



Office of Personnel Management (OPM)

Performance Work Statement

for

Office of the Chief Financial Officer
(OCFO)

Enterprise Cost Accounting Program and
System Support

1. INTRODUCTION

The Office of Personnel Management (OPM) provides human resources, leadership, and support to Federal agencies and helps the Federal workforce achieve their aspirations in service to the American people. The agency's mission is to lead and serve the Federal Government in enterprise human resources management by delivering policies and services to achieve a trusted effective civilian workforce. OPM directs HR and employee management services, administers retirement benefits, manages healthcare and insurance programs, oversees merit-based and inclusive hiring into the civil service, and provides a secure employment process to attain this mission. The Office of the Chief Financial Officer (OCFO) provides financial management and business-related services to support OPM in achieving its key mission areas.

The Office of the Chief Financial Officer seeks cost accounting functional expertise and operations and maintenance support for its Enterprise Cost Accounting (ECA) program, including operations of the Enterprise Cost Accounting system (ECAS). Over several years, OPM has invested resources to design a comprehensive methodology and system to support its ECA program. The OPM ECA methodology was developed to comply with Statement of Federal Financial Accounting Standards (SFFAS) No. 4 – *Managerial Cost Accounting Standards and Concepts*. The OPM ECA methodology establishes a framework for managing cost accounting business processes and operations to give stakeholders and customers more visibility and transparency. In addition to institutionalizing the methodology, OPM designed ECAS, with a cost modeling component to align expense data to activities and visualize results through dashboards and reporting tools. Cost information informs management decision-making and is a routine part of agency business practices. OPM seeks a vendor with proven expertise and capabilities in executing managerial cost accounting and management practices within one of the 24 Federal CFO Act agencies.

SCOPE

The Contractor shall provide professional staff to effectively administer, manage, and perform duties and responsibilities as defined in this Performance Work Statement (PWS). Through this PWS, the Contractor will support the sustainment of the OPM Enterprise Cost Accounting program and system (ECAS). The contractor will work with OPM OCFO management and program office leadership, providing expertise and guidance in optimizing cost data and information. The contractor personnel shall perform the work as required to accomplish the work and service requirements of OCFO and its customers. The scope of work under this PWS includes the following tasks:

1. Program Management Support
2. Extract, Transfer, and Load Support
3. Cost Modeling Support
4. Reporting Support
5. Functional Testing/Data Validation Support
6. Information System Security Continuous Monitoring Reporting Support
7. Phase-In and Phase-Out Continuation of Services

2. PERFORMANCE REQUIREMENTS

• 2.1 Task 1: Program Management Support

The Contractor shall provide cost accounting and related financial management and analysis expertise and advisory assistance needed to maintain the current enterprise cost accounting operations and system, support OPM and OCFO leadership in using cost accounting information to drive business results, and comply with Federal accounting standard and requirements.

The Contractor is responsible for providing a qualified workforce capable of performing the required tasks under this PWS to ensure the effective management and execution of all activities. This includes ensuring that all work activities are performed in a timely and cost-effective manner while maintaining the highest quality of performance. The Contractor is expected to provide ECAS solution oversight; monitor work performance, measure results, ensure timely and professional delivery of contracted product deliverables and solutions, support management decision-making, and facilitate communications.

The Contractor shall reference the existing program documents (i.e. model design documents, standard operating procedures, process documents, etc.) to execute the required activities to support the OPM Enterprise Cost Accounting program. The Contractor shall conduct continuous process improvement by proposing and implementing changes as necessary to sustain an auditable Enterprise Cost Accounting Program. The Contractor shall provide support across the following functional areas: data validation and integration, cost modeling, business process analysis and assessment, use case development, and reporting.

The Contractor shall identify, submit, and participate in the risk and issue management process. Risks identified within the ECA program shall follow the OPM Enterprise Risk Management processes, as applicable.

The Contractor shall manage updates and modifications to the ECAS solution, as needed through the OPM enterprise change and configuration management process in partnership with the Office of the Chief Information Officer. The change and configuration process shall be in accordance with the OCFO Change Control and OPM Enterprise Change Control processes, as applicable.

The Contractor shall support the maintenance of cost accounting documents, operating procedures, system documents, security documents, and training documentation. As needed, they will participate in revisions to internal policy documents related to enterprise cost accounting and related processes as well as provide responses to internal and external audit requests and other enterprise cost accounting related data requests.

The Contractor shall facilitate meetings with agency leadership and staff regularly to demonstrate cost accounting results output and analysis from ECAS and hold sessions to validate cost information and ensure compliance with OPM enterprise cost accounting standards, business rules, and requirements.

The Contractor shall prepare all communications related to the OPM Enterprise Cost Accounting Program.

The Contractor shall work with OPM managers and staff to evaluate business requirements, determine data requirements, and help to improve data processes and collection to support cost accounting efforts.

The Contractor shall ensure all lessons learned are documented and communicated to the OCFO Program Manager.

The Contractor shall prepare meeting minutes to detail meeting highlights, after meeting actions and follow-up required.

The Contractor shall submit a Weekly Status Report that provides a summary of work performed in the preceding week, upcoming activities, and any anticipated issues related to execution of activities.

The contractor management of OPM's Enterprise Cost Accounting program, recommendations and deliverables should reflect an understanding of regulations that promulgate requirements relative to Federal agencies' cost accounting requirements.

The Contractor shall conduct a Kickoff meeting within 10 business days of contract award, and shall submit a Project Management Plan within 30 business days of award that describes the approach, organizational structure and resources, communications plan, and management and quality controls to be employed to establish and monitor performance requirements.

- [2.2 Task 2: Extract, Transfer, and Load Data](#)

The Contractor shall facilitate the data extraction from source systems across OPM to be utilized in the ECAS environment, ensuring that the OPM source system files are received timely and stored in the proper location and format. The source system inventory shall be validated to ensure that all required files were received and the data fields within the files are consistent across all files.

In the event the data is not standardized and transformed appropriately, the Contractor shall standardize, transform, and prepare data and data tables for cost model input. OPM's current cost accounting system has been active for several years and contains hundreds of thousands of costs allocations and mappings that need to be maintained. The contractor will assist in data gathering and perform activities to ensure cost assignments can be supported in the model. The Contractor shall be familiar with various federal funding types and experienced in working with Federal tasks associated with this work to include Extract, Transfer, and Load (ETL) configuration, data extraction, Data Validation, and Data Transforming. This task is currently being performed using SAS ETL Data Integration tool.

- [2.3 Task 3: Cost Modeling](#)

The Contractor shall maintain cost accounting methodology and e cost model activity and cost object structures. Sub-tasks related to cost modeling are ingestion, model configuration, model calculation, validation, exporting, and continual process improvement. This task is currently being performed using CostPerform accounting toolset.

Additionally, the cost model will require modification to support business needs. For example, this could happen due to the establishment of a new program or line of business. In these instances, the Contractor shall adjust the model to support the new requirements and conduct testing and validation to ensure accuracy of the data.

The Contractor shall support the government in developing new use case requests to include determining data and information needed to support the requests. When new use cases are identified, the Contractor shall help facilitate working sessions with customers to identify, collect, and/or manage data points and information, as well as update the cost model to reflect new scenarios.

The cost accounting system (ECAS) functionality must be tested routinely to ensure proper configuration. During testing, the Contractor shall ensure ECAS functionality, including design, user interface, system features, as well as data migration and transfer meet stakeholder requirements. The Contractor shall test the ETL, the cost modeling tool, and the reporting tool to ensure reports are free from errors.

- [2.4 Task 4: Analysis and Reporting](#)

The Contractor shall develop and maintain reports and dashboards, including inputs to financial and internal standard reports (e.g., governance, service pricing, trend, and performance). The Contractor shall execute reports, generate data utilizing the ETL configuration, and distribute the reports to stakeholders. The Contractor shall develop new reports and update the ECAS dashboard regularly and as needed to meet business needs and requirements. This task is currently being performed using a data visualization tool such as Qlik Sense Professional edition tools or Microsoft Power BI. Microsoft PowerBI is the OPM preferred tool for enterprise reporting. The Contractor shall develop reports and information to respond to data calls and inquiries regarding OPM's enterprise cost accounting program.

- [2.5 Task 5: Functional Testing and Data Validation](#)

ECAS functionality must be tested routinely to ensure proper configuration. During testing, the Contractor shall ensure ECAS functionality, including design, user interface, system features, as well as

data migration and transfer meet stakeholder requirements. The Contractor shall test the ETL, the cost modeling tool, and the reporting tool to ensure reports are free from errors.

The Contractor shall facilitate discussions with OPM Program Offices and assist the government in routinely evaluating cost data, performing routine data validation sessions with stakeholders, and support efforts to standardize new data sources. The Contractor shall work with Federal Shared Services Providers (FSSPs) to collect cost data and information. Examples of FSSPs currently utilized are General Services Administration (GSA) and Federal Aviation Administration (FAA). Reports shall be developed in accordance with OPM's Accounting Code Structure (ACS).

- [2.6 Information System Security Continuous Monitoring Reporting Support](#)

The contractor will ensure the enterprise cost accounting system (ECAS) adheres to all OPM information systems security policies, including implementation, guidelines, and standards outlined on the OPM OCIO SharePoint site. These policies include, but are not limited to, the OCIO's Cybersecurity Incident Response Plan, Information Technology Strategic Plan, and Implementation Procedures and Guidelines for:

- Access Control
- Awareness and Training
- Audit and Accountability
- Assessment, Authorization, and Monitoring
- Configuration Management
- Continuous Monitoring
- Contingency Planning
- Identification and Authentication
- Maintenance
- Media Protection
- Physical and Environmental Protection
- Planning
- Personally Identifiable Information Processing and Transparency
- Risk Assessment
- System and Service Acquisition
- System and Communications Protection
- System Security and Information Integrity
- Supply Chain Risk Management

The contractor must regularly interact with OCIO personnel, including the assigned Information System Security Officers, and report to OCFO personnel and the COR on efforts to align the ECAS with OCIO security policies. This includes supporting OPM's continuous monitoring strategy by providing thorough documentation timely for security control assessments, vulnerability assessments, and incident response activities.

- [2.7 Phase-In/Phase-Out Transition Continuation of Services](#)

Transition Periods. The transition period shall consist of two phases, a Phase-In and a Phase-Out (optional). The Phase-In period may include onboarding and transfer of knowledge activities between the incoming and outgoing contractors. The contractors shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency. Throughout the Phase-In/Phase-Out periods, it is essential that attention be given to minimize interruptions or delays to work in progress that would impact the mission.

The Phase-In period shall not exceed a period three (3) months. During the Phase-In period, the contractor shall complete the onboarding of proposed personnel which include initiating the required documents for background clearance and obtain Government Furnished Equipment (GPE). The contractor shall participate in knowledge transfer of activities with the outgoing contractor coupled with demonstrations to ensure a successful transition and continuation of services and operations after the incumbent vendor has departed. The contractor shall submit a firm fixed price (FFP) CLIN for the Phase-In period with the proposal. At the sole option of the Government, the Phase-In period may commence immediately upon contract award.

For the Phase-Out period, the contractor shall submit a Phase-Out Plan and shall propose an optional firm-fixed price (FFP) CLIN to be submitted with the proposal. The costs and expenses payable under the other CLINs in the contract are excluded from payments under the CLIN. The Phase-Out period allows for the transition of services and knowledge between the outgoing and incoming contractors, as required. At the sole option of the Government, the up to 90-Day Phase-Out period may commence either 30 days prior to the expiration or immediately upon termination of the contract term, or any extension thereof.

The contractor shall prepare a Phase-Out Plan detailing how they will depart in the event of removal or expiration of contract. The Phase-Out Plan shall include, but is not limited to, the following:

Detail actions the incumbent contractor will take to transition responsibilities to the successor contractor.

Describe the status of all tasks, provide a current repository of project files and documentation, and include a process for the removal of all Government Information on non-Government Furnished Equipment.

Detail the status of all licenses, the standard operating procedures, policies, risks, and project documents.

Discuss how the contractor will work extensively with the Program Office (i.e., Program Manager, Contracting Officer Representative, etc.) to communicate termination of service delivery and final closeout and billing procedures.

All work products resulting from this contract will be the property of OPM.

- [2.8 Quality Control Plan](#)

The Contractor must develop and manage a QCP to meet the quality standards established in the Performance Work Statement. The contractor must provide a draft QCP with their proposal. After contract award, the contractor must ensure that the finalized QCP is provided to the COR and CO for review, is accepted by the CO, and is fully operational within 15 days of contract award. Upon acceptance by the CO, the contractor shall operate under the established procedures of that QCP. The QCP must promote excellence in all functional areas of the contract. The contractor may update the QCP to ensure specifics of the plan may change periodically to ensure successful performance of this contract.

The Contractor shall create a QCP that includes, but is not limited to:

- A description of how the quality of all services, deliverables, and work products will be gauged and controlled to ensure conformance to contract requirements.
- The identification and description of the areas, items, and deliverables to be inspected.
- The contractor's inspection process (e.g. scheduled or unscheduled inspections, frequency, method of inspections, etc.).
- A description of the methods to be used for identifying and preventing defects in the quality of service performed.

- A description of the records to be kept to document inspections and corrective or preventive actions taken.

The Contractor's inspection records must be maintained throughout the entire contract performance period and for the period after contract completion until final settlement of any claims under this contract has been completed. All records must be made available to the CO and COR, when requested.

The Contractor must perform all work in accordance with the QCP procedures and industry best practices. The COR will monitor the Contractor's performance to ensure that the Contractor is following accepted quality control measures.

- **2.9 Quality Assurance Surveillance Plan (QASP)**

A. Background: The quality assurance surveillance plan (QASP) describes how OPM will monitor and evaluate contractor performance. This QASP describes in more detail how services will be evaluated and the consequences of performance below requirements. Contractor performance will be evaluated by the designated contracting officer's representative (COR) and other stakeholder members of OPM staff,

B. Purpose: The QASP describes the general level of performance that will be acceptable for each type of service listed in the solicitation. The Government reserves the right to add/adjust QASP categories at the Call level.

C. Roles and Responsibilities of Contracting Officer and Contracting Officers Representative (COR) and OPM staff:

The contracting officer (CO) is responsible for monitoring contract compliance, contract administration, and cost control and for resolving any differences between the observations documented by the contracting officer's representative (COR) and the contractor. The CO will designate one full-time COR as the government authority for performance management. The number of additional representatives serving as technical inspectors depends on the complexity of the services measured, as well as the contractor's performance, and must be identified and designated by the CO.

The contracting officer's representative (COR) is designated in writing by the CO to act as his or her authorized representative to assist in administering a contract. COR limitations are contained in the written appointment letter. The COR is responsible for the technical administration of the project and ensures proper government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the government's behalf. Any changes that the contractor deems may affect the contract price, terms, or conditions shall be referred to the CO for action. The COR will have the responsibility for completing QA monitoring forms used to document the inspection and evaluation of the contractor's work performance.

D. Acceptable Quality Levels and how performance will be measured: The required performance standards and/or quality levels are included in the PWS and the Performance Requirements Summary chart below. The acceptable quality levels (AQLs) included in the Performance Requirements Summary Table, for contractor performance are structured to allow the contractor to manage how the work is performed while providing negative incentives for performance shortfalls.

Quality Assurance Surveillance Plan (QASP) Template

Deliverable	Performance Standards	Acceptable Quality Level (AQL)	Method of Surveillance	Performance Incentive/Reduction
Project Management Plan	The plan submitted no later than the due dates	100%	Review of periodic plan	Positive/Negative Evaluation
Quality Control Plan	The plan submitted no later than the due dates	100%	Review of periodic plan	Positive/Negative Evaluation
Phase-In/Out Plan	The plan submitted no later than the due dates	100%	Review of plan	Positive/Negative Evaluation
Weekly and monthly Status Reports	Reports submitted no later than the due dates	100%	Review of reports	Positive/Negative Evaluation

OPM will use Quality Assurance Surveillance to monitor compliance with contract terms and conditions and identify nonconforming services. All work and deliverables will require 100% inspection and acceptance by the COR. Acceptance shall be provided in writing within 10 business days of submission. In the event 10 business days lapse, the Contractor shall escalate by sending a notification to the COR and the Contracting Officer. Acceptance must be provided in writing.

The Contractor must comply with applicable OPM policies, standards, and procedures and Federal rules, laws, and regulations that are required for the duration of this requirement. The Contractor must measure actual performance against the performance standards and report the results to the COR every month (or more often if a performance problem is identified).

3. CREDENTIALS, RECORDS AND DELIVERABLES

The Contractor shall provide a weekly status report to the COR. Payments will be made based on successful completion and government acceptance of defined deliverables. The Contractor must submit all credentials, records, and deliverables as required by the contract award. All items labeled “deliverable” must be submitted to the COR in electronic Microsoft Office, PowerPoint (as appropriate)

and Adobe PDF formats and must be Section 508 compliant. See section 13 for the Performance Requirements Summary/Deliverable Table.

- **3.1 Personnel**

The Contractor is responsible for providing personnel with the necessary level of expertise to support the task activities and requirements in this PWS. The contractor shall provide a single point of contact that shall serve as the project manager for the life of the Contract.

- **3.2 Key Personnel**

All key personnel must meet the following qualifications and the Government will review all resumes in advance.

The following personnel are considered key personnel by the Government:

Program/Project Manager (PM): The Contractor shall assign a PM and Alternate Program/Project Manager (APM) who shall be responsible for the performance of the work specified in accordance with the terms and conditions of the contract. The PM/APM shall have full authority to act on behalf of the Contractor for all issues pertaining to contract administration of the contract.

The PM/APM shall at a minimum have a Bachelor's degree, successfully completed 24 hours of college level management or business courses, and have a minimum of five (5) years of project management experience in either private industry or the Government. The PM/APM must be able to read, write, speak, and understand English. The PM/APM shall also possess the following qualifications:

- Be highly experienced in management of projects of the scope and magnitude of this contract.
- Possess effective management, organization, and problem-solving skills.
- Have experience managing an enterprise cost accounting program and system within one of the 24 Federal CFO Act agencies.

The Contractor PM/APM shall be responsible for the following:

- Managing the program for the Contractor.
- Being the primary point of contact for the CO, COR or OPM PM to resolve problems under the contract.
- Designating a Contractor representative as acting PM whenever absent and providing adequate notifications to the CO and COR.
- Ensuring all reports and other deliverables are delivered timely.
- Maintaining appropriate staffing levels and filling vacancies.
- Attending meetings pertaining to contract performance as required by the CO.

Cost Management Specialist SME: Contractor must have experience managing enterprise-wide cost accounting programs and systems activities and solutions utilizing an Oracle Federal Financials EBS sourced environment in one of the 24 Federal CFO Act agencies.

- At least three (3) successful engagements advising on and applying cost accounting principles to support management business decisions and cost accounting applications at a federal customer site that uses Oracle EBS as a source system. Please give details to these engagements/program implementations in your proposals including the business/location where the work occurred.

- Possess certifications such as Certified Cost Accountant, Certified Management Accountant, Certified Public Accountant, etc.
- Creating Cost Accounting Analysis (reports), views and graphs
- Experience maintaining an enterprise-wide cost accounting system at a Federal customer site that uses
 - Oracle EBS as a source system.
 - Oracle Federal Financials EBS Version 12.2.13 (to include Projects Accounting Module)
 - OBIEE versions: 12.2.1.4.0+
 - PeopleSoft or HRLinks Time and Attendance System that supports labor reporting for cost accounting programs

Other Contractor Staff Support. Typically, position titles would be equivalent to Data Analyst, Business Specialist, Financial Analyst and/or Cost Analysts: Contractor must have team members experienced in managing cost accounting programs and system at a Federal organization. Experience includes knowledge and application of cost accounting principles, experience with financial systems and data/USSGL, knowledge of budgetary activities that impact financials, ability to facilitate discussion with managers and team to gather data and information, and experience managing large amounts of data and information. Experience is also needed to conduct business process analysis, evaluation and reengineering. Specific requirements include:

- At least 2 years of experience using Cost Perform (cost modeling application) to stand up a new program
- At least 2 years of experience working with SAS Data Integration (DI) to extract, load and transform data
- At least 2 years of experience using tools such as Qlik or Microsoft Power BI reporting and visualization to manage and report cost data.
- Experience incorporating Technology Business Management Taxonomy and requirements into a cost accounting program and system.
- Experience managing an enterprise-wide cost accounting system at a federal customer site that uses
 - Oracle EBS as a source system.
 - Oracle Federal Financials EBS Version 12.2.13 (to include Projects Accounting Module)
 - OBIEE versions: 12.2.1.4.0+
 - PeopleSoft or HRLinks Time and Attendance System that supports labor reporting for cost accounting programs

• 3.3 Resumes

The Offeror shall provide a resume for each person proposed for the project. The Program/Project Manager and Cost Accountant Technical Analyst have been identified as Key Personnel. Individual resumes shall be no more than 3 pages in length.

• 3.4 Current Key Personnel Contact Report

In accordance with OPM Specific Clause 1752.209-71, the Contractor shall provide a listing of Key Personnel, as part of its quotation in response to this solicitation, their contact information within 10 days of contract award, within 15 days of any change in Key Personnel, and annually to coincide with exercise of contract option periods. All staff for which resumes are submitted and accepted are identified as Key Personnel.

- [3.5 Contractor Staff Change Report](#)

In accordance with OPM Specific Clause 1752.239-72, the Contractor shall provide a Contractor Staff Change Report (Attachment 2) no later than the fifth day of each month for all contractor staff member who has access to OPM's Information Technology System.

[4. GOVERNMENT FURNISHED PROPERTY, EQUIPMENT AND SERVICES](#)

The Government will provide Government Furnished Property (GFP) as needed to include: Government Furnished Equipment (GFE), Government Furnished Information, and Government Furnished Facilities. The Government shall supply contractors with needed, workstations, software, and telephone (if needed).

[5. PERIOD OF PERFORMANCE](#)

The period of performance shall be a twelve (12) – month base period with three (4) 12 – month option periods. The contract period of performance shall consist of the following:

Period of Performance	Timeframe
Base Year	12 months
Option Period One	12 months
Option Period Two	12 months
Option Period Three	12 months

[6. HOURS OF OPERATION](#)

The is responsible for conducting business between 8:30 AM and 5:00 PM Monday through Friday, except on Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar government-directed facility closings. Extensive contractor support will be necessary during occurrences such as annual close and audit seasons.

For other than firm fixed price contracts, the Contractor will not be reimbursed when the government facility is closed for the above reasons. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

[7. PLACE OF PERFORMANCE](#)

The work to be performed under this contract will be performed at OPM Theodore Roosevelt Building, 1900 E Street NW, Washington, District of Columbia, 20415 and any other OPM facilities as specified. Based on the government's discretion, contractors may work from contractor facilities.

[8. TYPE OF CONTRACT](#)

The government will award a firm fixed-price task order with a CLIN for Other direct costs (ODC) for materials.

[9. TRAVEL](#)

Limited travel may be approved on a case-by case basis but not for recurring travel. On occasion, if travel is required and approved by the government, all travel shall be in accordance with the Federal Travel Regulations (FTR) and FAR Part 31.205-46. Travel shall not exceed \$20,000 per period of performance.

10. [SECTION 508 INFORMATION TECHNOLOGY ACCESSIBILITY COMPLIANCE](#)

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

Item that contains ICT: Visual dashboards

10.1.1 VISUAL DASHBOARDS

E205.1 General Electronic content shall comply with E205.

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

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

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

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

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

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

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

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

Exceptions from E207.2 WCAG Conformance:

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

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

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

E301 General

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

E302 Functional Performance Criteria

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

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

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

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

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

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

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

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

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

502.4 Platform Accessibility Features. Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:

- **A. Section 9.3.3** Enable sequential entry of multiple (chorded) keystrokes;
- **B. Section 9.3.4** Provide adjustment of delay before key acceptance;
- **C. Section 9.3.5** Provide adjustment of same-key double-strike acceptance;
- **D. Section 10.6.7** Allow users to choose visual alternative for audio output;
- **E. Section 10.6.8** Synchronize audio equivalents for visual events;
- **F. Section 10.6.9** Provide speech output services; and
- **G. Section 10.7.1** Display any captions provided.

503.1 General Applications shall conform to 503.

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

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

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

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

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

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

504.1 General Where an application is an authoring tool, the application shall conform to 504 to the extent that information required for accessibility is supported by the destination format.

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

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

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

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

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

11. PERFORMANCE REQUIREMENTS SUMMARY (PRS) OVERVIEW

All services under this contract shall be subject at all times to inspection by the government. Although the government retains the right to specifically enforce all provisions in the contract, the Performance Requirements Summary Template and Attachment A Cost Accounting Program and System Deliverable and Due Date Table (see below) identifies those contract requirements considered most important to acceptable contract performance and the government's intended quality assurance procedures. The Performance Requirements Summary references apply to all required deliverables/services throughout this contract, the qualitative performance standards (objectives), the government's intended quality assurance procedures and frequency of inspection (measures), and what the government identifies as the minimum satisfactory rating (expectations) at this time.

In addition to the PRS, the Government may require other performance measures aside from timeliness and quality which may be incorporated via each task order issued under the contract.

Attachment A: Enterprise Cost Accounting Program and System Support

Deliverables and Due Dates Table

Cost Accounting Managed Services					
Contractor Deliverable Table					
NUMBER	TYPE	DELIVERABLE	DUE DATE	RESPONSIBLE	DELIVERABLE QUANTITY AND DISTRIBUTION
CAMS-1	Deliverable	Project Management Plan	Initial version 7 working days After Orientation Briefing (ongoing updates as required; final in 30 days)	Contractor	1 electronic copy to the COR; 1 electronic copy to the CO
CAMS-2	Deliverable	Kick-Off/Orientation Briefing	Within 10 Days after award	Contractor	Meeting
CAMS-3	Deliverable	Non-Disclosure Agreements signed by all Contractor personnel working under this contract	2 days after Orientation Briefing	Contractor	1 electronic copy to the COR; 1 electronic copy to the CO
CAMS-4	Deliverable	Project Status Meeting	Weekly	Contractor	Meeting
CAMS-5	Deliverable	Weekly Status Reports	Weekly	Contractor	1 electronic copy to the COR; 1 electronic copy to the CFO Lead(s); 1 electronic copy to the CO
CAMS-6	Deliverable	Conference Calls & Briefings	Based on task requirements due dates as defined by OPM.	Contractor	Meeting
CAM-7	Deliverable	Meeting Minutes	No more than 3 workdays after meeting	Contractor	1 electronic copy to the COR; 1 electronic copy to the CFO Lead(s); 1 electronic copy to the CO

CAMS-8	Deliverable	Quality Control Plan (QCP)	Final plan within 15 days of contract award.	Contractor	1 electronic copy to the COR; 1 electronic copy to the CFO Lead(s); 1 electronic copy to the CO
CAMS-9	Deliverable	Source Data Inventory	Update as required	Contractor	1 electronic copy to the COR; 1 electronic copy to the CFO Lead(s)
CAMS-10	Deliverable	Dashboard & Report Update	Due Quarterly	Contractor	Notification to COR and CFO lead(s) that Quarterly Dashboard and Reports are posted
CAMS-11	Deliverable	Summary of Validation Session Results and Actions (if any) with Program Offices	Due Quarterly	Contractor	1 electronic copy to the COR; 1 electronic copy to the CFO Lead(s)
CAMS-12	Deliverable	Labor Code Activity Code Assignment and Mapping Report	Due Weekly	Contractor	1 electronic copy to the COR; 1 electronic copy to the CFO Lead(s)
CAMS-13	Deliverable	Technology Business Management Summary Report	As determined by the Project Plan	Contractor	1 electronic copy to the COR; 1 electronic copy to the CFO Lead(s)
CAMS-14	Deliverable	Business Process Assessment Results Summary	As determined by the Project Plan	Contractor	1 electronic copy to the COR; 1 electronic copy to the CFO Lead(s); 1 copy to Program Office lead
CAMS-15	Deliverable	Business Process Workflow Map	As determined by the Project Plan	Contractor	1 electronic copy to the COR; 1 electronic copy to the CFO Lead(s); 1 copy to Program Office lead
CAMS-16	Deliverable	Data Dictionary	As determined by the Project Plan	Contractor	1 electronic copy to the COR; 1 electronic copy to the CFO Lead(s);

					1 copy to Program Office lead
CAMS 17	Deliverable	Transition Plan Checklist	As determined by the Project Plan	Contractor	1 electronic copy to the COR; 1 electronic copy to the CFO Lead(s); 1 copy to Program Office lead

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