the requirements of DoD Directive 5040.5, *Alteration of Official DoD Imagery*; Secretary of Defense Memorandum of 7 December 1998, *Web Site Administration*; SECNAV Instruction 5720.47, *Department of the Navy Policy for Content of Publicly Accessible World Wide Web Sites*; SECNAV Instruction 5211.5D, *Department of the Navy Privacy Act (PA) Program*;

SPAWAR Memorandum of 7 August 1997, *Web Guidelines*; SPAWAR Memorandum of 7 August 1997, *Web Policy*; SPAWARSYSCEN San Diego Memoranda of 3 October 1998, 9 November 1998, and 17 November 1998, *Web Page Policy Messages*; SECNAV Message of 21 October 1998, *Department Of The Navy Worldwide Web Policy*; and OPNAV Message of 26 October 1998, *Navy World Wide Web Policy Execution*. At a minimum, the service provider shall sanitize files for internet access by removing names associated with organizational elements, removing personal identity e-mail addresses, removing internal distribution listings, modifying images to remove precluded information, and removing information concerning assignment of specific military personnel to specific areas.

C.5.5.4.3 The service provider shall maintain, update, and revise TID's internet web site. Functions shall include the following:

C.5.5.4.3.1 The service provider shall update and maintain SPAWARSYSCEN San Diego's specialized bibliographies for technical reports, technical documents, and special documents, including the keyword listings. The service provider shall determine the need for new keywords and add keywords as required. The service provider shall notify SPAWARSYSCEN San Diego authors when their publications have been placed online, and shall provide the authors with guidance for proper use of publications available on the internet.

C.5.5.4.3.2 The service provider shall update and maintain corporate documents, including the strategic plan, briefs (dating from 1995 to the present), and overview.

C.5.5.4.3.3 The service provider shall maintain and update histories, including the command histories (1994 to present), historical photographs (late 1800s to present), and specialized histories.

C.5.5.4.3.4 The service provider shall maintain and update listings of journal articles and symposia proceedings published by SPAWARSYSCEN San Diego employees. Lists shall be maintained by both author and date. The service provider shall contact authors for the required information and shall prepare the required PDF file.

C.5.5.4.3.5 The service provider shall maintain and update files of reprints of articles, prepared by SPAWARSYSCEN San Diego employees, that have been published in the open literature or in symposia proceedings. The service provider shall prepare the PDF files of the reprints.

C.5.5.4.3.6 The service provider shall maintain and update SPAWARSYSCEN San Diego's photographic archives. The service provider shall either place the photographs into established categories or develop new categories.

C.5.5.4.4 The service provider shall provide information on how to order information included on the internet site.

C.5.5.4.5 The service provider shall provide SPAWARSYSCEN San Diego codes with information required to link their web sites to TID internet site.

C.5.5.4.6 All TID resources listed in section C.5.5.4.3 shall be examined on a monthly basis to ensure that links remain valid and updated as required by additions or changes to the sites.

C.5.5.4.7 The service provider shall meet the requirements of the World Wide Web Federal Consortium's *World Wide Web Home Page—Guidelines and Best Practices*.

C.5.5.5 WEB PAGE/SITE DEVELOPMENT

C.5.5.5.1 Administrative Requirements

C.5.5.5.1.1 At the direction of the DGR, the service provider shall develop web pages and online documentation for SPAWARSYSCEN San Diego codes. The service provider shall coordinate the development of these pages with SPAWARSYSCEN San Diego's public affairs officer and the Information Technology Division.

C.5.5.5.1.2 The service provider shall tailor all web pages for uniformity, specific project requirements, and cost and time constraints and that the web pages meet the marketing or technical needs of SPAWARSYSCEN San Diego and/or the requesting code.

C.5.5.5.1.3 If requested the service provider shall provide cost estimates to the requesting code. The service provider shall not start work until the estimate is approved by the requesting code. If the scope of the work changes, the service provider shall provide a supplemental estimate to the requesting code. The service provider shall do no additional work until the supplemental estimate has been approved by the requesting code.

C.5.5.5.1.4 The service provider shall ensure that the design, including associated graphics, of all web pages follows SPAWARSYSCEN San Diego's corporate image requirements as required by SPAWARSYSCEN San Diego TD 2942, Revision 4, *Corporate Image Program*, and the corporate image web site.

C.5.5.5.1.5 The service provider shall ensure that all technical, marketing, and administrative materials used in all web pages have been reviewed and approved per NRaD Instruction 5720.1, *Release of Classified and Unclassified General and Technical Information*, and NOSC Instruction 5600.2E, *Procedures for Processing NOSC Publications* and that NRaD Form 5720/2, *Release of Scientific and Technical Information*, has been completed.

C.5.5.5.1.6 If copyrighted material, including clipart, will be included on the web page, the service provider shall secure approval from the copyright holder to include such information. The service provider shall provide the DGR with all correspondence granting copyright permission. If the copyright holder requires a fee, the service provider shall immediately inform the DGR of this request. The DGR will arrange for SPAWARSYSCEN San Diego to pay the copyright fee. Procedures shall be in accordance with SECNAV Instruction 5870.5, *Permission to Copy Materials Subject to Copyright*.

C.5.5.5.1.7 The service provider shall ensure that all textual material used on any web page has been reviewed by an editor in accordance with the specifications in section C.5.1.3.

C.5.5.5.1.8 The service provider shall be required to perform research required to locate photographs and artwork that will be required on the web page.

C.5.5.5.1.9 The service provider shall ensure that all web pages to be released to the public conform to Department of Defense, Navy, SPAWAR, and SPAWARSYSCEN San Diego policy as provided in DoD Directive 5230.9, *Clearance of Information for Public Release*; DoD Directive 5040.5, *Alteration of Official DoD Imagery*; Secretary of Defense Memorandum of 7 December 1998, *Web Site Administration*; SECNAV Instruction 5720.47, *Department of the Navy Policy for Content of Publicly Accessible World Wide Web Sites*; SECNAV Instruction

5720.44A, *Department of the Navy Public Affairs Policy and Regulations*; SECNAV Instruction 5211.5D, *Department of the Navy Privacy Act (PA) Program*; NRaD Instruction 52701, *Release of Classified and Unclassified General and Technical Information*; SPAWAR Memorandum, *Web Guidelines*; SPAWAR Memorandum, *Web Policy*; SPAWARSYSCEN San Diego Memoranda, , *Web Page Policy Message*; SECNAV Message, *Department Of The Navy Worldwide Web Policy*; and OPNAV Message, *Navy World Wide Web Policy Execution*.

C.5.5.5.1.10 At a minimum, the service provider shall meet or exceed the quality and workmanship standards for web page design as shown in exhibit 132, *Example of Web Page Design*.

C.5.5.5.2 Technical Requirements

C.5.5.5.2.1 Coordination with IT Staff

C.5.5.5.2.1.1 The service provider shall work with SPAWARSYSCEN San Diego's information technology staff (contract and in-house) to determine the configuration of computers that will be used to display and support online information. Configuration information shall include, but shall not be limited to,

- Browsers (which ones, which versions)
- Plug-in software
- Modem speed or type of network connection
- Display size
- Security restrictions
- Privacy Act restrictions

The service provider shall ensure that readers will be able to view all online information on computers meeting specifications determined by the information technology staff.

C.5.5.5.2.1.2 The service provider shall test all information before it is published online to make sure that it runs without errors and distortions on the computer configurations on which it is designed to work. Testing shall include, but shall not be limited to, the following:

- Hyperlinks
- Data entry components, such as forms entry fields
- Database processing (to make sure that information received from a database is the same as the information requested)
- Graphics
- Audiovisual components
- Load factor

The service provider shall verify that all errors have been corrected before information is made available online.

C.5.5.5.2.1.3 If high-use information is scheduled to be placed on a server, the service provider shall notify SPAWARSYSCEN San Diego's information technology staff to ensure that the servers can handle additional system traffic

C.5.5.5.2.1.4 The service provider shall stay abreast of developments in online publishing technologies, including technologies such as (but not limited to) XML, content management tools, and authoring technology. Every six months, the service provider shall brief the DGR on new technologies and new versions of existing technologies that should be considered for technical information services.

C.5.5.5.2.1.5 The service provider shall maintain the content of existing online information. The service provider shall correct typographical errors and bad links and shall provide major and minor updates to information posted online. Minor updates shall include, but shall not be limited to, changes to facts (such as contact names, references) or additions of one or two points.

C.5.5.5.2.2 Content

C.5.5.5.2.2.1 The service provider shall design information to meet the needs of the intended audience.

C.5.5.5.2.2.2 The service provider shall conduct a needs analysis that shall include, but shall not be limited to, the following:

- Appropriateness of the content to online reading
- Physical barriers to reading information online, such as limited access to computers in the workplace, noisy workplaces, and vision impairments
- Difficulty of reading information online
- Computer literacy level of the intended audience
- Configurations on which readers are likely to use the information

C.5.5.5.2.2.3 The service provider shall prepare a design plan that addresses issues raised in the needs analysis and identifies the system configuration for online information. This design plan shall be approved by the requesting code before the service provider starts development of the online information.

C.5.5.5.2.3 Navigation

C.5.5.5.2.3.1 The service provider shall develop and implement a plan for navigation and amount of user control.

C.5.5.5.2.3.2 The service provider shall develop both structured and unstructured online environments.

C.5.5.5.2.3.3 The service provider shall consider motivation theory, attribution theory, and information processing theory to determine the nature of the audience.

C.5.5.5.2.3.4 The service provider shall determine the degree of navigational freedom based on the audience's interest in the information being presented, ability level, and information-processing capabilities.

C.5.5.5.2.3.5 The service provider shall provide navigation tools to meet the requirements of World Wide Web Federal Consortium's *World Wide Web Home Page—Guidelines and Best Practices*.

C.5.5.5.2.3.6 The service provider shall develop online information so that users can find information with as few clicks as possible.

C.5.5.5.2.3.7 The service provider shall provide navigation bars that provide a consistent means of movement through the site.

C.5.5.5.2.3.8 The service provider shall limit the listing of links to avoid distracting the user.

C.5.5.5.2.3.9 For long topics, the service provider shall provide within-topic navigation to each subheading and back to the top.

C.5.5.5.2.3.10 The service provider shall avoid the use of horizontal scrolling (unless showing a large, horizontal graphic).

C.5.5.5.2.3.11 The service provider shall use a consistent set of terms for consistent ideas when using metatags (indexed terms) of a topic.

C.5.5.5.2.4 Screen Design

C.5.5.5.2.4.1 When developing the screen design, the service provider shall incorporate the following guidelines:

- Maximum contrast between type and background
- Colored type only for links
- At least 10-point type for body type
- Paragraphs limited to 5-7 lines
- Text presented in lists and charts, when possible
- Unique title (heading) on each page
- Title of the page in the title tag
- Subheads to assist readers in locating information
- Home pages and pages that list all available options designed so that users can see all information on a desktop or laptop display without scrolling.
- Amount of scrolling in a technical topic limited to 2 or 3 turns of the page down key. (Topics that exceed that length divided into several smaller topics.)
- Navigation bars in the same location of every screen on the site
- Graphics that incorporate the corporate image
- Rollover help for icons
- Text description of the image displayed while image is loading

Other guidelines, which are based on research into use of online information, can be incorporated at the discretion of the service provider.

C.5.5.5.2.4.2 The service provider shall determine and effectively use color as part of the screen design process. This determination shall include, but shall be limited to, the following:

- The effects of different colors and the reason(s) for their use
- The needs of special groups

C.5.5.5.2.4.3 The service provider shall determine and effectively use typography. This determination shall include, but shall not be limited to, the effectiveness of the selected fonts when projected and their transferability to other platforms.

C.5.5.5.2.4.4 The service provider shall determine and effectively use visual elements. This determination shall include, but shall not be limited to, the following:

- Reasons for using the visual elements, such as animation, three-dimensional modeling, and computer graphics, and how these elements will meet the user's requirements
- Visual clarity of the web page, for example, clarity of the layout and sufficient white space

C.5.5.5.2.5 Language

C.5.5.5.2.5.1 The service provider shall ensure that the language used is simple, avoids jargon, and is understandable to the intended audience.

C.5.5.5.2.5.2 The service provider shall ensure that grammar, spelling, and punctuation are correct.

C.5.5.5.3 Preparation of Specific Types of Web Pages

C.5.5.5.3.1 Home Pages and Portals

C.5.5.5.3.1.1 The service provider shall develop home pages and portals.

C.5.5.5.3.1.2 When developing home pages and portals, the service provider shall use the following guidelines:

- On 12-inch displays, make all options visible without scrolling.
- Categorize options into a limited number of categories, ideally 9 or fewer.
- Place options towards the center of the screen.
- Use approved terminology for category names.
- If the site has extensive resources, include a search option.

Other guidelines, which are based on research into use of online information, can be incorporated at the discretion of the service provider.

C.5.5.5.3.2 Technical Publications

C.5.5.5.3.2.1 The service provider shall develop online technical publications.

C.5.5.5.3.2.2 When developing online technical publications, the service provider shall use the following guidelines

- If users must scroll down more than two or three times to see the entire publication, divide the publication into several linked files.
- At the beginning of the article, include contents with links to all of the subheads.
- Place all links to related articles and content at the end of the publication.
- For a publication consisting of several linked files, place links at the end of a topic.

- Format text as a single column for easiest reading. (If the screen includes a navigation bar to the left, the navigation bar is not considered a column.)
- Use information graphics to illustrate key points in text. Information graphics include, but are not limited to, graphs, organization charts, line drawings of equipment and other places, and maps.

Other guidelines, which are based on research into use of online information, can be incorporated at the discretion of the service provider.

C.5.5.5.3.3 Technical Manuals

C.5.5.5.3.3.1 The service provider shall develop online technical manuals.

C.5.5.5.3.3.2 When developing online technical manuals, the service provider shall use the following guidelines:

- If users must scroll down more than two or three times to see the entire topic, divide the information into several linked topics.
- If there are several related procedures, include a topic page that lists all of the related procedures.
- At the beginning of the topic, include contents with links to all of the subheads.
- Format text as a single column for easiest reading. (If the screen includes a navigation bar to the left, the navigation bar is not considered a column.)
- If a procedure contains less than eight steps from another procedure, repeat the steps.
- If screen shots are used, they must demonstrate a point in text. All type from the captured screen must be legible, and the purpose of the capture should be clear through devices such as callouts, shading, and captions.
- Use information graphics to illustrate key points in text. Information graphics include, but are not limited to, graphs, organization charts, line drawings of equipment and other places, and maps
- If configuration guidelines permit, use animation and video to show users how to perform technical procedures. When shown online, the animation and video must be of industrial quality.
- Whenever possible, present information in lists, charts, and tables.

Other guidelines, which are based on research into use of online information, can be incorporated at the discretion of the service provider.

C.5.5.5.3.4 Marketing Information

C.5.5.5.3.4.1 The service provider shall develop online marketing information. Types of marketing Information shall include, but shall not be limited to, the following:

- Descriptions of key services and products
- Case studies
- Information about the organization

C.5.5.5.3.4.2 When developing online marketing information, the service provider shall use the following guidelines

- Incorporate graphics for the corporate image on every page of the site.
- On a 12-inch monitor or laptop computer, design the information so that users only need to scroll once to see information on pages other than the home page.
- Use information graphics to illustrate key points in text. Information graphics include, but are not limited to, graphs, organization charts, line drawings of equipment and other places, and maps.
- If possible, present a chart showing the specifications of the product or service as a quick reference to readers.
- Use graphic elements to enhance the attractiveness of the site to potential customers of the service being promoted. These elements shall include, but shall not be limited to, color (consistent with corporate identity and the mood to be communicated), animations, illustrations, and photographs.
- Make the information at least 50 percent "visual."
- Limit the use of plug-in software for audiovisual elements.
- Format the main body of text as a single column for easiest reading. (If the screen includes a navigation bar to the left, the navigation bar is not considered a column.)
- If appropriate, include margin notes

Other guidelines, which are based on research into use of online information, can be incorporated at the discretion of the service provider.

C.5.5.5.4 Web Page Assistance

C.5.5.5.4.1 The service provider shall answer questions from SPAWARSYSCEN San Diego codes on issues related to SPAWARSYSCEN San Diego intranet and public internet policy, structure content, display, and usability. Questions may involve issues and policy related to:

- Corporate Image requirements
- Policy requirements with regard to general content and style of text and images
- Definition of and use of copyrighted material
- Approval for placement of information on specific SPAWARSYSCEN San Diego and other servers
- Links to other SPAWARSYSCEN San Diego web pages
- Links to non- SPAWARSYSCEN San Diego web sites and pages
- Monitoring statements
- Content organization and visual display
- Page layout, display problems, and options
- Writing style, including proper use of acronyms, abbreviations, capitalization, quotation marks, and other text elements
- Other items related to SPAWARSYSCEN San Diego web site and page policy, structure content, display, and usability.

C.5.5.5.5 Logging and Tracking

C.5.5.5.5.1 The service provider shall record and track all web page development, including procedures required to assign a tracking number to each task received.

C.5.5.5.5.2 The service provider shall develop and maintain a database for all tasks received. At a minimum, this database shall be compatible with SPAWARSYSCEN San Diego's corporate

reporting formats and systems. Alternatively, the service provider can use SPAWARSYSCEN San Diego's database. At a minimum, the database shall contain the title of the task, the author or customer (including phone number and email address), originating code, classification level, distribution statement, requirement for export controls, accounting data related to funding, date received, date required, date completed, responsible web page developer; and the time and cost of the task. At a minimum, the service provider shall update the database on a weekly basis to reflect the previous week's work. This update shall be accomplished and provided to the DGR by noon on the Monday following the preceding workweek. The DGR, or any SPAWARSYSCEN San Diego employee designated by the DGR, shall be able to access this database at any time.

C.5.5.5.3 The service provider shall ensure that the job order provided by the requesting code has sufficient funds to cover the work and is valid for the requested services.

C.5.5.5.4 Upon completion of the task, the service provider shall store all paperwork related to the task. This paperwork shall include, but shall not be limited to, the following: location of the electronic files, negative numbers of photographs used, cost information, copyright releases, and NRaD Form 5720/2, *Release of Scientific and Technical Information*. No paperwork shall be destroyed without approval of the DGR.

C.5.5.6 PROJECTED AND HISTORICAL WORKLOADS, TIME REQUIREMENTS, AND METRICS

C.5.5.6.1 Projected Annual Workload

Function and Definition	Projected Tasks per Year	SOW Reference
Web Page Review	10 requests	C.5.5.2
TID Intranet Site: Files to maintain	1406 HTM/HTML 2375 image format: GIF 3287 image format: JPG 147 image format: TIF 33 image format: CGM 4 image format: BMP 36 image format: WMF 15 postscript 4514 PDF 286 MS Word doc 123 MS Word template doc 72 PowerPoint ppt 163 other types	C.5.5.3
TID Intranet Site: Files to add or revise	500 HTM/HTML 700 image format: GIF 800 image format: JPG 100 image format: TIF 33 image format: CGM 4 image format: BMP 36 image format: WMF 15 postscript 400 PDF 200 MS Word doc 20 MS Word template doc 72 PowerPoint ppt 100 other types	C.5.5.3
TID Internet Site: Files to maintain	1065 HTM/HTML 2093 image format: GIF 986 image format: JPG 13 image format: TIF 496 PDF 67 MS Word doc 14 PowerPoint ppt 28 other types	C.5.5.4

Function and Definition	Projected Tasks per Year	SOW Reference
TID Internet Site: Files to add or revise	500 HTM/HTML 200 image format: GIF 300 image format: JPG 13 image format: TIF 200 PDF 40 MS Word doc 14 PowerPoint ppt 20 other types	C.5.5.4
Web Page Design	94 pages	C.5.5.5
Logging and Tracking	8 tasks	C.5.5.5.5

C.5.5.6.2. Historical Workload, FY00.

Task	FY00
TID Intranet Site: Files maintained	2375 image format: GIF 3287 image format: JPG 147 image format: TIF 33 image format: CGM 4 image format: BMP 36 image format: WMF 15 postscript 4514 PDF 286 MS Word doc 123 MS Word template doc 72 PowerPoint ppt 163 other types
TID Intranet Site: Files added or revised	500 HTM/HTML 700 image format: GIF 800 image format: JPG 100 image format: TIF 33 image format: CGM 4 image format: BMP 36 image format: WMF 15 postscript 400 PDF 200 MS Word doc 20 MS Word template doc 72 PowerPoint ppt 100 other types

Task	FY00
TID Internet Site: Files maintained	1065 HTM/HTML 2093 image format: GIF 986 image format: JPG 13 image format: TIF 496 PDF 67 MS Word doc 14 PowerPoint ppt 28 other types
TID Internet Site: Files to add or revise	500 HTM/HTML 200 image format: GIF 300 image format: JPG 13 image format: TIF 200 PDF 40 MS Word doc 14 PowerPoint ppt 20 other types
Web Page Design	94 pages
Logging and Tracking	8 tasks

C.5.5.6.3 Projected Time Requirements

Function	Routine Work		Priority Work	
	Number of Work Days	Percentage of Tasks	Number of Work Days	Percentage of Tasks
Web Page Reviews	3	80	1	20
Maintenance of TID Intranet Sites	Monthly Updates, Except for FAQ and Writer's Hotline Which Have 3-Day Response Times	90	Daily Update	10
Maintenance of TID Internet Sites	Monthly Updates	90	Daily Update	10
Web Page Design	30	80	5	20

C.5.5.6.4 Metrics

Required Service	Standard	Acceptable Quality Level
Section C.5.5, Web Page Services	Service provider shall review public-release web sites for SPAWARSYSCEN San Diego’s Public Affairs Office.	<p>95% compliance: 95% of reviews must provide correct information and advice on the changes required to improve functionality, format, and editorial content.</p> <p>100% compliance: 100% of reviews must provide correct information on changes that will bring the web site into conformance with SPAWARSYSCEN San Diego corporate image requirements.</p> <p>Lot Size: Number of public-release web sites reviewed during a 3-month period.</p>
Section C.5.5, Web Page Services	Service provider shall maintain, update, and revise SPAWARSYSCEN San Diego’s intranet web sites for technical information.	<p>95% compliance: 95% of web pages must provide current, accurate, easily accessible, and pertinent information on contact points, services, tools, links, and resources required for SPAWARSYSCEN San Diego personnel to access and use the products and services described in this PWS.</p> <p>Lot Size: No more than five validated instances of wrong information due to service provider error during a month.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.5, Web Page Services	Service provider shall condition public-release products (generated under this contract) for inclusion on SPAWARSYSCEN San Diego's public internet web sites for technical information.	<p>100% compliance: 100% of public-release products on the public internet site must meet requirements of DoD, Navy, and SPAWARSYSCEN San Diego regarding conditioning of files for public access.</p> <p>Lot Size: Number of public-release products placed on the public internet site during a month.</p>
Section C.5.5, Web Page Services	Service provider shall maintain, update, and revise SPAWARSYSCEN San Diego's public internet web sites for technical information to allow the public access to SPAWARSYSCEN San Diego's public-information products.	<p>95% compliance: 95% of the pages must provide access to products that represent SPAWARSYSCEN San Diego as a corporation, its current scientific and technical work, and its history.</p> <p>Lot Size: Number of web pages placed online during a month.</p>
Section C.5.5, Web Page Services	Service provider shall comply with DoD, Navy, and SPAWARSYSCEN San Diego regulations regarding release and accessibility of information contained on SPAWARSYSCEN San Diego's internet and intranet web sites for technical information.	<p>100% compliance: 100% of information on both the internet and intranet web sites must have been properly reviewed and marked with appropriate release statements.</p> <p>Lot Size: Number of files placed on the internet and intranet web sites during a month.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.5, Web Page Services	Service provider shall develop web pages for requesting codes that meet mandatory references in regard to style and format.	<p>95% compliance: 95% of completed web pages must comply with SPAWARSYSCEN San Diego style and format requirements.</p> <p>Lot Size: Number of web pages completed during a 6-month period.</p>
Section C.5.5, Web Page Services	Service provider shall develop web pages for requesting codes that comply with 17 USC, <i>Copyrights</i> .	<p>100% compliance: 100% of web pages with copyrighted information must meet the requirements of SECNAV Instruction 5870.5, <i>Permission to Copy Materials Subject to Copyright</i>.</p> <p>Lot Size: Number of web pages completed during a 6-month period.</p>
Section C.5.5, Web Page Services	Service provider shall develop web pages for requesting codes that are marked in accordance with DFARS 252.227-7020, <i>Rights in Special Works Clauses</i> .	<p>100% compliance: 100% of completed, applicable web pages must be marked to show copyright belonging to the U.S. Government.</p> <p>Lot Size: Number of web pages completed during a 6-month period.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.5, Web Page Services	Service provider shall develop web pages for requesting codes that meet time requirements provided by the requesting code for both routine and priority work.	<p>95% compliance: 95% of routine work must meet time requirements in C.5.5.6.5 as determined by the requesting code.</p> <p>100% compliance: 100% of priority work must meet time requirements in C.5.5.6.5 as determined by the requesting code.</p> <p>Lot Size: Number of web pages completed during a 6-month period.</p>
Section C.5.5, Web Page Services	Service provider shall develop web pages for requesting codes that meet cost estimates provided to, and approved by, requesting code.	<p>98% compliance: 98% of web pages must be completed at a cost equal to or less than the approved cost estimate.</p> <p>Lot Size: Number of web pages completed during a 6-month period.</p>
Section C.5.5, Web Page Services	Service provider shall keep requesting code advised of all changes in estimates and time requirements.	<p>100% compliance: 100% of changes in time and cost must be given to, and approved by, requesting code.</p> <p>Lot Size: Number of web pages completed during a 6-month period.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.5, Web Page Services	Service provider shall provide web page design services that result in completed products that equal or exceed the quality and workmanship standards in exhibit 132, <i>Example of Web Page Design</i> .	<p>95% compliance: 95% of completed web pages must meet research standards for information design; use language appropriate for the intended user; effectively use typography, color, and visual elements; be easy to understand; provide good navigation tools; meet established design principles; and convey the intended message of the requesting code.</p> <p>Lot Size: Number of completed web pages produced during 6 months.</p>

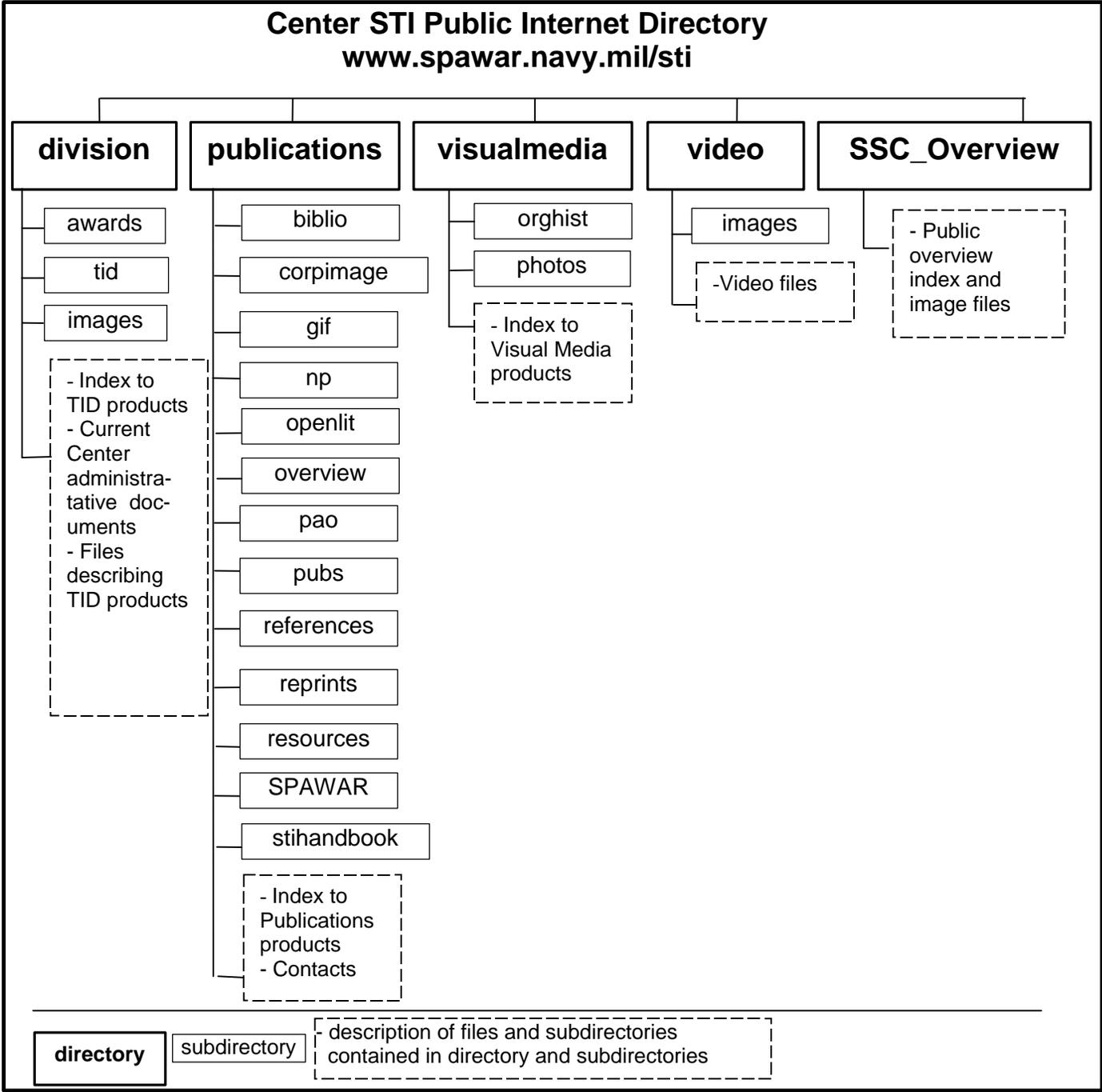


Figure 5.5.1. TID STI Public Internet Web Site. The site is located at www.spawar.navy.mil/sti and is available to public users.

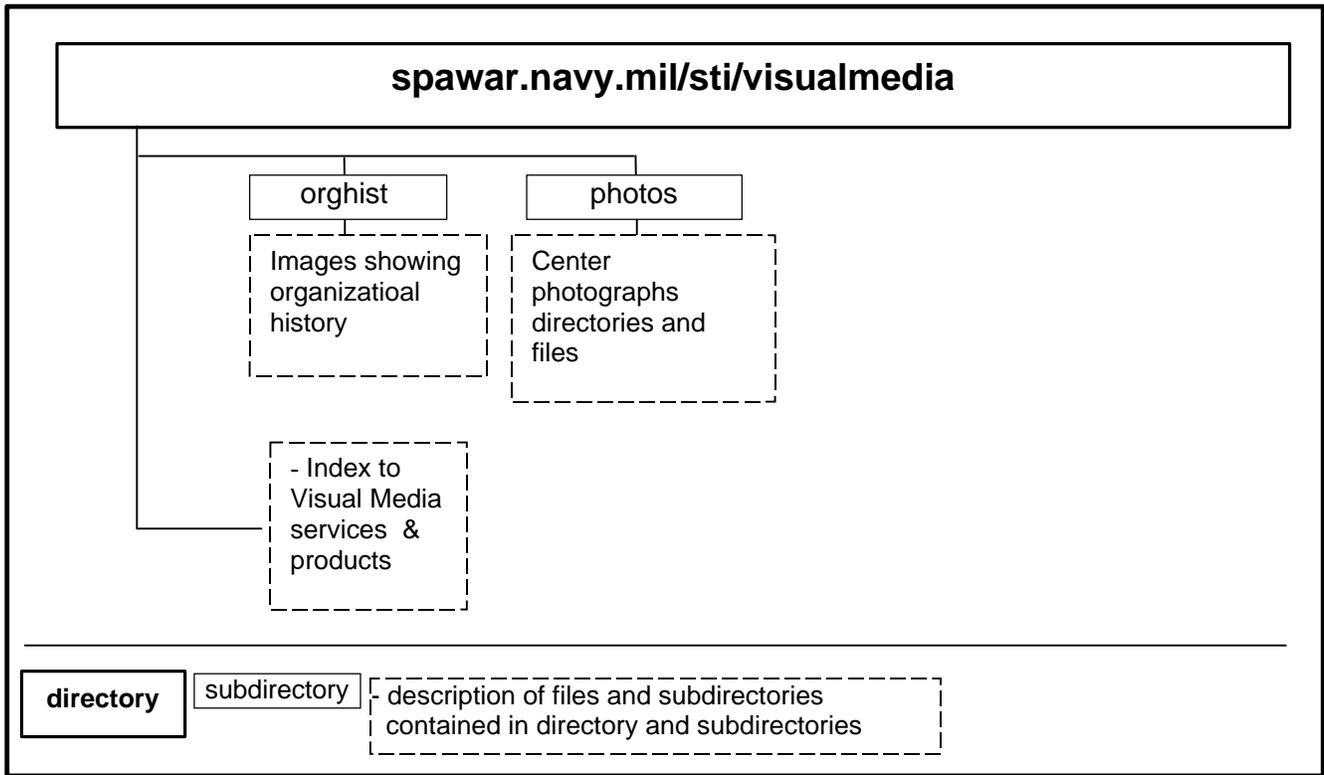
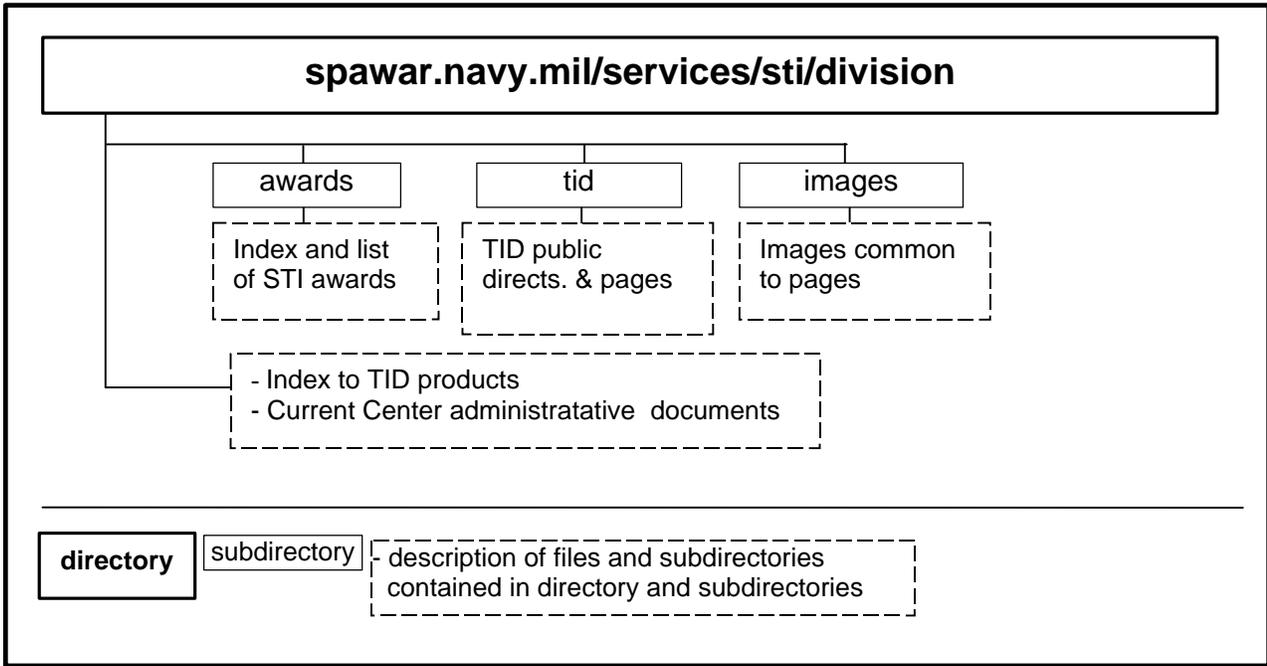


Figure 5.5.2. Division Directory at TID public web site. Visualmedia Directory at TID public web site.

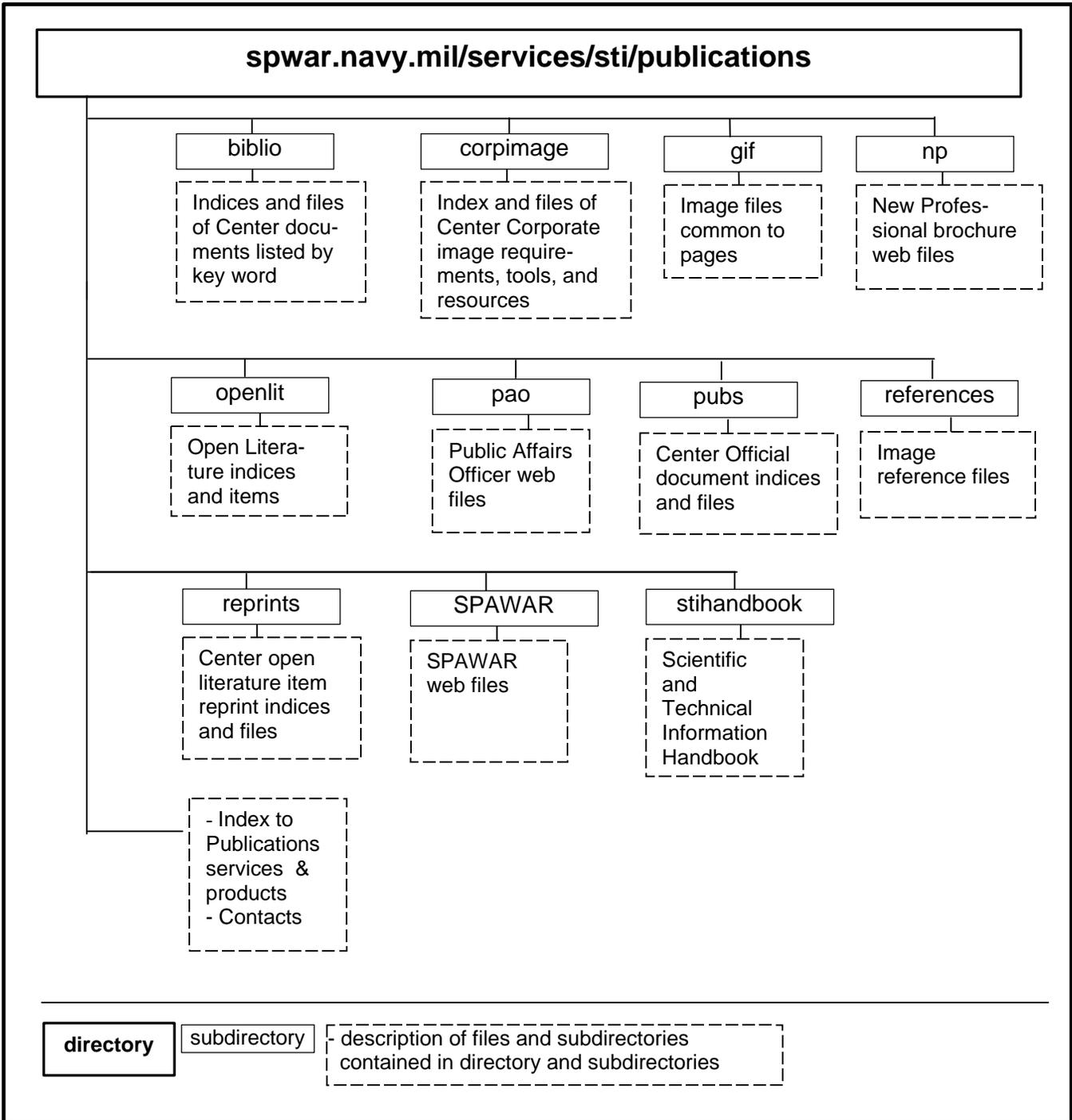


Figure 5.5.3. Publications Directory at TID Public web site.

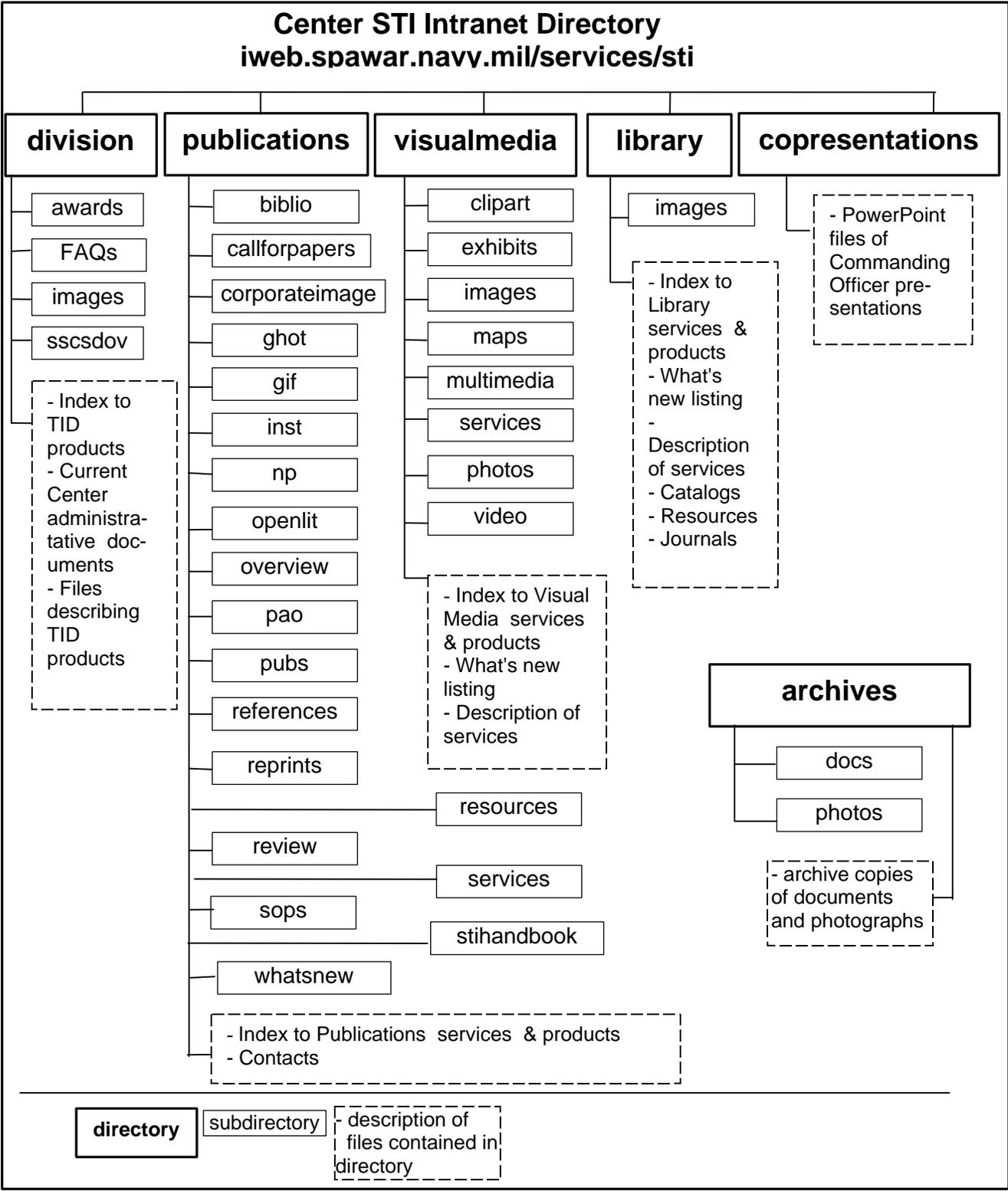


Figure 5.5.4. TID Intranet Directory at <http://iweb.spawar.navy.mil/services/sti>. This directory is available to users with Center user identification.

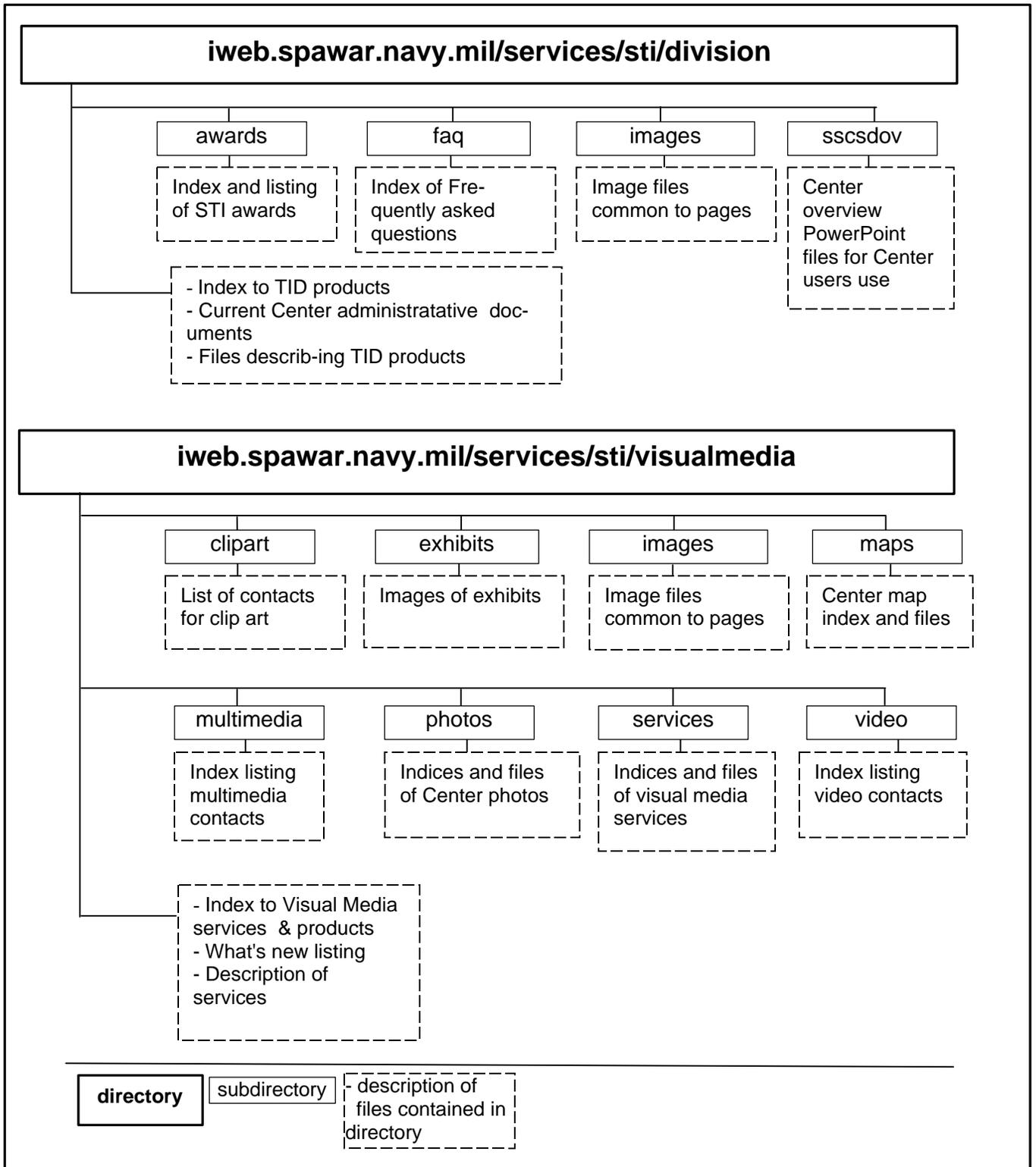


Figure 5.5.5. TID Division Intranet Directory. TID Visualmedia Intranet Directory. These directories are available to users with Center user identification.

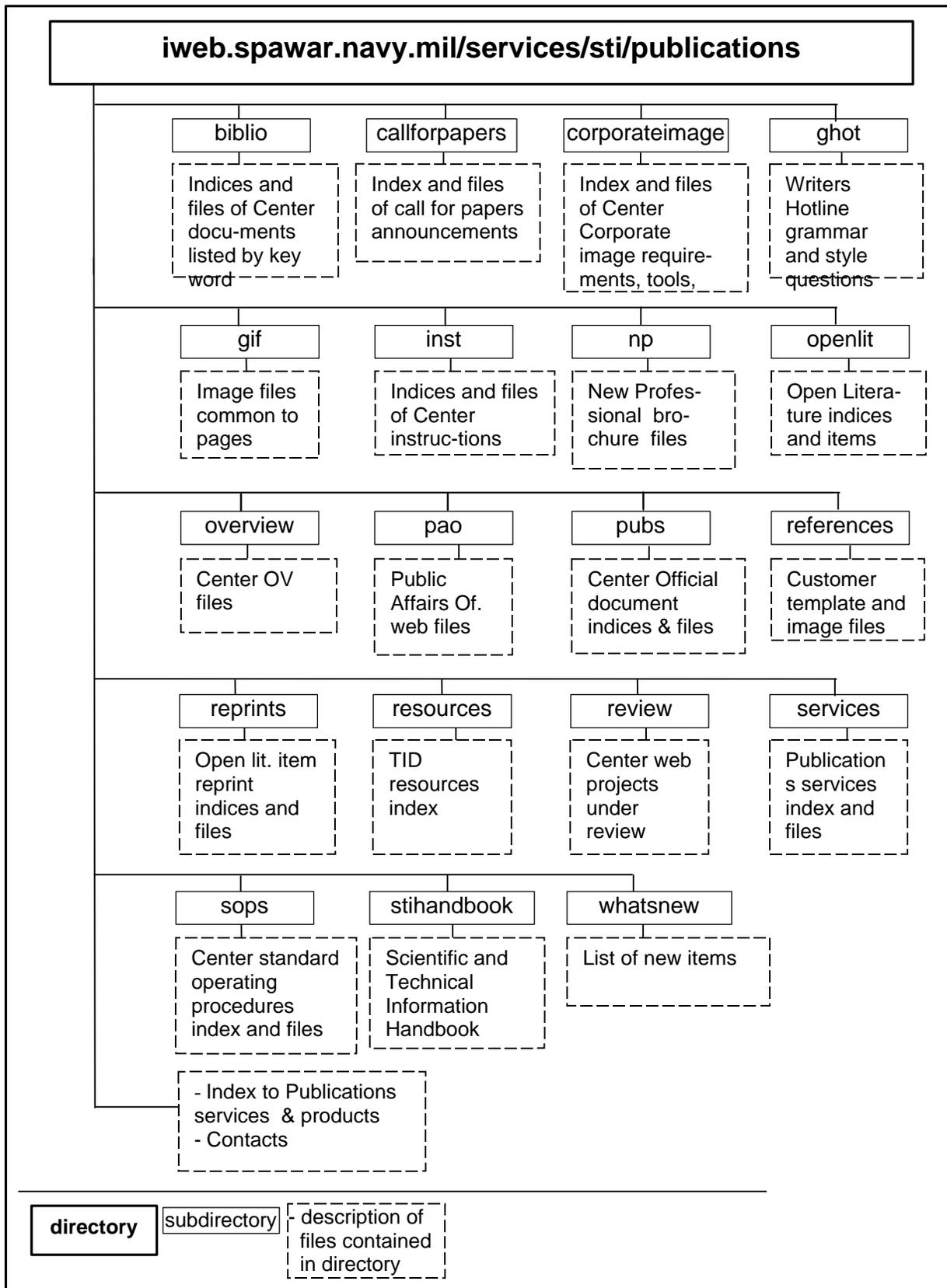


Figure 5.5.6. TID Publications Intranet Directory. This directory is available to users with Center user identification.

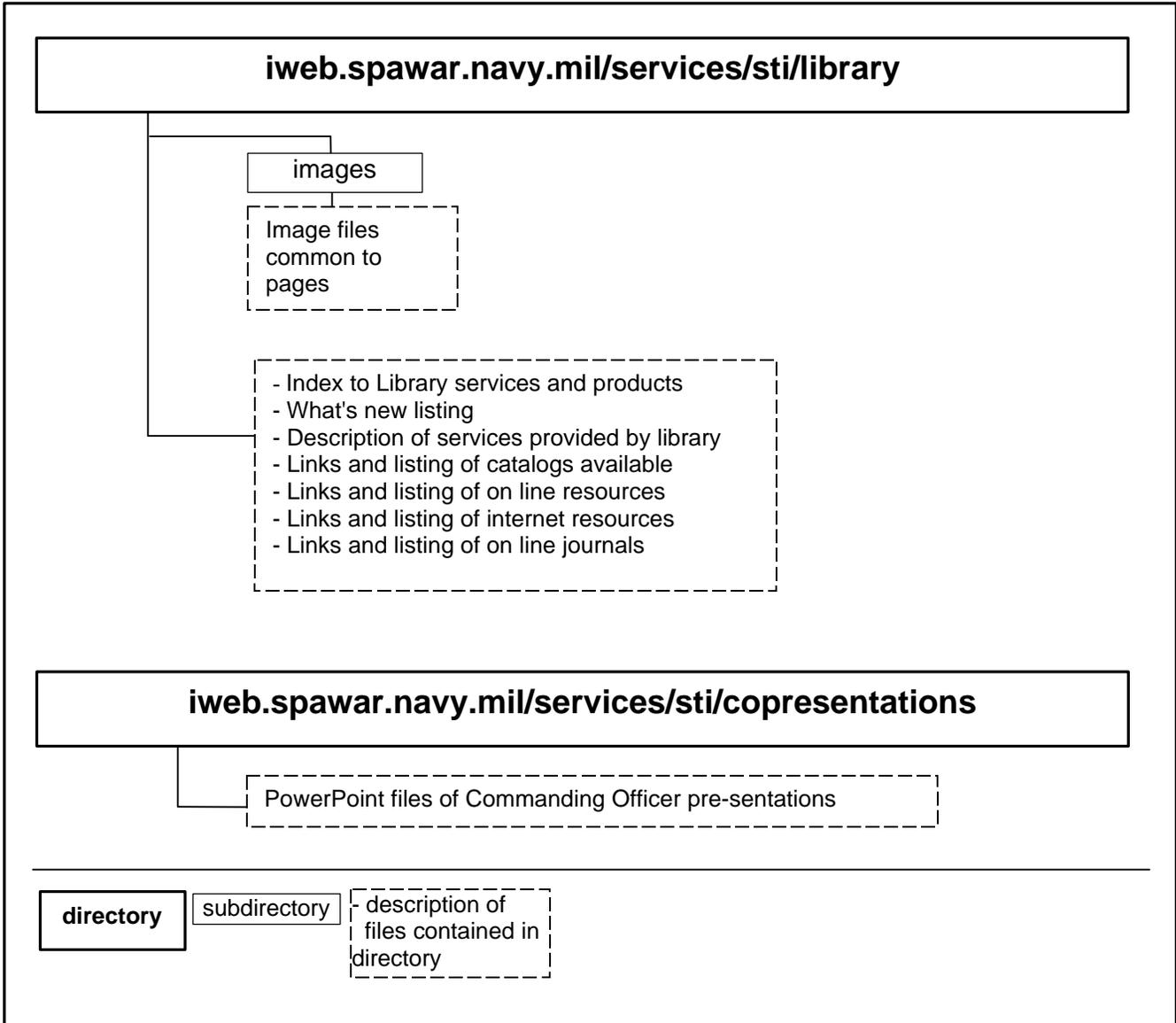


Figure 5.5.7. TID Library Intranet Directory. TID copresentations intranet Directory. These directories are available to users with Center user identification.

C.5.6 SCIENTIFIC AND TECHNICAL INFORMATION SERVICES

C.5.6.1 INTRODUCTION

C.5.6.1.1 The service provider shall represent SPAWARSYSCEN San Diego at meetings related to the management of scientific-and-technical information (STI); respond to queries for information; perform archival services; maintain databases for open literature and patents; and promote STI services.

C.5.6.1.2 The service provider shall ensure that current, accurate, and complete standard desk procedures are prepared and maintained for all STI functions. These procedures shall include, but shall not be limited to, the following: process descriptions and procedures; forms used (including samples); list, location, and description of files kept; database login procedures; and phone contacts for regularly used services.

C.5.6.2 REPRESENTATION TO OTHER ORGANIZATIONS

C.5.6.2.1 The service provider shall represent SPAWARSYSCEN San Diego at the Interlaboratory Committee of Editors and Publishers on all matters related to this PWS. Before making policy recommendations to the Committee, the service provider shall present the recommendations to the DGR for approval. If approved, the service provider shall present the recommendations to the Committee. If disapproved, the service provider shall develop alternative recommendations. When requested by the Committee, the service provider shall provide information on the best use of commercial publishing products for use in a military laboratory.

C.5.6.2.2 Excluding procurement activities and discussions, the service provider shall represent SPAWARSYSCEN San Diego at the Consortium of Naval Libraries, CONSSATL, and Library of California (Tierra de Sol region) on all matters related to this PWS. Before making policy recommendations, the service provider shall present the recommendations to the DGR for approval. If approved, the service provider shall present the recommendations. If disapproved, the service provider shall develop alternative recommendations.

C.5.6.3 INFORMATION INQUIRIES

C.5.6.3.1 The service provider shall answer requests for publications from Department of Defense agencies, state and local government agencies, academic institutions, commercial activities, and individuals. These requests are for publications not issued as formal publications by SPAWARSYSCEN San Diego and/or its predecessor organizations.

C.5.6.3.2 The service provider shall research the availability of these publications, including searches of appropriate SPAWARSYSCEN San Diego databases and directories.

C.5.6.3.3 The service provider shall prepare correspondence for signature by the DGR that notifies the originator of the positive or negative results of the inquiry.

C.5.6.3.3.1 If the publication can be located, the service provider shall either provide the requester with the publication or provide the requester with information on how the publication can be obtained. Before providing any publication, the service provider shall obtain all required

approvals and ensure that the publication is properly marked with classification markings (if required), export-control notices (if required), and the appropriate distribution statement. If the publication is classified, has a limited-distribution statement, and/or is subject to export-control requirements, the service provider shall verify appropriate security clearance, “need-to-know” for the information, and eligibility to receive export-controlled information in the appropriate subject-matter.

C.5.6.3.3.2 If the publication cannot be located, the service provider shall prepare correspondence for signature by the DGR that the publication cannot be located.

C.5.6.4 DIGITAL CONVERSION

C.5.6.4.1 The service provider shall digitize SPAWARSSYSCEN San Diego publications for archival purposes. Publications shall be scanned at 300 dpi in a bitonal process. The output shall be in PDF on CDROMs. SPAWARSSYSCEN San Diego shall provide the publications to be digitized to the service provider.

C.5.6.4.2 The service provider shall digitize SPAWARSSYSCEN San Diego’s photographic prints and negatives (35mm, medium and large formats, and color transparencies) for archival purposes. Scanning shall be at 300 dpi in color and black-and-white (gray scale). The output shall be in JPEG with either 10:1 or 20:1 compression on either CDROM or DVD-RAM media. SPAWARSSYSCEN San Diego shall provide the photographic prints and negatives to be digitized to the service provider.

C.5.6.4.3 The service provider shall digitize SPAWARSSYSCEN San Diego’s 16mm films for archival purposes. The service provider shall convert existing 16mm films to digital media. Output shall be in both miniDV format and MPEG-1 on CDROM media. MiniDV shall be Sony premium-grade digital videocassettes no more than 60 minutes long and recorded at standard speed. There shall be one film per DV tape. SPAWARSSYSCEN San Diego shall provide the films to be digitized to the service provider.

C.5.6.4.4 The service provider shall digitize SPAWARSSYSCEN San Diego’s S-VHS videos for archival purposes. The service provider shall convert existing S-VHS video to digital media. Output shall be in both miniDV format and MPEG-1 on CDROM media. MiniDV shall be Sony premium-grade digital videocassette 60 minutes long and recorded at standard speed. If multiple video productions are recorded on 60-minute tape, the service provider shall provide an accurate time code record of each production. SPAWARSSYSCEN San Diego shall provide the videos to be digitized to the service provider.

C.5.6.4.5 With each delivery of files, the service provider shall provide a listing showing the names of files provided and the name or number of the media on which each file is provided.

C.5.6.5 MAINTENANCE OF OPEN-LITERATURE DATABASE

C.5.6.5.1 The service provider shall track all articles submitted by SPAWARSSYSCEN San Diego employees to classified and unclassified journals, conferences, symposia, and workshops. The service provider shall verify that the article was or was not accepted for publication. If the article was accepted for publication, the service provider shall obtain a reprint of the information from the submitting code. If a reprint is not available, the service provider shall write an abstract of the article.

C.5.6.5.2 The reprint or abstract, together with a completed SF 298, *Report Documentation Page*, shall be submitted to the Defense Technical Information Center and SPAWARSYSCEN San Diego's library, public affairs office, and incentive awards program coordinator. Copies shall also be included in SPAWARSYSCEN San Diego's archives. The service provider shall be responsible for obtaining all information, including funding data, and for writing the abstract required on the SF 298, *Report Documentation Page*.

C.5.6.6 PATENT LISTING

C.5.6.6.1 The service provider shall maintain a file of completed patents issued to SPAWARSYSCEN San Diego. Information for the file shall be supplied by SPAWARSYSCEN San Diego's Office of Patent Counsel.

C.5.6.6.2 The service provider shall provide copies of the information in this file for use in SPAWARSYSCEN San Diego publications.

C.5.6.7 PROCESS ACTION TEAMS

C.5.6.7.1 As required by SPAWARSYSCEN San Diego DGR, the service provider shall be a member of SPAWARSYSCEN San Diego's process action teams when issues concerning work in this PWS are involved.

C.5.6.7.2 The service provider shall attend team meetings and shall provide information on existing SPAWARSYSCEN San Diego policy regarding work performed under this PWS.

C.5.6.7.3 If required to meet the objectives of the process action teams, the service provider shall recommend new and revised policy to the DGR. The DGR shall either accept or reject this policy. If accepted, the service provider shall implement the policy. If rejected, the service provider shall recommend alternative policy.

C.5.6.8 CURRENT AWARENESS OF STI RESOURCES AND PRODUCTS

C.5.6.8.1 On an annual basis, the service provider shall prepare a briefing on STI resources, services, and products. At a minimum, the service provider shall deliver this brief at a SPAWARSYSCEN San Diego Executive Board meeting and at staff meetings of the eight major departments.

C.5.6.9 PROJECTED AND HISTORICAL WORKLOAD, TIME REQUIREMENTS, AND METRICS

C.5.6.9.1 Projected Annual Workload

Function and Definition	Projected Tasks per Year	SOW Reference
Representation to Other Organizations, ILCEP, CNL, CONSSATL, and Library of California	See exhibit 2, <i>Mandatory/Optional Training and Briefings</i>	C.5.6.2
Information Inquiries	85 inquiries	C.5.6.3
Digitization of Holdings	25,000 pages (250 publications) (classified) 1000 photographs (unclassified) 2259 minutes (75 films) (unclassified and classified) 750 minutes (25 videos) (unclassified and classified)	C.5.6.4
Open Literature Database: Forms Reviewed	380 forms	C.5.6.5
Open Literature Database: Forms Entered into Database	281 forms	C.5.6.5
Open Literature Database: Articles and SF 298s Sent to DTIC	75 forms and articles	C.5.6.5
Patent File: Completed Patents	28 patents	C.5.6.6
Process Action Teams	1 team, 50 hours	C.5.6.7
STI Briefings	9 briefings	C.5.6.8

C.5.6.9.2. Historical Workload, FY98--FY00

Task	FY98	FY99	FY00
Representation to Other Organizations	8	8	10
Information Inquiries	85 inquiries	85 inquiries	85 inquiries
Digitization of Holdings	0 publications 0 photographs 0 films/videos	470,000 pages 590 photos 343 films/videos	0 publications 0 photographs 0 films/videos
Open Literature Database: Forms Reviewed	367 forms	392 forms	527 forms
Open Literature Database: Forms Entered into Database	279 forms	293 forms	427 forms
Open Literature Database: Articles and SF 298s Sent to DTIC	0 articles	39 articles	79 articles
Patent File: Completed Patents	40 patents	39 patents	28 patents
Process Action Teams	0 teams	0 teams	1 team
STI Briefings	0 briefings	0 briefings	0 briefings

C.5.6.9.3 Projected Time Requirements

Task	Routine Work		Priority Work	
	Number of Days	Percentage of Tasks	Number of Days	Percentage of Tasks
Information Inquiries	10	70	2	30
Open Literature Database: Forms Reviewed	1	90	0.5	10
Open Literature Database: Forms Entered into Database	0.5	100	NA	NA
Open Literature Database: Articles and SF 298s Sent to DTIC	1	90	0.5	10
Patent File	1	95	0.5	05

C.5.6.9.4 Metrics

Required Service	Standard	Acceptable Quality Level
Section C.5.6, STI Services	Service provider shall represent SPAWARSYSCEN San Diego at meetings with other organizations in matters pertaining to this PWS (excluding procurement).	<p>100% compliance: SPAWARSYSCEN San Diego must be represented at 100% of the mandatory events identified in exhibit 2, <i>Mandatory/Optional Required Training and Briefings</i>.</p> <p>90% compliance: SPAWARSYSCEN San Diego must be represented at 90% of the optional events identified in exhibit 2, <i>Mandatory/Optional Required Training and Briefings</i>.</p> <p>Lot Size: Number of events, identified in exhibit 2, <i>Mandatory/Optional Required Training and Briefings</i>, during a 3-month period.</p>
Section C.5.6, STI Services	Service provider shall respond to requests from outside agencies for nonformal publications issued by SPAWARSYSCEN San Diego and its predecessor organizations.	<p>95% compliance: 95% of requests must be properly researched to locate the required information and either positive or negative responses provided to the requester.</p> <p>Lot Size: Number of requests received and answered during a 3-month period.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.6, STI Services	Service provider shall meet routine and priority time requirements for STI work identified in C.5.6.9.2.	<p>95% compliance: 95% of routine STI work must meet the time requirements in C.5.6.9.2.</p> <p>100% compliance: 100% of priority STI work must meet the time requirements in C.5.6.2.</p> <p>Lot Size: Number of information inquiries, patent files, and open-literature articles and forms, received during a month.</p>
Section C.5.6, STI Services	Service provider shall maintain open-literature database for articles submitted to journals, conferences, symposia, and workshops and report published results to the Defense Technical Information Center (DTIC).	<p>95% compliance: 95% of authors of articles must be queried regarding acceptance or rejection of article and, if accepted, details of publication must be submitted to the Defense Technical Information Center.</p> <p>Lot Size: Number of completed NRaD Forms 5720/2, <i>Release of Scientific and Technical Information</i>, during a 3-month period.</p>

C.5.7 FORMS, INSTRUCTIONS, AND RECORDS MANAGEMENT SERVICES

C.5.7.1 INTRODUCTION

C.5.7.1.1 The service provider shall provide forms, instruction, and records management services to the scientific, technical, administrative, and public affairs communities at SPAWARSYSCEN San Diego. These services shall support SPAWARSYSCEN San Diego's scientific and technical mission areas, business and administrative functions, and marketing requirements.

C.5.7.1.2. Products and services shall include, but shall not be limited to, the following:

- Forms
- Instructions
- Notices
- Standard Operating Procedures
- Business Guidelines
- Records Management

C.5.7.2 ADMINISTRATIVE REQUIREMENTS

C.5.7.2.1 The service provider shall ensure that current, accurate, and complete standard desk procedures are prepared and maintained for all functions. These procedures shall include, but shall not be limited to, the following: process descriptions and procedures; forms used (including samples); list, location, and description of files kept; database login procedures; and phone contacts for regularly used services.

C.5.7.2.2 The service provider shall ensure that all textual material used in any product has been reviewed by an editor in accordance with the specifications in section C.5.1.4.

C.5.7.2.3 The service provider shall coordinate all revisions to forms, instructions, notices, standard operating procedures, and business guidelines with the requester and obtain approval from the author before revisions are made or the final product is prepared.

C.5.7.2.4, The service provider shall provide estimates to the requesting code. The service provider shall not start work until the estimate is approved by the requesting code. If the scope of the work changes, the service provider shall provide a supplemental estimate to the requesting code. The service provider shall do no additional work until the supplemental estimate is approved by the requesting code.

C.5.7.2.5 The service provider shall provide forms, instructions, standard operating procedures, and notices that comply with the Workforce Investment Act of 1998, Section 508, Electronic and Information Technology.

C.5.7.3 FORMS MANAGEMENT

C.5.7.3.1 The service provider shall manage SPAWARSYSCEN San Diego's forms program.

C.5.7.3.2 The service provider shall review forms for accuracy, format, and necessity.

C.5.7.3.3 The service provider shall revise forms when changes are requested by the originating code.

C.5.7.3.4 The service provider shall generate new forms in PDF, MS Word template, and MS Word document formats.

C.5.7.3.5 The service provider shall assign form numbers per SECNAV Instruction 5210.11, *Standard Subject Identification Codes*.

C.5.7.3.6 The service provider shall coordinate the printing and/or duplication of all forms with the Defense Automated Printing Service (DAPS) and the Government Printing Office (GPO) in accordance with DoD Directive 5330.3, *Defense Automated Printing Service (DAPS)*; NOSC Instruction 5600.2E, *Procedures for Processing NOSC Publications*; and 44 USC 501-502, *Procurement of Printing, Binding, and Blank-Book Work To Be Done at Government Printing Office and Procurement of Printing, Binding, and Blank Work By Public Printer*. SPAWARSYSCEN San Diego shall pay the duplicating costs, except for those costs caused by errors of the service provider when preparing the form for duplicating or those costs caused by errors by the printing facility. The service provider shall be required to transport work to DAPS and GPO.

C.5.7.3.7 The service provider shall maintain hard-copy forms in SPAWARSYSCEN San Diego's "free bin" in building 33. (These are forms that are not maintained online.)

C.5.7.3.8 The service provider shall answer questions from SPAWAR headquarters on matters related to forms.

C.5.7.3.9 The service provider shall ensure that all forms meet the requirements of SECNAV Instruction 5213.10D, *Department of the Navy (DON) Forms Management Program*; OPNAV Instruction 5213.1B, *Department of the Navy (DON) Forms Management Program*; and NOSC Instruction 5213.1A, *Forms Management Program*.

C.5.7.3.10 The service provider shall place and maintain forms in PDF, MS Word template, and MS Word document formats on SPAWARSYSCEN San Diego's technical information web site in accordance with C.5.5.3.2.5.

C.5.7.4 INSTRUCTIONS MANAGEMENT

C.5.7.4.1 The service provider shall manage SPAWARSYSCEN San Diego's instructions program that includes SPAWARSYSCEN San Diego instructions, notices, standard operating procedures, and business guidelines.

C.5.7.4.2 The service provider shall review all instructions, notices, standard operating procedures, and business guidelines created at SPAWARSYSCEN San Diego for compliance with SPAWARSYSCEN San Diego Instruction 5215.1, *SPAWARSYSCEN San Diego Procedures for Issuing Instructions and Notices*, and SECNAV Instruction 5215.1C, *Directives Issuance System*. The service provider shall provide the originating code with information on changes needed to meet the requirements of these instructions.

C.5.7.4.3 The service provider shall manage the approval process for instructions and notices per requirements in SPAWARSYSCEN San Diego Instruction *SPAWARSYSCEN San Diego Procedures for Issuing Instructions and Notices*.

C.5.7.4.4 The service provider shall notify responsible codes of the annual review dates of instructions. The service provider shall notify the DGR of codes that have not reviewed instructions 90 days after the code has been notified of the review.

C.5.7.4.5 The service provider shall assign instruction and notice numbers in accordance with SECNAV Instruction 5210.11, *Standard Subject Identification Codes*.

C.5.7.4.6 The service provider shall maintain the archival records on all instructions, notices, standard operating procedures, and business guidelines.

C.5.7.4.7 The service provider shall answer questions from SPAWAR headquarters on matters related to instructions, notices, standard operating procedures, and business guidelines.

C.5.7.4.8. The service provider shall coordinate the printing and/or duplication of all instructions, notices, standard operating procedures, and business guidelines with the Defense Automated Printing Service (DAPS) and the Government Printing Office (GPO) in accordance with DoD Directive 5330.3, *Defense Automated Printing Service (DAPS)*; NOSC Instruction, *Printing and Reprographic Services and Equipment*; and 501-502, *Procurement of Printing, Binding, and Blank-Book Work To Be Done at Government Printing Office and Procurement of Printing, Binding, and Blank Work By Public Printer*. SPAWARSYSCEN San Diego shall pay the duplicating costs, except for those costs caused by errors of the service provider when preparing the instruction, notice, standard operating procedure, or business guideline for duplicating or those costs caused by errors by the printing facility. The service provider shall be required to transport work to DAPS and GPO

C.5.7.4.9 The service provider shall make available nonSPAWARSYSCEN San Diego instructions and notices to appropriate SPAWARSYSCEN San Diego codes. The service provider shall ensure that the library and military administrative office receive copies of all instructions and notices.

C.5.7.4.10 The service provider shall place and maintain instructions, notices, standard operating procedures, and business guidelines on SPAWARSYSCEN San Diego's technical information web site in accordance with C.5.5.3.2.2, C.5.5.3.2.3, and C.5.5.3.2.4. Instructions, notices, standard operating procedures, and business guidelines shall be in HTML, PDF, and MS Word formats.

C.5.7.5 RECORDS MANAGEMENT

C.5.7.5.1 The service provider shall manage SPAWARSYSCEN San Diego's records management program.

C.5.7.5.2 The service provider shall transfer all unclassified records to the Federal Records Center in Laguna Niguel, CA, and all classified records to the Federal Records Center in San Bruno, CA, in accordance with SECNAV Instruction 5212.5D, *Navy and Marine Corps Records Disposition Manual*, and NOSC Instruction 5211.2B, *NOSC Records Management Program*. The service provider shall ensure the record transmittal paperwork is accurate.

C.5.7.5.3 In accordance with SECNAV Instruction 5212.5D, *Navy and Marine Corps Records Disposition Manual*, and NOSC Instruction 5211.2B, *NOSC Records Management Program*, the

service provider shall advise SPAWARSYSCEN San Diego codes on whether records should be placed in temporary or permanent storage.

C.5.7.5.4 The service provider shall recommend to the DGR which records scheduled for destruction should be returned from the Federal Records Center to SPAWARSYSCEN San Diego for detailed review. The service provider shall coordinate the review of these records to determine whether the records should be destroyed or retained. The service provider shall determine which SPAWARSYSCEN San Diego code should review the records.

C.5.7.5.5 The service provider shall coordinate review of records scheduled for automatic declassification under Executive Order 12958, *Classified National Security Information*.

C.5.7.5.6 The service provider shall answer questions from SPAWAR headquarters on matters related to records management.

C.5.7.5.7 When required, the service provider shall use OF 11, *Reference Request—Federal Records Center*.

C.5.7.6 LOGGING AND TRACKING

C.5.7.6.1 The service provider shall record and track all forms, instructions, standard operating procedures, business guidelines, notices, and records management work.

C.5.7.6.2 The service provider shall develop and maintain a database for all tasks received. At a minimum, this database shall be compatible with SPAWARSYSCEN San Diego's corporate reporting formats and systems. Alternatively, the service provider can use SPAWARSYSCEN San Diego's database. At a minimum, the database shall contain the originating code, requester (including phone number and email address), title of the task, accounting data related to funding, date received, date completed, and hours required for the work. At a minimum, the service provider shall update the database on a weekly basis to reflect the previous week's work. This update shall be accomplished and provided to the DGR by noon on the Monday following the preceding workweek. The DGR, or any SPAWARSYSCEN San Diego employee designated by the DGR, shall be able to access this database at any time.

C.5.7.6.3 The service provider shall ensure that the job order provided by the requesting code has sufficient funds to cover the work and is valid for the requested services.

C.5.7.6.4 Upon completion of the task, the service provider shall store all paperwork related to the task. This paperwork shall include, but shall not be limited to, the following: location of the electronic files, cost and time information, and all associated forms. No paperwork shall be destroyed without approval of the DGR.

C.5.7.7 PROJECTED AND HISTORIC WORKLOADS, TIME REQUIREMENTS, AND METRICS

C.5.7.7.1 Projected Annual Workload

Function and Definition	Projected Tasks per Year	SOW Reference
Forms: Maintained	276 forms	C.5.7.3
Forms: New	15 forms	C.5.7.3
Forms: Revised	26 forms	C.5.7.3
Forms: Reprint	50 forms	C.5.7.3
Forms: Free-Bin	13 forms	C.5.7.3
Instructions: Maintained	121 instructions	C.5.7.4
Instructions: New	10 instructions	C.5.7.4
Instructions: Revised	12 instructions	C.5.7.4
Instructions: Notification to Code of Requirement to Review	10 instructions	C.5.7.4
Notices: Maintained	8 notices	C.5.7.4
Notices: New	3 notices	C.5.7.4
SOPs: Maintained	44 SOPs	C.5.7.4
SOPs: New	5 SOPs	C.5.7.4
SOPs: Revised	10 SOPs	C.5.7.4
Business Guidelines: Maintained	5 guidelines	C.5.7.4
Business Guidelines: New	2 guidelines	C.5.7.4
Business Guidelines: Revised	2 guidelines	C.5.7.4
Records Management: Queries Answered	100 inquiries	C.5.7.5
Records Management: Records Reviewed	120 cubic feet	C.5.7.5

Logging and Tracking: Development and maintenance of a database for all tasks received. Database must be compatible with SPAWARSYSCEN San Diego's corporate reporting formats and systems.	25	C.5.7.6
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C.5.7.7.2. Historical Workload, FY00

Task	FY00
Forms: Maintained	276 forms
Forms: New	15 forms
Forms: Revised	26 forms
Forms: Reprint	50 forms
Forms: Free-Bin	13 forms
Instructions: Maintained	121 instructions
Instructions: New	10 instructions
Instructions: Revised	12 instructions
Instructions: Notification to Code of Requirement to Review	10 instructions
Notices: Maintained	8 notices
Notices: New	3 notices
SOPs: Maintained	44 SOPs
SOPs: New	5 SOPs
SOPs: Revised	10 SOPs
Business Guidelines: Maintained	5 guidelines
Business Guidelines: New	2 guidelines
Business Guidelines: Revised	2 guidelines

Task	FY00
Records Management: Queries Answered	100 inquiries
Records Management: Records Reviewed	120 cubic feet
Logging and Tracking	25

C.5.7.7.3 Projected Time Requirements

Task	Routine Work		Priority Work	
	Number of Days	Percentage of Tasks	Number of Days	Percentage of Tasks
Forms: New	2	90	1	10
Forms: Revised	2	90	1	10
Forms: Reprint	1	100	NA	NA
Instructions: New	10	70	5	30
Instructions: Revised	5	80	4	20
Notices: New	2	90	1	10
SOPs: New	2	80	1	20
SOPs: Revised	2	80	1	20
Business Guidelines: New	1	85	0.5	15
Business Guidelines: Revised	1	85	0.5	15
Records Management: Queries Answered	1	90	0.5	10

Task	Routine Work		Priority Work	
	Number of Days	Percentage of Tasks	Number of Days	Percentage of Tasks
Records Management: Records Reviewed	10 per 1.25 linear feet	80	5 per 1.25 linear feet	20

C.5.7.7.4 Metrics

Required Service	Standard	Acceptable Quality Level
<p>Section C.5.7, Forms, Instructions, and Records Management Services</p>	<p>Service provider shall meet routine and priority time requirements for forms, instructions, notices, SOPs, business guidelines, and records management work identified in C.5.7.7.2.</p>	<p>95% compliance: 95% of routine forms, instructions, notices, SOPs, business guidelines, and records management work must meet the time requirements in C.5.7.7.2 as specified by the requesting code.</p> <p>100% compliance: 100% of priority forms, instructions, notices, SOPs, business guidelines, and records management work must meet the time requirements in C.5.7.7.2 as specified by the requesting code.</p> <p>Lot Size: Number of requests for assistance with forms, instructions, notices, SOPs, business guidelines, and record management received during a month.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.7, Forms, Instructions, and Records Management Services	Service provider shall meet the requirements of Executive Order 12958, <i>Classified National Security Information</i> .	<p>100% compliance: 100% of applicable Federal Records Centers must be queried regarding existence of records belonging to SPAWARSYSCEN San Diego and its predecessor organizations.</p> <p>100% compliance: 100% of existing records must be reviewed to prevent disclosure of information that needs to remain classified.</p> <p>Lot Size: Number of records held at Federal Records Center that are scheduled for release during the calendar year.</p>
Section C.5.7, Forms, Instructions, and Records Management Services	Service provider shall prepare forms, instructions, notices, SOPs, and business guidelines that meet mandatory references for style, format, and content.	<p>95% compliance: 95% of completed forms, instructions, notices, SOPs, and business guidelines must be numbered correctly; have the correct information; be current; be approved at the appropriate SPAWARSYSCEN San Diego management level; and be in the appropriate format based on Navy or SPAWARSYSCEN San Diego reference.</p> <p>Lot: Number of completed forms, instructions, notices, SOPs, and business guidelines done in a 3-month period.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.7, Forms, Instructions, and Records Management Services	Service provider shall provide forms, instructions, notices, SOPs, and business guidelines that meet cost estimates provided by, and approved by, the requesting code.	<p>98% compliance: 98% of forms, instructions, notices, SOPs, and business guidelines must be completed at a cost equal to or less than the approved cost estimate.</p> <p>Lot Size: Number of forms, instructions, SOPs, and business guidelines completed during a 3-month period.</p>
Section C.5.7, Forms, Instructions, and Records Management Services	Service provider shall keep requesting code advised of all changes in estimates and time requirements.	<p>100% compliance: 100% of changes in time and cost must be given to, and approved by, requesting code.</p> <p>Lot Size: Number of forms, instructions, notices, SOPs, and business guidelines completed during a month.</p>

C.5.8 SELF-SERVICE COPIERS AND PAPER SUPPLY AND DELIVERY

C.5.8.1 INTRODUCTION

C.5.8.1.1 The service provider shall provide self-service copiers and paper to the scientific, technical, administrative, and public affairs communities at SPAWARSYSCEN San Diego. These materials and services shall support SPAWARSYSCEN San Diego's scientific and technical mission areas, business and administrative functions, and marketing requirements.

C.5.8.1.2. Products and services shall include, but shall not be limited to, the following:

- Self-Service Copiers
- Paper for Self-Service Copiers, Office Printers, and Plain-Paper Fax Machine

C.5.8.2 ADMINISTRATIVE REQUIREMENTS

C.5.8.2.1 The service provider shall ensure that current, accurate, and complete standard desk procedures are prepared and maintained for all functions. These procedures shall include, but shall not be limited to, the following: process descriptions and procedures; forms used (including samples); list, location, and description of files kept; database login procedures; and phone contacts for regularly used services.

C.5.8.2.2 The service provider shall provide estimates to the requesting code. The service provider shall not provide self-service copiers or paper until the estimate is approved by the requesting code.

C.5.8.2.3 The service provider shall support SPAWARSYSCEN San Diego's intraservice support agreement (ISA) with SPAWAR headquarters for paper supplies and delivery (see exhibit 24, *Intraservice Support Agreement with SPAWAR*). These activities shall include, but shall not be limited to, assisting the DGR in the preparation of the agreement, ensuring supplies and services are available, and recommending to the DGR the addition of new services.

C.5.8.3 SELF-SERVICE COPIERS

C.5.8.3.1 The service provider shall provide SPAWARSYSCEN San Diego with new, digital self-service copiers, including full-service maintenance that includes parts, labor, supplies, and paper. At a minimum, these copiers shall have the following capabilities:

- Automatic duplexing
- Automatic image density
- Automatic paper selection
- Zoom capability of 25% to 400% in 2% increments
- Minimum reproduction ratios of 25%, 50%, 77%, 155%, 200%, and 400%,
- Electronic stapling
- Electronic sorting
- User codes (minimum of 10)
- Minimum speed of 20 copies per minute
- Minimum resolution of 400 X 400 dpi
- Copies original up to 11X17 inch

- Copy types: Plain paper, transparencies, and labels
- Power source of 120 volt/60Hz 6A
- Warm-up time of less than 1 minute
- First copy in less than 10 seconds
- Minimum gray scale of 256 gradation levels
- Optional feature to allow use as scanner
- Optional feature for networking

C.5.8.3.2 The service provider shall offer one model that meets the minimum requirements in section C.5.8.3.1.1 plus has an automatic reversing document feeder and a minimum speed of 25 copies per minute. This copier shall copy originals that are 11 X 17 inches.

C.5.8.3.3 On-call maintenance service shall be available 0715 to 1645, Monday through Thursday, and from 0715 to 1545 on work Fridays, excluding federal holidays. Standard response time for service calls shall be 4 hours. Standard response time for critical copiers shall be 2 hours.

C.5.8.3.4 The service provider shall deliver consumable supplies, such as toner and staples, to individual copier locations. The service provider shall consistently replenish inventory levels and shall respond to emergency supply orders. The service provider shall respond to emergency requests within one working day. The service provider shall provide consumable supplies.

C.5.8.3.5 The service provider shall provide the initial software, operating manuals, and installation of copier equipment and accessories. The service provider shall ensure that SPAWARSYSCEN San Diego personnel receive the instructions and guidance necessary to operate the copier equipment once installation is completed.

C.5.8.3.6 The service provider shall provide key operator training. The training shall be scheduled for the day of installation or by the end of the next working day. Training shall be conducted at the site of each copier. When notified by the DGR, the service provider shall provide additional key operator training within 3 working days.

C.5.8.3.7 The service provider shall provide individual copiers (average monthly volumes are indicated) in the locations shown on exhibit 133, *Locations of Self-Service Copiers*. Copiers shall be installed and key operators trained within 2 weeks of notice to proceed.

C.5.8.3.8 The service provider shall annually allow one move per copier at no cost to SPAWARSYSCEN San Diego. Equipment shall be moved with 3 working days of notification.

C.5.8.3.9 The service provider shall perform all preventive maintenance required to ensure that copiers are maintained in good working condition. The service provider shall schedule maintenance calls so that the SPAWARSYSCEN San Diego has a minimum of 5 working days notice.

C.5.8.3.10 With approval of the requesting code, the service provider shall install on-site engineering improvements.

C.5.8.3.11 The service provider shall install technology upgrades on a regular basis.

C.5.8.3.12 The service provider shall ensure that all copiers perform at a monthly effectiveness of 90%. The effectiveness level shall be computed by dividing the total number of downtime hours by the total number of production hours for the month. Copiers that do not perform at that level shall either be refurbished or replaced.

C.5.8.3.13 The service provider shall coordinate with SPAWARSYSCEN San Diego's security office the development of procedures for certifying copiers for reproduction of classified and/or limited material, including information protected by the Privacy Act, and for networking copiers.

C.5.8.3.14 The service provider shall develop notices concerning the use of copiers, i.e., the copiers are to be used only for official government purposes. The service provider shall post these notices at the location of all copiers.

C.5.8.3.15 The service provider shall develop procedures for obtaining meter readings without direct electronic connection to the copier.

C.5.8.4 PAPER SUPPLY AND DELIVERY

C.5.8.4.1 As required, the service provider shall provide and deliver 20-lb bond paper (83.5 brightness) for SPAWARSYSCEN San Diego's copiers, laser printers, and plain-paper fax machines. Paper shall be provided in the following sizes:

- 8.5- X 11-inch
- 8.5- X 14-inch
- 11- X 17-inch

C.5.8.4.2 The service provider shall deliver the paper to the SPAWARSYSCEN San Diego locations, including El Cajon and OTC, shown on exhibit 134, *Delivery Locations for Paper*, to this contract.

C.5.8.4.3 The service provider shall develop procedures to determine the amount, type, and frequency of paper required for each location. Deliveries shall be during normal working hours.

C.5.8.5 LOGGING AND TRACKING

C.5.8.5.1 The service provider shall record and track all copier and paper orders.

C.5.8.5.2 The service provider shall develop and maintain a database for all copier and paper orders received. At a minimum, this database shall be compatible with SPAWARSYSCEN San Diego's corporate reporting formats and systems. Alternatively, the service provider can use SPAWARSYSCEN San Diego's database. At a minimum, the database for copiers shall contain the requesting code; delivery location; copier make, model, and serial number; funding information; and key operator name, code, email, and phone number. At a minimum the database for paper shall contain the name, code, phone number, and email address of the person who placed the order, funding information, and the location for paper delivery. At a minimum, the service provider shall update the database on a weekly basis to reflect the previous week's work. This update shall be accomplished and provided to the DGR by noon on the Monday following the preceding workweek. The DGR, or any SPAWARSYSCEN San Diego employee designated by the DGR, shall be able to access this database at any time.

C.5.8.5.3 The service provider shall ensure that the job order provided by the requesting code has sufficient funds to cover the work and is valid for the requested services.

C.5.8.6 PROJECTED AND HISTORIC WORKLOADS, TIME REQUIREMENTS, AND METRICS

C.5.8.6.1 Projected Annual Workload

Function and Definition	Projected Tasks per Year	SOW Reference
Self-Service Copiers	141 copiers	C.5.8.3.1
Self-Service Copiers	67 copiers	C.5.8.3.2
Paper	6118 boxes of 8-1/2 X 11 inch 61 boxes of 8-1/4 X 14 inch 59 boxes of 11 X 17 inch	C.5.8.4
Logging and Tracking: Development and maintenance of a database for all tasks received. Database must be compatible with SPAWARSYSCEN San Diego's corporate reporting formats and systems.	228 tasks	C.5.8.5

C.5.8.6.2. Historical Workload, FY98--FY00.

Task	FY99	FY00
Self-Service Copiers	224	208
Paper	NA	6238
Logging and Tracking	224	228

C.5.8.6.3 Projected Time Requirements

Task	Routine Work		Priority Work	
	Number of Days/Hours	Percentage of Tasks	Number of Days/Hours	Percentage of Tasks
Copiers: Providing Additional Copiers	30 days after notification	95	15 days after notification	05
Copiers: Removing Copiers	15 days after notification	90	7 days after notification	10
Copiers: Response Time for Repair	4 hours from time of call	90	2 hours from time of call	10
Copiers: Delivery of Emergency Consumable Supplies	1 working day from time of call	100	NA	NA
Copiers: Additional Key- Operator Training	3 working days	100	NA	NA
Paper: Emergency Requests for Delivery	1 working day	100	NA	NA

C.5.8.6.4 Metrics

Required Service	Standard	Acceptable Quality Level
Section C.5.8, Self-Service Copiers and Paper Supply and Delivery	Service provider shall meet time requirements for routine and priority work specified in C.5.8.6.	<p>95% compliance: 95% of routine copier and paper requests must meet the time requirements in C.5.8.6 as determined by the requesting code.</p> <p>100% compliance: 100% of priority copier and paper requests must meet the time requirements in C.5.8.6 as determined by the requesting code.</p> <p>Lot Size: Number of requests for copiers and paper received during a month.</p>
Section C.5.8, Self-Service Copiers and Paper Supply and Delivery	Service provider shall provide copiers that operate at a monthly effectiveness of 90%.	<p>100% compliance: 100% of copiers must be operable during 90% of available production hours.</p> <p>Lot Size: Number of production hours available in a month for each copier.</p>
Section C.5.8, Self-Service Copiers and Paper Supply and Delivery	Service provider shall coordinate use of copiers for reproducing classified and/or limited information and use as networked copiers.	<p>100% compliance: 100% of requests to network copiers or use them for reproducing classified and/or limited information must be referred to SPAWARSYSCEN San Diego's security office.</p> <p>Lot Size: Number of requests for networking copiers or for using copiers to reproduce classified and/or limited material during a month.</p>

Required Service	Standard	Acceptable Quality Level
Section C.5.8, Self-Service Copiers and Paper Supply and Delivery	Service provider shall ensure that copiers are technically current.	<p>95% compliance: 95% of copiers must have available technology upgrades installed.</p> <p>Lot Size: Number of copiers at SPAWARSYSCEN San Diego and technology upgrades installed during a year.</p>
Section C.5.8, Self-Service Copiers and Paper Supply and Delivery	Service provider shall provide paper in required sizes and quality to SPAWARSYSCEN San Diego locations, including El Cajon and OTC.	<p>95% compliance: 95% of paper must be delivered to meet the paper volume required by the requesting code.</p> <p>95% of paper must be delivered to meet the time requirements of the requesting code.</p> <p>100% compliance: Service provider must provide 20-lb bond paper (83.5% brightness) in sizes of 8.5 X 11 inch, 8.5 X 14 inch, and 8.5 X 17 inch.</p> <p>Lot Size: Number of paper requests, including volume requested and required delivery date, during a month.</p>

C.6 APPLICABLE PUBLICATIONS AND FORMS

C.6.1 GENERAL REQUIREMENTS

C.6.1.1 AVAILABILITY OF PUBLICATIONS AND FORMS

C.6.1.1.1 Publications and forms applicable to this PWS are listed below. The service provider is obligated to follow those publications marked as mandatory to the extent that specific procedures must be followed. It is suggested that the service provider adhere to the advisory regulations. The service provider shall be guided by those publications coded advisory to the extent necessary to accomplish requirements in the PWS. All publications and forms listed are provided at the following web site: XXXXX

C.6.1.1.2 Supplements or amendments to listed publications and new publications from any organizational level may be issued during the life of the contract. Prior to implementing any revision, supplement, amendment, or change that shall result in a change in estimated cost, the service provider shall submit a cost proposal to the PCO. This cost proposal shall be submitted within 15 calendar days from the date the service provider receives notice of the revision, supplement, amendment, or change that causes a change in cost of this contract. Changes in the contract's estimated cost due to supplements and amendments will be negotiated as an equitable adjustment pursuant to the "changes" clause. Failure to reach an agreement on the equitable adjustment will be handled under the "disputes" clause. Failure of the service provider to submit a not-to-exceed price proposal within 30 calendar days from the date of receipt of any revision, supplement, or amendment to any referenced directive, regulation, manual, pamphlet, technical order, instruction, or other guidance shall entitle the government to performance according to such revision, supplement, or amendment at no increase in contract price.

C.6.1.1.3 Upon completion of the contract, the service provider shall return to the government all issued publications.

C.6.1.2 RESPONSIBILITIES FOR COMPLIANCE

C.6.1.2.1 In conjunction with tasks set forth in the PWS, reference is made to Department of Defense, Department of the Navy, naval commands, and other directives, regulations, manuals, pamphlets, technical orders, instructions, and other guidance. Because such referenced documents have been written with a view toward performance by government personnel, they may contain language which indicates performance is to be by government personnel. Whenever such directives, regulations, manuals, pamphlets, technical orders, instructions, and other guidance are referenced, the service provider is to use such references as direction (mandatory) or guidance (advisory) as appropriate in the performance of the required duties set forth herein and in other sections of the PWS as if such references had been written toward performance by service provider personnel.

C.6.1.2.2 The service provider shall be bound to perform the contract by accomplishing the tasks set forth therein and in the references cited by this section of the PWS provided that:

C.6.1.2.2.1 Should there be a conflict between the PWS and references set forth therein, the PWS shall have precedence.

C.6.1.2.2.2 Should there be a conflict between or among two or more such references, those coded as mandatory by the PWS shall have precedence over those coded as advisory; between or among those similarly coded, those issued by a higher authority shall have control over those

issued by a lower authority; and between or among those issued at the same level of authority, those with a later date of issue shall have control over those with an earlier date of issue.

C.6.1.2.2.3 Any duty set forth in such reference which shall call for the exercise of nondelegable discretionary governmental authority shall be subject to the final approval of the government official having such authority, notwithstanding that the service provider may be required thereby to perform duties and render advice at a level below such final approval.

C.6.2 APPLICABLE PUBLICATIONS

C.6.2.1 REQUIREMENTS

C.6.2.1.1 General Requirements

C.6.2.1.1.1 The instructions, regulations, manuals, and other directives, as supplemented (see sections C.6.2.1.2 through C.6.2.1.16), are applicable to the requirements set forth in this contract. The most current referenced directives and supplements are to be used in the pricing of the contract.

C.6.2.1.2 SPAWARSYSCEN San Diego Instructions

Number	Title	Mandatory/Advisory
NOSC Instruction 3900.9B	<i>Reporting Work to the Defense Technical Information Center</i>	Mandatory
SPAWARSYSCEN San Diego San Diego 3960.1	<i>Test and Evaluation (T&E)</i>	Mandatory
NRaD Instruction 4340.1	<i>Government Furnished Property Accountable to Contractors</i>	Mandatory
SPAWARSYSCEN San Diego Instruction 5070.1D	<i>SPAWARSYSCEN San Diego Library Services</i>	Mandatory
NOSC Instruction 5100.5C	<i>Occupational Safety and Health Manual</i>	Mandatory
NOSC Instruction 5211.2B	<i>NOSC Records Management Program</i>	Mandatory
NOSC Instruction 5213.1A	<i>Forms Management Program</i>	Mandatory
SPAWARSYSCEN San Diego Instruction 5215.1	<i>SPAWARSYSCEN San Diego Procedures for Issuing Instructions and Notices</i>	Mandatory
SPAWARSYSCEN San Diego Instruction 5530.4	<i>Physical Security Plan</i>	Mandatory
NOSC Instruction 5600.2E	<i>Procedures for Processing NOSC Publications</i>	Mandatory
NRaD Instruction 5720.1	<i>Release of Classified and Unclassified General and Technical Information</i>	Mandatory

Number	Title	Mandatory/Advisory
SPAWARSYSCEN San Diego Standard Operating Procedure 02 (TD 2647, Revision 1)	<i>Lifecycle Management of Hazardous Materials/Hazardous Waste</i>	Mandatory

C.6.2.1.3 SPAWARSYSCEN San Diego Publications

Number	Title	Mandatory/Advisory
TD 445, Revision 5	<i>Acronyms, Initialisms, and Abbreviations</i>	Mandatory
TD 1064, Revision 1	<i>Writing and Editorial Guidelines</i>	Mandatory
TD 1545	<i>STI Handbook</i>	Mandatory
TD 2942, Revision 4	<i>Corporate Image Program</i>	Mandatory
TD 2292, Revision 1	<i>Distribution Statements for Scientific and Technical Information</i>	Mandatory
SD 031, Revision 2	<i>Classified Material Control Center (CMCC) Handbook</i>	Mandatory
SD 225	<i>SSC San Diego Publications Format Guide with Numbered Sections</i>	Mandatory
SD 226	<i>SSC San Diego Publications Format Guides with Unnumbered Sections</i>	Mandatory
SD 243	<i>SSC San Diego Library Collection Development Policy</i>	Mandatory

C.6.2.1.4 SPAWARSYSCEN San Diego Web Sites

Title	URL	Mandatory/Advisory
Corporate Image Program	http://www.spaward.navy.mil/sti/publications/corpimage	Mandatory

C.6.2.1.5 SPAWARSYSCEN San Diego Memoranda and Messages

Number	Title	Mandatory/Advisory
SPAWARSYSCEN San Diego Memorandum 035/46-01	<i>Accreditation of Information Systems Used to Process Sensitive Unclassified Data</i>	Mandatory
SPAWARSYSCEN San Diego Message of 17 November 1998	<i>Web Policy Message from SSCSD-CIO</i>	Mandatory
SPAWARSYSCEN San Diego Message of 9 November 1998	<i>Web Policy Message from SSCSD-CIO</i>	Mandatory
SPAWARSYSCEN San Diego Message of 3 October 1998	<i>Web Policy Message from SSCSD-CIO</i>	Mandatory

C.6.2.1.6 SPAWAR Memoranda and Messages

Number	Title	Mandatory/Advisory
SPAWAR Memorandum of August 7, 1997	<i>SPAWAR Web Policy Memorandum</i>	Mandatory
SPAWAR Memorandum of August 7, 1997	<i>SPAWAR Web Guidelines</i>	Mandatory

C.6.2.1.7 Navy Instructions

Number	Title	Mandatory/Advisory
OPNAV Instruction 5100.23E	<i>Navy Occupational Safety and Health (NAVOSH) Program Manual</i>	Mandatory
OPNAV Instruction 5213.1B	<i>Department of the Navy (DON) Forms Management Program</i>	Mandatory
OPNAV Instruction 5239.1B	<i>Navy Information Assurance (IA) Program</i>	Mandatory

Number	Title	Mandatory/Advisory
OPNAV Instruction 5510.161	<i>Withholding of Unclassified Technical Data from Public Disclosure</i>	Mandatory
OPNAV Instruction 5510.60L	<i>Security Regulations for Offices Under the Cognizance of Chief of Naval Operations (CNO)</i>	Mandatory
SECNAV Instruction 3900.29D	<i>Standard Format Requirements For Scientific And Technical Reports</i>	Advisory
SECNAV Instruction 3900.43A	<i>Navy Scientific and Technical Information Program</i>	Mandatory
SECNAV Instruction 5070.2B	<i>Management of Naval Library and Information Services</i>	Mandatory
SECNAV Instruction 5210.11D	<i>Standard Subject Identification Codes</i>	Mandatory
SECNAV Instruction 5211.5D	<i>Department of the Navy Privacy Act (PA) Program</i>	Mandatory
SECNAV Instruction 5212.5D	<i>Navy and Marine Corps Records Disposition Manual</i>	Mandatory
SECNAV Instruction 5213.10D	<i>Department of the Navy (DON) Forms Management Program</i>	Mandatory
SECNAV Instruction 5215.1C	<i>Directives Issuance System</i>	Mandatory
SECNAV Instruction 5216.5D	<i>Department of the Navy Correspondence Manual</i>	Mandatory
SECNAV Instruction 5239.3	<i>Department of the Navy Information Systems Security (INFOSEC) Program</i>	Mandatory
SECNAV Instruction 5510.30A	<i>Department of the Navy Personnel Security Program</i>	Mandatory
SECNAV Instruction 5510.36	<i>Department of the Navy Information Security Program (ISP) Regulation</i>	Mandatory
SECNAV Instruction 5602.6A, SUP 10	<i>Official Letterhead Stationery</i>	Mandatory

Number	Title	Mandatory/Advisory
SECNAV Instruction 5603.2D	<i>Printed Material for Official Ceremonies</i>	Mandatory
SECNAV Instruction 5720.44A	<i>Department of the Navy Public Affairs Policy and Regulations</i>	Mandatory
SECNAV Instruction 5720.47	<i>Department of the Navy Policy for Content of Publicly Accessible World Wide Web Sites</i>	Mandatory
SECNAV Instruction 5870.5	<i>Permission to Copy Materials Subject to Copyright</i>	Mandatory
NAVSEA Instruction 4160.3A	<i>Technical Manuals Management Program (TMMP)</i>	Mandatory
COMNAVBASE San Diego Instruction 11320.1B	<i>COMNAVBASE San Diego Fire Bill</i>	Mandatory

C.6.2.1.8 Navy Publications

Number	Title	Mandatory/Advisory
NAVSO P-35	<i>Department of the Navy Publications and Printing Regulations</i>	Mandatory
NAVSO P-5239-07	<i>Information Systems Security Officer (ISSO) Guidebook</i>	Mandatory
NAVSEA S0005-AA-PRO-010/TMMP, Revision 2	<i>NAVSEA/SPAWAR TMMP Life Cycle Support Procedures</i>	Mandatory
NAVSEA 0910-LP-708-8000, Revision 4	<i>US Navy Diving Manual</i>	Advisory
Office of the Chief of Naval Operations (OP-9BR)	<i>Just Plain English</i>	Advisory
NAVSEA S0005-AA-GYD-070/TMMP 0910-LP-433-0200	<i>NAVSEA Technical Manual Management Program: Guide for Quality Assurance of NAVSEA Technical Manuals</i>	Mandatory

C.6.2.1.9 Navy Messages and Memoranda

Number	Title	Mandatory/Advisory
SECNAV Message of 21 October 1998	<i>Department of Navy Worldwide Web Policy</i>	Mandatory
OPNAV Message of 26 October 1998	<i>Navy Worldwide Web Policy Execution</i>	Mandatory
Assistant Secretary of the Navy for Research, Development, and Acquisition Memorandum	<i>DON Policy in Digital Logistics</i>	Mandatory

C.6.2.1.10 DoD Directives and Instructions

Number	Title	Mandatory/Advisory
DoD Directive 3200.12	<i>DoD Scientific and Technical Information (STI) Program (STIP)</i>	Mandatory
DoD Defense Directive 5040.5	<i>Alteration of Official DoD Imagery</i>	Mandatory
DoD Directive 5230.24	<i>Distribution Statements on Technical Documents</i>	Mandatory
DoD Directive 5230.25	<i>Withholding of Unclassified Technical Data from Public Disclosure</i>	Mandatory
DoD Directive 5230.9	<i>Clearance of DoD Information for Public Release</i>	Mandatory
DoD Directive 5330.3	<i>Defense Automated Printing Service (DAPS)</i>	Mandatory
DoD Instruction 3200.14	<i>Principles and Operational Parameters of the DoD Scientific and Technical Information Program</i>	Mandatory

C.6.2.1.11 DoD Publications and Memoranda

Number	Title	Advisory/Mandatory
DoD 5200.1-PH	<i>DoD Guide to Marking Classified Documents</i>	Mandatory
DoD 5220.22-M	<i>National Industrial Security Program Operating Manual (NIPSOM)</i>	Mandatory
DoD-5200.1-R	<i>Information Security Regulation</i>	Mandatory
Department of Defense Policy Handbook 5230.25-PH	<i>Control of Unclassified Technical Data with Military or Space Applications</i>	Mandatory
DTIC Regulation 5230.3	<i>Security Measures Applicable to the Defense Research, Development, Test, and Evaluation (RDT&E) Online System</i>	Mandatory
Secretary of Defense Memorandum of 7 December 1998	<i>Web Site Administration</i>	Mandatory

C.6.2.1.12 Presidential Executive Orders

Number	Title	Mandatory/Advisory
Executive Order 12356	<i>National Security Information,</i>	Mandatory
Executive Order 12958	<i>Classified National Security Information</i>	Mandatory

C.6.2.1.13 US Code and Code of Federal Regulations

Number	Title	Mandatory/Advisory
15 CFR 768-774	<i>Subtitle B--Regulations Relating to Commerce and Foreign Trade; Chapter VII-- Bureau of Export Administration, Department of Commerce</i>	Mandatory
Title 17 U.S. Code	<i>Copyrights</i>	Mandatory

Number	Title	Mandatory/Advisory
22 CFR 120	<i>International Traffic in Arms Regulations</i>	Mandatory
22 CFR 121	<i>The United States Munitions List</i>	Mandatory
29 CFR 1910.401-441	<i>Subpart T-Commercial Diving Operations</i>	Mandatory
44 USC 501-502	<i>Government Printing, Binding, and Blank-Book Work To Be Done At Government Printing Office</i> <i>Procurement of Printing, Binding, and Blank-Book Work By Public Printer</i>	Mandatory
29 USC 794 (d) Sec 508	<i>Americans With Disabilities Act</i>	Mandatory

C.6.2.1.14 Standards

Number	Title	Mandatory/Advisory
ANSI/NISO Z39.18-1995	<i>Scientific and Technical Reports—Elements, Organization, and Design</i>	Mandatory
ISO 5966-1982	<i>Documentation—Presentation of S&T Reports</i>	Advisory

C.6.2.1.15 Military Standards

Number	Title	Mandatory/Advisory
MIL-STD-1662C	<i>Ordnance Alteration (ORDALT) Instructions, Preparation of</i>	Mandatory
MIL-M-24784/4A	<i>Manual, Commercial Off-The-Shelf (COTS) Equipment Requirements</i>	Mandatory
MIL-M-85337A	<i>Manuals, Technical: Quality Assurance Program; Requirements For</i>	Mandatory

C.6.2.1.16 Other Publications

Issuing Agency	Title	Mandatory/Advisory
American Library Association	<i>Interlibrary Loan Code for the United States</i>	Mandatory
Joint Steering Committee for Revision of AACR	<i>Anglo-American Cataloging Rules, Second Edition (AACR2)</i>	Mandatory
Library of Congress	<i>Library of Congress Classification</i>	Mandatory
Library of Congress	<i>Library of Congress Subject Headings</i>	Mandatory
Library of Congress	<i>USMARC Format for Authority Data</i>	Mandatory
Library of Congress	<i>USMARC Format for Bibliographic Data</i>	Mandatory
National Commission on New Technological Uses of Copyright Works	<i>CONTU Guidelines on Photocopying under Interlibrary Loan Arrangements</i>	Mandatory
Online Computer Library Center	<i>Bibliographic Formats and Standards</i>	Mandatory
Special Libraries Association	<i>Competencies for Special Librarians of the 21st Century</i>	Advisory
World Wide Web Federal Consortium	<i>World Wide Web Home Page—Guidelines and Best Practices</i>	Mandatory

C.6.3 FORMS

C.6.3.1 GENERAL REQUIREMENT

C.6.3.1.1 The following forms are applicable to the requirements set forth in this contract and shall be used by the service provider in performing the work in this contract.

C.6.3.2 APPLICABLE FORMS

Number	Title
SSC SD 3960/1	<i>T&E Documentation Number Request and Archive Route Sheet</i>
SSC SD 5216/21	<i>SSC San Diego Document Transmittal and Receipt</i>
SSC SD 5216/22	<i>SPAWAR Document Transmittal and Receipt</i>
SSC SD 5216/24	<i>PEO-SCS Document Transmittal and Receipt</i>
SSC SD 5511/72	<i>Secret Material Control System Transfer Slip</i>
SSC SD 5512/6	<i>Badge Request</i>
SSC SD 5720/2	<i>Release of Scientific and Technical Information</i>
SSC SD 7321/1	<i>Receipt of Accountable Property</i>
DD Form 1149	<i>Requisition and Shipping/Invoice Document</i>
DD Form 1662	<i>DoD Property in the Custody of Contractor</i>
DAPS-PL 5604/9b (UNC)	<i>Reprographics Request DAPS Point Loma</i>
DAPS-PL 5604/9b (CONF)	<i>Reprographics Request DAPS Point Loma</i>
DAPS-PL 5604/9b (SEC)	<i>Reprographics Request DAPS Point Loma</i>
DTIC Form 55	<i>Defense Technical Information Center Request for Release of Limited Document</i>

Number	Title
OF 11	<i>Reference Request - Federal Records Centers, National Archives and Records Administration</i>
SF 1	<i>Printing and Binding Requisition to the Public Printer</i>
SF 298	<i>Report Documentation Page</i>
TID CR Form 1,	<i>Assignment of Copyright</i>