

# PERFORMANCE WORK STATEMENT (PWS)

## Vehicle Toll Management Service

### Part 1

#### General Information

1. **GENERAL:** This is a non-personal services contract to provide toll management service. The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.

1.1 **Description of Services/Introduction:** The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform toll management service as defined in this Performance Work Statement except for those items specified as government furnished property and services. The contractor shall perform to the standards in this contract.

1.2 **Background:** DCMA is geographically located throughout the United States and its territories. DCMA is unable to efficiently and effectively pay tolls because of the variety of payment and collection methods used by the various Toll Authorities.

1.3 **Objectives:**

1.3.1 A centralized electronic toll collection account management service using an internet web-based user interface

1.3.2 Transponder equipment capable of covering all tollways throughout the United States

1.3.3 Transponder equipment capable of covering all tollways throughout Puerto Rico

1.3.4 Payment of tolls, fees, violations and all costs for device replacements/new devices

1.3.5 Customer support for DCMA users

1.3.6 Internet web-based reporting and centralized billing system with a user interface that promotes account management. This shall include, but not be limited to:

1.3.6.1 Track and certify toll transactions and toll violation charges;

1.3.6.2 Facilitate the movement and tracking of all provided equipment such as transponders or other technology;

1.3.6.3 Review and certify a detailed monthly billing statement.

1.4 **Scope:** The contractor shall provide the following:

1.4.1 Ensure that all transponders and toll accounts remain in good standing to ensure a non-delinquent status with the respective State or Territory Toll Authority having jurisdiction. Contractor shall ensure that no fees or penalties shall be incurred by the government caused by inaction or delinquency of the contractor.

1.4.2 Total tolls per year are estimated quantities. In the event, at any given period of the contract term, the total tolls recorded reach 80% of the estimated quantities/funding, the contractor shall immediately notify the Contracting Officer and the Contracting Officer's Representative (COR). Under no circumstances shall the estimated quantities set forth in the contract be exceeded, without a formal modification increasing the funding under the contract for the specific period of performance. The Contracting Officer is the sole authority for executing modifications.

1.4.3 Downward Adjustment: During the period of performance, the annual price of the contract is subject to downward adjustment, based upon actual usage and total value of monthly reports submitted for the actual usage (total tolls recorded / billed).

1.4.4 The contractor shall provide an online account accessible to the Contracting Officer and COR. The online account shall contain monthly status reports identifying tolls, fees, violations, and costs associated with device replacements/new devices. Monthly status reports shall be available online no later than the 7th of each month and it will cover the previous calendar month, such as, report received by 7-May covers everything from 1-30 April. The contractor will manage and provide the costs broken down by transponder number/vehicle plate number on the monthly report.

1.4.5 The contractor shall provide and maintain ~249 transponders. Upon award, the contractor shall be provided with a list of license plates for monthly reports and account management.

1.5 Period of Performance: The period of performance for this requirement will include a one (1) year base plus four (4) (1) year options.

## 1.6 General Information

1.6.1 Quality Assurance: QASP waived by Contracting Officer.

1.6.2 Recognized Holidays: The contractor is not required to perform services on these holidays:

New Year's Day  
Martin Luther King Jr.'s Birthday  
Washington's Birthday\*  
Memorial Day  
Juneteenth National Independence Day  
Independence Day  
Labor Day  
Columbus Day  
Veteran's Day  
Thanksgiving Day  
Christmas Day

*\*This holiday is designated as "Washington's Birthday" in section 6103(a) of title 5 of the United States Code, which is the law that specifies holidays for Federal employees. Though other institutions such as state and local governments and private businesses may use other names, it is our policy to always refer to holidays by the names designated in the law. U.S. Office of Personnel Management (OPM)*

**1.6.3 Hours of Operation:** The contractor is responsible for conducting business, between the hours of 8:00 AM to 5:00 PM Eastern Time, Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. 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.

**1.6.4 Place of Performance:** The work to be performed under this contract will be performed at contractor facility.

**1.6.5 Type of Contract:** The government will award a Firm-Fixed Price contract.

**1.6.6 Post Award Conference/Periodic Progress Meetings:** The Contractor agrees to attend any post award conference convened by the contracting activity. The contracting officer, Contracting Officers Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings the contracting officer will apprise the contractor of how the government views the contractor's performance and the contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.

**1.6.7 Contracting Officer Representative (COR):** The (COR) will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract: perform inspections necessary in connection with contract performance: maintain written and oral communications with the Contractor concerning technical aspects of the contract: issue written interpretations of technical requirements, including Government drawings, designs, specifications: monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinate availability of government furnished property, and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

1.6.8 AUTHORIZED CHANGES ONLY BY THE CONTRACTING OFFICER (a) Except as specified in paragraph (b) below, no order, statement, or conduct of Government personnel who visit the Contractor's facilities or in any other manner communicate with Contractor personnel during the performance of this contract shall constitute a change under the "Changes" clause of this contract. (b) The Contractor shall not comply with any order, direction or request of Government personnel unless it is issued in writing and signed by the Contracting Officer, or is pursuant to specific authority otherwise included as a part of this contract. (c) The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract and notwithstanding provisions contained elsewhere in this contract, the said authority remains solely with the Contracting Officer. In the event the Contractor effects any change at the direction of any person other than the Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any increase in charges incurred as a result thereof. The address and telephone number of the Contracting Officer to be provided at contract award.

PART 2  
DEFINITIONS & ACRONYMS

**2. DEFINITIONS AND ACRONYMS:**

**2.1. DEFINITIONS:**

2.1.1. CONTRACTOR. A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

2.1.2. CONTRACTING OFFICER. A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

2.1.3. CONTRACTING OFFICER'S REPRESENTATIVE (COR). An employee of the U.S. Government appointed by the contracting officer to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

2.1.4. DEFECTIVE SERVICE. A service output that does not meet the standard of performance associated with the Performance Work Statement.

2.1.5. DELIVERABLE. Anything that can be physically delivered, but may include non-manufactured things such as meeting minutes or reports.

2.1.6. PHYSICAL SECURITY. Actions that prevent the loss or damage of Government property.

2.1.7. QUALITY ASSURANCE. The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.8. QUALITY ASSURANCE Surveillance Plan (QASP). An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.9. QUALITY CONTROL. All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

2.1.10. SUBCONTRACTOR. One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

2.1.11. WORK DAY. The number of hours per day the Contractor provides services in accordance with the contract.

2.1.12. WORK WEEK. Monday through Friday, unless specified otherwise.

2.2. ACRONYMS:

ACOR	Alternate Contracting Officer's Representative
AFARS	Army Federal Acquisition Regulation Supplement
AR	Army Regulation
CCE	Contracting Center of Excellence
CFR	Code of Federal Regulations
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTR	Contracting Officer's Technical Representative
COTS	Commercial-Off-the-Shelf
DA	Department of the Army
DD250	Department of Defense Form 250 (Receiving Report)
DD254	Department of Defense Contract Security Requirement List
DFARS	Defense Federal Acquisition Regulation Supplement
DMDC	Defense Manpower Data Center
DOD	Department of Defense
FAR	Federal Acquisition Regulation
HIPAA	Health Insurance Portability and Accountability Act of 1996
KO	Contracting Officer
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii)
ODC	Other Direct Costs
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
TE	Technical Exhibit

PART 3  
GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

**3. GOVERNMENT FURNISHED ITEMS AND SERVICES:**

3.1 The government furnishes the contractor the below information required for the contractor to provide and manage all toll transponders and accounts.

FLEET LOCATIONS AND ESTIMATED TRANSPONDERS (SUBJECT TO CHANGE)				
Name	Location	State	# of Transponders	Vehicle Plate #
DCMA Great Lakes	Arlington Heights	IL	6	
DCMA Great Lakes	Downers Grove	IL	2	
DCMA Great Lakes	Elwood	IL	1	
DCMA Great Lakes	Rockford	IL	1	
DCMA Great Lakes	Milwaukee - Racine	WI	1	
DCMA Great Lakes	Milwaukee	WI	6	
DCMA Great Lakes	Milwaukee - Greenfield	WI	2	
DCMA Great Lakes	Milwaukee - LaCrosse	WI	2	
DCMA Great Plains	Wichita	KS	1	
DCMA Great Plains	Joplin	MO	1	
DCMA Mid-Atlantic	Philadelphia - Dover	DE	2	
DCMA Mid-Atlantic	Linthicum Heights	MD	3	
DCMA Mid-Atlantic	Salisbury	MD	1	
DCMA Mid-Atlantic	New Cumberland	PA	3	
DCMA Mid-Atlantic	New Cumberland - Allentown	PA	1	
DCMA Mid-Atlantic	New Cumberland - Reading	PA	2	
DCMA Mid-Atlantic	New Cumberland - Scranton	PA	1	
DCMA Mid-Atlantic	New Cumberland - Tobyhanna	PA	3	
DCMA Mid-Atlantic	New Cumberland - Williamsport	PA	1	
DCMA Mid-Atlantic	New Cumberland (Bristol)	PA	1	
DCMA Mid-Atlantic	Philadelphia	PA	2	
DCMA Mid-Atlantic	Philadelphia - Lansdale	PA	1	
DCMA Mid-Atlantic	Pittsburgh - Cheswick	PA	1	
DCMA Mid-Atlantic	Pittsburgh - Coraopolis	PA	2	
DCMA Mid-Atlantic	Pittsburgh - Erie	PA	1	
DCMA Mid-Atlantic	Pittsburgh - Greensburg	PA	1	
DCMA Mid-Atlantic	Pittsburgh - Irvine	PA	1	
DCMA Mid-Atlantic	Pittsburgh - Johnstown	PA	2	
DCMA Mid-Atlantic	Pittsburgh - Monroeville	PA	3	
DCMA Mid-Atlantic	Pittsburgh - New Castle	PA	1	
DCMA Mid-Atlantic	Chantilly	VA	3	
DCMA Mid-Atlantic	Pittsburgh - Bridgeport	WV	1	
DCMA Mountain Pacific	Fairfield	CA	1	

DCMA Mountain Pacific	Marysville	CA	2	
DCMA Mountain Pacific	Roseville	CA	1	
DCMA Mountain Pacific	Santa Clara	CA	2	
DCMA Mountain Pacific	Stockton	CA	3	
DCMA Mountain Pacific	Travis AFB	CA	2	
DCMA Mountain Pacific	Missoula	MT	1	
DCMA Mountain Pacific	JBLM	WA	4	
DCMA Northeast	Hartford - 130 Darlin	CT	3	
DCMA Northeast	Hartford – Pawcatuck (GDIT)	CT	1	
DCMA Northeast	Boston - Chicopee	MA	1	
DCMA Northeast	Boston - Devens	MA	1	
DCMA Northeast	Boston - Hanscom AFB	MA	4	
DCMA Northeast	Boston - Newington	MA	1	
DCMA Northeast	Boston - Norton	MA	1	
DCMA Northeast	Hartford - Pittsfield	MA	1	
DCMA Northeast	Boston - Minot ME	ME	1	
DCMA Northeast	Garden City	NY	2	
DCMA Northeast	Garden City - Amityville	NY	2	
DCMA Northeast	Garden City - GE Aviation	NY	1	
DCMA Northeast	Syracuse - Buffalo (Moog)	NY	1	
DCMA Northeast	Syracuse - Buffalo (Pumps)	NY	1	
DCMA Northeast	Syracuse - Buffalo (SKF)	NY	1	
DCMA Northeast	Syracuse - Endicott	NY	1	
DCMA Northeast	Syracuse - Hancock	NY	2	
DCMA Northeast	Syracuse - Rochester	NY	1	
DCMA Northeast	Syracuse - SRCTec	NY	1	
DCMA Ohio River Valley	Ft Wayne	IN	2	
DCMA Ohio River Valley	Indianapolis	IN	2	
DCMA Ohio River Valley	Peru	IN	1	
DCMA Ohio River Valley	South Bend	IN	2	
DCMA Ohio River Valley	West Lafayette	IN	1	
DCMA Ohio River Valley	Lexington	KY	1	
DCMA Ohio River Valley	Lexington - Columbus	KY	1	
DCMA Ohio River Valley	Lexington - Louisville	KY	2	
DCMA Ohio River Valley	Kalamazoo	MI	1	
DCMA South	Red River - Fayetteville	AR	2	
DCMA South	Red River - Broken Arrow	OK	2	
DCMA South	Red River - Tulsa	OK	7	
DCMA South	Red River - Ft Worth	TX	1	



DCMA Southeast	Orlando / DeLeon Springs	FL	1	
DCMA Southeast	Orlando / Eglin	FL	1	
DCMA Southeast	Orlando / Hallandale	FL	1	
DCMA Southeast	Orlando / Jacksonville	FL	1	
DCMA Southeast	Orlando / Melbourne	FL	2	
DCMA Southeast	Orlando / Miami	FL	2	
DCMA Southeast	Orlando / New Port Richey	FL	1	
DCMA Southeast	Orlando / Oldsmar	FL	2	
DCMA Southeast	Orlando / Orlando	FL	5	
DCMA Southeast	Orlando / Pensacola	FL	1	
DCMA Southeast	Orlando / Perry	FL	1	
DCMA Southeast	Orlando / Sarasota	FL	1	
DCMA Southeast	Orlando / St Petersburg	FL	1	
DCMA Southeast	Orlando / Tallahassee	FL	1	
DCMA Southeast	Orlando / West Palm Beach	FL	1	
DCMA Southeast	Orlando / Weston	FL	6	
DCMA Southeast	Orlando / Puerto Rico	PR	5	
DCMA Southeast	Hampton / Ft Eustis	VA	5	
DCMA Southeast	Hampton / Richmond	VA	5	
DCMA Hq	DCMA HQ (IAD)	PA	1	
DCMA Hq	Fort Lee	VA	6	
DCMA Hq	Richmond	VA	1	
DCMA SP	US-X - Palmdale	CA	1	
DCMA SP	US-X - Palmdale - El Segundo	CA	1	
DCMA SP	US-X - Palmdale - NG Site 4	CA	1	
DCMA SP	US-X - Palmdale - Poway 24	CA	1	
DCMA SP	US-X - Palmdale - Rancho Bernardo	CA	1	
DCMA SP	West - El Segundo	CA	1	
DCMA SP	West - Laguna Niguel	CA	2	
DCMA SP	West - Palmdale	CA	2	
DCMA SP	East - Hartford CT	CT	1	
DCMA SP	East - Linthicum MD	MD	3	
DCMA SP	East - Hudson NH	NH	2	
DCMA SP	East - Buffalo NY	NY	1	
DCMA SP	East - Endicott NY	NY	2	
DCMA SP	East - KoP PA	PA	1	
DCMA SP	South - Addison	TX	4	
DCMA AIMO	Melbourne FL	FL	1	
DCMA AIMO	Oklahoma City OK	OK	3	
DCMA AIMO	Tulsa OK	OK	1	
DCMA AIMO	Greenville SC	SC	2	
DCMA AIMO	Greenville TX	TX	2	
DCMA AIMO	Waco TX	TX	2	

DCMA Fixed Wing	Marietta	GA	1	
DCMA Fixed Wing	Fort Worth	TX	1	
DCMA Land Systems	AM General Mishawaka	IN	1	
DCMA Land Systems	Sterling Heights	MI	1	
DCMA Land Systems	Elgin	OK	1	
DCMA Land Systems	Oshkosh	WI	2	
DCMA Missiles	Tucson	AZ	3	
DCMA NSEO	East Hartford	CT	1	
DCMA NSEO	Oakland MD	MD	1	
DCMA NSEO	High Bridge	NJ	1	
DCMA NSEO	Hatfield	PA	4	
DCMA Radars & Sensors	Baltimore	MD	1	
DCMA Radars & Sensors	Moorestown	NJ	1	
DCMA Radars & Sensors	Liverpool	NY	1	
DCMA Radars & Sensors	Portsmouth	RI	1	
DCMA Space Enterprise	Los Angeles	CA	1	
DCMA Space Enterprise	Sunnyvale	CA	1	
DCMA Springfield	BAE	NJ	1	
DCMA Springfield	Custom Alloy	NJ	1	
DCMA Springfield	NWS Earle	NJ	1	
DCMA Springfield	Springfield	NJ	3	
DCMA Vertical Lift	Stratford	CT	2	
DCMA Vertical Lift	Owego	NY	1	
DCMA Vertical Lift	Philadelphia	PA	3	
			249	
Note: Listing and quantity subject to change.				

PART 4  
CONTRACTOR FURNISHED ITEMS AND SERVICES

**4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:**

4.1 General: The Contractor shall furnish all supplies, equipment, facilities and services required to perform work under this contract that are not listed under Section 3 of this PWS.

4.2. Materials. The Contractor shall provide tollway transponders or electronic devices necessary to traverse toll roads without restrictions.

4.3. Equipment. The Contractor shall provide tollway transponders or electronic devices necessary to traverse toll roads without restrictions.

PART 5  
SPECIFIC TASKS

**5. Specific Tasks:**

5.1. Basic Services. The contractor shall provide services for the management and payment of tolls traversed by DCMA vehicles.

5.1.1 Provide a centralized electronic toll collection account management service using an internet web-based user interface

5.1.2 Provide transponder equipment capable of covering all tollways throughout the United States

5.1.3 Provide transponder equipment capable of covering all tollways throughout Puerto Rico

5.1.4 Payment of tolls, fees, violations and all costs for device replacements/new devices

5.1.5 Provide customer support for DCMA users

5.1.6 Provide internet web-based reporting and centralized billing system with a user interface that promotes account management. This shall include, but not be limited to:

5.1.6.1 Track and certify toll transactions and toll violation charges;

5.1.6.2 Facilitate the movement and tracking of all provided equipment such as transponders or other technology;

5.1.6.3 Review and certify a detailed monthly billing statement.

PART 6  
ATTACHMENT/TECHNICAL EXHIBIT LISTING

**6. Attachment/Technical Exhibit List:**

- 6.1. Attachment 1/Technical Exhibit 1 – Performance Requirements Summary
- 6.2. Attachment 2/Technical Exhibit 2 – Deliverables Schedule
- 6.3. Attachment 3/Technical Exhibit 3 - Technical Standards

## TECHNICAL EXHIBIT 1

### Performance Requirements Summary

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

<b>Performance Objective</b> (The Service required—usually a shall statement)	<b>Standard</b>	<b>Performance Threshold</b> (This is the maximum error rate. It could possibly be “Zero deviation from standard”)	<b>Method of Surveillance</b>
<b>PRS # 1</b> The contractor shall provide a web-based toll account for DCMA users / 5.1.1	The contractor provided Web-based toll accounts are accessible to DCMA users.	Unavailable access corrected within 12 hours of contractor notification.	Validated DCMA user complaint received by COR.
<b>PRS # 2</b> Transponder equipment capable of covering all tollways throughout the United States / 5.1.2	No restrictions or violations traversing United States tollways.	Zero deviation from standard.	Monthly toll transactions report.
<b>PRS # 3</b> Transponder equipment capable of covering all tollways throughout Puerto Rico / 5.1.3	No restrictions or violations traversing Puerto Rico tollways.	Zero deviation from standard.	Monthly toll transactions report.
<b>PRS # 4</b> Payment of tolls, fees, violations and all costs for device replacements/new devices /5.1.4	The contractor provided toll account maintained in good standing with Toll Authorities.	Zero deviation from standard.	Validated Toll Authority complaint received by COR.

**TECHNICAL EXHIBIT 2**  
**DELIVERABLES SCHEDULE**

<u>Deliverable</u>	<u>Frequency</u>	<u># of Copies</u>	<u>Medium/Format</u>	<u>Submit To</u>
Monthly Status Report	7 days after month being reported	1 copy to the COR and TPOC via Email	MS Word or PDF	To be provided
Monthly Spending Reports by State	7 days after month being reported	1 copy to the COR and TPOC via Email	MS Word or PDF	To be provided.
Toll data summarized by vehicle	7 days after month being reported	1 copy to the COR and TPOC via Email	MS Word or PDF	To be provided
Toll usage report	7 days after month being reported	1 copy to the COR and TPOC via Email	MS Word or PDF	To be provided
Utilization and billing	7 days after month being reported	1 copy to the COR and TPOC via Email	MS Word or PDF	To be provided

**TECHNICAL EXHIBIT 3**

**Technical Standards**

Number	Technical Standard Title
1194.22	Web Based Intranet and Internet Information and Applications
1194.31	Functional performance Criteria