

REQUEST FOR QUOTATION (THIS IS NOT AN ORDER)		THIS RFQ <input checked="" type="checkbox"/> IS <input type="checkbox"/> IS NOT A SMALL BUSINESS SET-ASIDE		PAGE 1 OF 6 PAGES	
1. REQUEST NUMBER 140F1S26Q0052		2. DATE ISSUED 06/17/2026		3. REQUISITION/PURCHASE REQUEST NUMBER	
4. CERT. FOR NAT. DEF. UNDER BDSA REG. 2 AND/OR DMS REG. 1		RATING			
5a. ISSUED BY FWS IT Services FWS, IT Services 5275 Leesburg Pike Falls Church VA 22041				6. DELIVER BY (Date)	
5b. FOR INFORMATION CALL (NO COLLECT CALLS)				7. DELIVERY <input checked="" type="checkbox"/> FOB DESTINATION <input type="checkbox"/> OTHER (See Schedule)	
NAME Lorenzo Aragon		TELEPHONE NUMBER AREA CODE 505 NUMBER 248-6627		9. DESTINATION	
8. TO:				a. NAME OF CONSIGNEE	
a. NAME		b. COMPANY		b. STREET ADDRESS	
c. STREET ADDRESS				c. CITY	
d. CITY		e. STATE		f. ZIP CODE	
10. PLEASE FURNISH QUOTATIONS TO THE ISSUING OFFICE IN BLOCK 5a ON OR BEFORE CLOSE OF BUSINESS (Date) 07/08/2026 1700 ED		IMPORTANT: This is a request for information and quotations furnished are not offers. If you are unable to quote, please so indicate on this form and return it to the address in Block 5a. This request does not commit the Government to pay any costs incurred in the preparation of the submission of this quotation or to contract for supplies or service. Supplies are of domestic origin unless otherwise indicated by quoter. Any representations and/or certifications attached to this Request for Quotation must be completed by the quoter.			
11. SCHEDULE (Include applicable Federal, State and local taxes)					
ITEM NUMBER (a)	SUPPLIES/SERVICES (b)	QUANTITY (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)
00010	Period of Performance: 09/20/2026 to 09/19/2027 Base Year - Transaction Fee Percentage				
00020	Period of Performance: 09/20/2026 to 09/19/2027 Base Year - Annual Account Support Services (Security, Customer Support, etc.) (Firm-Fixed Unit Price)				
00030	Period of Performance: 09/20/2026 to 09/19/2027 Base Year - New Product Configuration Continued...				
12. DISCOUNT FOR PROMPT PAYMENT		a. 10 CALENDAR DAYS (%)	b. 20 CALENDAR DAYS (%)	c. 30 CALENDAR DAYS (%)	d. CALENDAR DAYS NUMBER PERCENTAGE
NOTE: Additional provisions and representations <input type="checkbox"/> are <input type="checkbox"/> are not attached.					
13. NAME AND ADDRESS OF QUOTER			14. SIGNATURE OF PERSON AUTHORIZED TO SIGN QUOTATION		15. DATE OF QUOTATION
a. NAME OF QUOTER					
b. STREET ADDRESS			16. SIGNER		
c. COUNTY			a. NAME (Type or print)		b. TELEPHONE AREA CODE
d. CITY		e. STATE	f. ZIP CODE	c. TITLE (Type or print)	NUMBER

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NAME OF OFFEROR OR CONTRACTOR

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	(Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2026 to 09/19/2027				
00040	Base Year - Add-On Features - Free Lotteries (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2026 to 09/19/2027				
00050	Base Year - Add-On Features - Free Permits (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2026 to 09/19/2027				
00060	Base Year - Add-On Features - Harvest Report (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2026 to 09/19/2027				
00070	Base Year - Add-On Features - Check-In/Check-Out (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2026 to 09/19/2027				
00080	Option Year 1 - Transaction Fee Percentage				
	Period of Performance: 09/20/2027 to 09/19/2028				
00090	Option Year 1 - Annual Account Support Services (Security, Customer Support, etc.) (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2027 to 09/19/2028				
00100	Option Year 1 - New Product Configuration (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2027 to 09/19/2028				
00110	Option Year 1 - Add-On Features - Free Continued...				

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NAME OF OFFEROR OR CONTRACTOR

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Lotteries (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2027 to 09/19/2028				
00120	Option Year 1 - Add-On Features - Free Permits (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2027 to 09/19/2028				
00130	Option Year 1 - Add-On Features - Harvest Report (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2027 to 09/19/2028				
00140	Option Year 1 - Add-On Features - Check-In/Check-Out (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2027 to 09/19/2028				
00150	Option Year 2 - Transaction Fee Percentage				
	Period of Performance: 09/20/2028 to 09/19/2029				
00160	Option Year 2 - Annual Account Support Services (Security, Customer Support, etc.) (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2028 to 09/19/2029				
00170	Option Year 2 - New Product Configuration (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2028 to 09/19/2029				
00180	Option Year 2 - Add-On Features - Free Lotteries (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2028 to 09/19/2029				
00190	Option Year 2 - Add-On Features - Free Permits Continued...				

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	(Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2028 to 09/19/2029				
00200	Option Year 2 - Add-On Features - Harvest Report (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2028 to 09/19/2029				
00210	Option Year 2 - Add-On Features - Check-In/Check-Out (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2028 to 09/19/2029				
00220	Option Year 3 - Transaction Fee Percentage				
	Period of Performance: 09/20/2029 to 09/19/2030				
00230	Option Year 3 - Annual Account Support Services (Security, Customer Support, etc.) (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2029 to 09/19/2030				
00240	Option Year 3 - New Product Configuration (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2029 to 09/19/2030				
00250	Option Year 3 - Add-On Features - Free Lotteries (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2029 to 09/19/2030				
00260	Option Year 3 - Add-On Features - Free Permits (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2029 to 09/19/2030				
00270	Option Year 3 - Add-On Features - Harvest Continued...				

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ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Report (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2029 to 09/19/2030				
00280	Option Year 3 - Add-On Features - Check-In/Check-Out (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2029 to 09/19/2030				
00290	Option Year 4 - Transaction Fee Percentage				
	Period of Performance: 09/20/2030 to 09/19/2031				
00300	Option Year 4 - Annual Account Support Services (Security, Customer Support, etc.) (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2030 to 09/19/2031				
00310	Option Year 4 - New Product Configuration (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2030 to 09/19/2031				
00320	Option Year 4 - Add-On Features - Free Lotteries (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2030 to 09/19/2031				
00330	Option Year 4 - Add-On Features - Harvest Report (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2030 to 09/19/2031				
00340	Option Year 4 - Add-On Features - Harvest Report (Firm-Fixed Unit Price)				
	Period of Performance: 09/20/2030 to 09/19/2031				
00350	Option Year 4 - Add-On Features - Continued...				

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NAME OF OFFEROR OR CONTRACTOR		

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Check-In/Check-Out (Firm-Fixed Unit Price) Period of Performance: 09/20/2030 to 09/19/2031 Contracting POC: Lorenz Aragon; E-Mail: lawrence_aragon@ios.doi.gov; Ph# 505-248-6627				

The U.S. Fish and Wildlife Service (USFWS) Division of Visitor Services and Communications is issuing an open-market acquisition to secure a Recreation Permitting & Transactions Digital Platform under RFQ# 140F1S26Q0052. Please see the attached Performance Work Statement (PWS) for additional details.

I. Type of Contract

The Government contemplates award of a Firm-Fixed Price / No-Cost contract resulting from this solicitation.

II. Proposal Instructions

1. Submission of questions

- a. Interested vendors must submit any questions concerning the solicitation by Wednesday July 1, 2026, 12PM EST. Questions may be submitted via email to [lawrence aragon@ios.doi.gov](mailto:lawrence_aragon@ios.doi.gov).

2. Submission of quotes

- a. Quotes are to be submitted via email [lawrence aragon@ios.doi.gov](mailto:lawrence_aragon@ios.doi.gov) by Wednesday July 8, 2026, 5PM EST.

3. Period for acceptance of quote

- a. The vendor agrees quotes will remain valid for at least 60 days from the RFQ closing date.

4. Late submissions, modifications, revisions, and withdrawals of quotes

- a. Vendors are responsible for submitting quotes, and any modifications, revisions, or withdrawals, so as to reach the Government office designated in the solicitation by the time specified in the solicitation. Any quote, modification, revision, or withdrawal of a quote received at the Government office designated in the solicitation after the exact time specified for receipt of quotes is "late" and will not be considered unless it is received before award is made, the Contracting Officer determines that accepting the late quote would not unduly delay the acquisition, is not unduly prejudicial, and is in the Government's best interest. However, a late modification of an otherwise successful quote, that makes its terms more favorable to the Government, will be considered at any time it is received and may be accepted.

5. Specific Quote Instructions

- a. Quotes shall be in two (2) separate volumes. Volume I - Technical, (factors 1 & 2) shall be no more than twenty-five (25) pages not including cover page, and/or appendix. Volume II – Pricing, (Factor 3) does not have a page limit.
 - i. Volume I - Technical (Factors 1 & 2)
 - ii. Volume II - Price (Factor 3)

b. Volume I – Factor 1- Technical

- i. This volume should address all non-price factors. The Government will evaluate the offeror's technical approach to delivering a secure, FedRAMP Moderate authorized SaaS application that meets all PWS functional requirements (including lotteries, first-come/first-served, check-in/check-out, configurable site rules, high-volume transactions, and integration).

Evaluation will focus on:

- Security compliance: FedRAMP Moderate application (Go/No-Go), NIST SP 800-53r5, FISMA, login.gov for external users, and SAML for internal users.
- Platform quality: scalability, mobile responsiveness, and usability for the public and refuge administrators.
- Transition approach: completeness and feasibility of implementation, onboarding, and data-migration plans for more than 60 sites with minimal disruptions.
- Support readiness: adequacy of customer support, surge and weekend coverage, training, and risk mitigation measures needed for nationwide deployment.
- Offerors shall submit verifiable evidence of an active FedRAMP Moderate Authorization for the proposed SaaS platform, such as a current FedRAMP Authorization to Operate (ATO) letter or listing in the FedRAMP Marketplace.

Proposals failing to meet essential PWS requirements will be rated unacceptable.

c. Volume I – Factor 2 - Past Performance

- i. The vendor should be able to demonstrate successful past performance and experience delivering a FedRAMP Moderate Authorized application for Recreation Permitting & Transaction Platform to the USFWS or other government agencies.
- ii. The vendor shall demonstrate their prior experience as it relates to cases of similar size, scope, and complexity to this requirement within the past 3-5 years.
- iii. The examples must include the following information (a minimum of 2 examples):
 1. Project Description
 2. Dollar amount of project
 3. Period of performance
- iv. The Government reserves the right to contact any or all past performance references and other available sources. The Contracting Officer may delegate evaluation team members to do so for verifying

performance history, clarifying information, and assessing relevance and quality. All delegated communications will occur under the Contracting Officer's direction and be documented in the evaluation record.

- v. The Government may also consider information obtained from other sources such as CPARS, FAPIIS or agency knowledge to review any contract terminations (for default, cause, or convenience) within the past three years.

d. Volume II – Factor 3 - Price

- i. Price volume shall include the cost of requested services listed in the PWS. Pricing shall include a 12-month base year, plus (4) 12-month option years and a possible 6-month extension covered under FAR clause 52.217-8.
- ii. Vendors are encouraged to offer discounted prices.
- iii. The Government intends to evaluate quotes and award a contract without discussions with vendors. Therefore, the vendor's initial quote should contain its best terms from a price and technical standpoint. However, the Government reserves the right to conduct discussions if later determined by the Contracting officer to be necessary or in the Government's best interest.

III. Evaluation Factors

The technical features of each quote shall be evaluated against the Request for Quote (RFQ) requirements, assessing the strengths and weaknesses of each proposal in light of evaluation criteria described below. The technical evaluation factors shall be evaluated using reasoned judgment that results in the assignment of a rating as follows: **Outstanding, Good, Acceptable, or Unacceptable.**

-Outstanding Proposal meets requirements and indicates an exceptional capability and understanding of the requirements. Strengths far outweigh any weaknesses. Risk of unsuccessful performance is very low.

-Good Proposal meets requirements and indicates a thorough capability and understanding of the requirements. Proposal contains strengths which outweigh any weaknesses. Risk of unsuccessful performance is low.

-Acceptable Proposal meets requirements and indicates an adequate capability and understanding of the requirements. Strengths and weaknesses are offsetting or will have little or no impact on contract performance. Risk of unsuccessful performance is no worse than moderate.

-Unacceptable Proposal does not meet requirements and contains one or more deficiencies. Proposal is unawardable.

The Contracting Officer will screen quotes to identify and eliminate any quotes from the competitive range that are so incomplete as to preclude consideration of award. The remaining quotes will be evaluated based upon the following factors:

1. Factor 1 – Technical understanding of the SOW

- a. The vendor's demonstration of its technical understanding of the requirements as set forth herein, including how it described meeting the specific details in the PWS.

2. Factor 2 – Past Performance

- a. The vendor shall clearly demonstrate satisfactory or better performance with projects of similar size, scope, and complexity to this requirement.
- b. These communications are not considered discussions under FAR Part 15 and will be documented in the evaluation record.

3. Factor 3 – Price

- a. Pricing shall be evaluated to determine completeness and reasonableness per the criteria specified in the PWS. The Government will evaluate the quoted price for reasonableness.

IV. Basis of Award

Award shall be made to the responsible vendor whose quote is determined to be the most advantageous to the Government, with appropriate consideration given to the evaluation factors. Award shall be made to the vendor whose quote, conforming to this RFQ, provides the best value to the Government. Non-pricing features of a vendor's quote shall be evaluated in such a manner as to assess the value of those features as compared to the quoted prices or costs to the Government. Implicit in this process is the Government's willingness to accept other than the lowest priced quote or highest rated quote. Overall, the non-price factors and the Price factor hold equal importance. The Government may reject any or all quotes if such action is in the public interest; accept other than the lowest quote; and waive informalities and minor irregularities in quotes received.

52.252-2 Clauses Incorporated by Reference. (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

For FAR Clauses: <http://acquisition.gov/far/index.html>

Clauses Incorporated by Reference

52.203-13 Contractor Code of Business Ethics and Conduct (Nov 2021)

52.203-17 Contractor Employee Whistleblower Rights and Requirement To Inform Employees of Whistleblower Rights. (Nov 2023)

52.203-19 Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements (Jan 2017)

52.204-9 Personal Identity Verification on Contractor Personnel (Jan 2011)

52.204-13 System for Award Management - Maintenance (Mar 2026)

52.204-14 Service Contract Reporting Requirements (Mar 2026)

52.204-19 Incorporation by Reference of Representations and Certifications. (Dec 2014)

52.209-10 Prohibition on Contracting with Inverted Domestic Corporations (May 2026)

52.209-6 Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, Proposed for Debarment, or Voluntarily Excluded (May 2026)

52.212-4 Terms and Conditions-Commercial Products and Commercial Services. (Mar 2026)

52.219-6 Notice of Total Small Business Set-Aside (Jan 2026)

52.219-8 Utilization of Small Business Concerns (Jan 2026)

52.219-14 Limitations on Subcontracting (Jan 2026)

52.222-3 Convict Labor (May 2026)

52.222-35 Equal Opportunity for Veterans (May 2026)

52.222-36 Equal Opportunity for Workers with Disabilities (May 2026)

52.222-37 Employment Reports on Veterans (May 2026)

52.222-40 Notification of Employee Rights under the National Labor Relations Act (May 2026)

52.222-50 Combating Trafficking in Persons (May 2026)

52.222-90 Addressing DEI Discrimination by Federal Contractors (May 2026)

52.226-8 Encouraging Contractor Policies to Ban Tec Messaging While Driving (May 2024)

52.227-14 Rights in Data-General (May 2014)

52.232-33 Payment by Electronic Funds Transfer-System for Award Management (Oct 2018)

52.232-40 Providing Accelerated Payments to Small Business Subcontractors (Mar 2023)

52.233-3 Protest after Award (DEVIATION DATE)

52.233-4 Applicable Law for Breach of Contract Claim (DEVIATION DATE)

52.240-91 Security Prohibitions and Exclusions (Mar 2026)

52.240-93 Basic Safeguarding of Covered Contractor Information Systems (DEVIATION DATE)

52.242-15 Stop-Work Order (Aug 1989)

Full Text Clauses

52.217-8 Option to Extend Services.

As prescribed in [17.208\(f\)](#), insert a clause substantially the same as the following:

OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within *30 days*.

(End of clause)

52.217-9 Option to Extend the Term of the Contract.

As prescribed in 17.208(g), insert a clause substantially the same as the following:

OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 15 *days* provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5-years, 6 *months*.

(End of clause)

52.219-28 Postaward Small Business Program Rerepresentation.

As prescribed in 19.101(a)(2)(iii)(A), insert the following clause:

Postaward Small Business Program Rerepresentation (Deviation Date)

(a) *Definitions.* As used in this clause—

Long-term contract means a contract of more than five years in duration, including options. However, the term does not include contracts that exceed five years in duration because the period of performance has been extended for a cumulative period not to exceed six months under the clause at 52.217-8, Option to Extend Services, or other appropriate authority.

Small business concern—

(1) Means a concern, including its affiliates, that is independently owned and operated, not dominant in its field of operation, and qualified as a small business under the criteria in 13 CFR part 121 and the size standard in paragraph (c) of this clause.

(2) *Affiliates*, as used in this definition, means business concerns, one of whom directly or indirectly controls or has the power to control the others, or a third party or parties control or have the power to control the others. In determining whether affiliation exists, consideration is given to all appropriate factors including common ownership, common management, and contractual relationships. SBA determines affiliation based on the factors set forth at 13 CFR 121.103.

(b) If the Contractor represented that it was a small business concern, a small disadvantaged business concern, or a joint venture that was any of the small business concerns identified in 19.000(a)(3) prior to award of this contract, the Contractor shall rerepresent its size and socioeconomic status according to paragraph (e) of this clause or, if applicable, paragraph (g) of this clause, upon occurrence of any of the following:

(1) Within 30 days after execution of a novation agreement or within 30 days after modification of the contract to include this clause, if the novation agreement was executed prior to inclusion of this clause in the contract.

(2) Within 30 days after a merger or acquisition that does not require a novation or within 30 days after modification of the contract to include this clause, if the merger or acquisition occurred prior to inclusion of this clause in the contract.

(3) For long-term contracts-

(i) Within 60 to 120 days prior to the end of the fifth year of the contract; and

(ii) Within 60 to 120 days prior to the date specified in the contract for exercising any option thereafter.

(c) The Contractor shall rerepresent its size status in accordance with the size standard in effect at the time of this rerepresentation that corresponds to the North American Industry Classification System (NAICS) code(s) assigned to this contract. The small business size standard corresponding to this NAICS code(s) can be found

at <https://www.sba.gov/document/support--table-size-standards>.

(d) The small business size standard for a Contractor providing an end item that it does not manufacture, process, or produce itself, for a contract other than a construction or service contract, is 500 employees, or 150 employees for information technology value-added resellers under NAICS code 541519, if the acquisition—

(1) Was set aside for small business and has a value above the simplified acquisition threshold;

(2) Used the HUBZone price evaluation preference regardless of dollar value, unless the Contractor waived the price evaluation preference; or

(3) Was an 8(a), HUBZone, service-disabled veteran-owned, economically disadvantaged women-owned, or women-owned small business set-aside or sole-source award regardless of dollar value.

(e) Except as provided in paragraph (g) of this clause, the Contractor shall make the representation(s) required by paragraph (b) of this clause by validating or updating all its representations in the Representations and Certifications section of the System for Award Management (SAM) and its other data in SAM, as necessary, to ensure that they reflect the Contractor's current status. The Contractor shall notify the contracting officer in writing within the timeframes specified in paragraph (b) of this clause, that the data have been validated or updated, and provide the date of the validation or update.

(f) If the Contractor represented that it was other than a small business concern prior to award of this contract, the Contractor may, but is not required to, take the actions required by paragraphs (e) or (g) of this clause.

(g) If the Contractor does not have representations and certifications in SAM, or does not have a representation in SAM for the NAICS code applicable to this contract, the Contractor is required to complete the following rerepresentation and submit it to the contracting office, along with the contract number and the date on which the rerepresentation was completed:

(1) The Contractor represents that it ☐ is, ☐ is not a small business concern under *NAICS Code* _____ assigned to *contract number* _____.

(2) [Complete only if the Contractor represented itself as a small business concern in paragraph (g)(1) of this clause.] The Contractor represents that it ☐ is, ☐ is not, a small disadvantaged business concern as defined in 13 CFR 124.1001.

(3) *Women-owned small business (WOSB) joint venture eligible under the WOSB Program.* The Contractor represents that it ☐ is, ☐ is not a joint venture that complies with the requirements of 13 CFR 127.506(a) through (c). [*The Contractor shall enter the name and unique entity identifier of each party to the joint venture: ____.*]

(4) *Economically disadvantaged women-owned small business (EDWOSB) joint venture.* The Contractor represents that it ☐ is, ☐ is not a joint venture that complies with the requirements of 13 CFR 127.506(a) through (c). [*The Contractor shall enter the name and unique entity identifier of each party to the joint venture: ____.*]

(5) *Service-disabled veteran-owned small business (SDVOSB) joint venture eligible under the SDVOSB Program.* The Contractor represents that it ☐ is, ☐ is not an SDVOSB joint venture eligible under the SDVOSB Program that complies with the requirements of 13 CFR 128.402. [*The Contractor shall enter the name and unique entity identifier of each party to the joint venture: ____.*]

(6) *HUBZone joint venture eligible under the HUBZone Program.* [*Complete only if the offeror is a HUBZone small business concern.*] The offeror represents, as part of its offer, that It ☐ is, ☐ is not a HUBZone joint venture that complies with the requirements of 13 CFR 126.616(a) through (c). [*The Contractor shall enter the name and unique entity identifier of each party to the joint venture: ____.*] Each HUBZone small business concern participating in the HUBZone joint venture must be certified as a HUBZone concern. [*Contractor to sign and date and insert authorized signer's name and title.*_____]

(End of clause)

DEPARTMENT OF THE INTERIOR ACQUISITION REGULATION (DIAR) CLAUSES INCORPORATED BY FULL TEXT

1452.201-70 Authorities and Delegations (Sep 2011)

(a) The Contracting Officer is the only individual authorized to enter into or terminate this contract, modify any term or condition of this contract, waive any requirement of this contract, or accept nonconforming work.

(b) The Contracting Officer will designate a Contracting Officer's Representative (COR) at time of award. The COR will be responsible for technical monitoring of the contractor's performance and deliveries. The COR will be appointed in writing, and a copy of the appointment will be furnished to the Contractor. Changes to this delegation will be made by written changes to the existing appointment or by issuance of a new appointment.

(c) The COR is not authorized to perform, formally or informally, any of the following actions:

(1) Promise, award, agree to award, or execute any contract, contract modification, or notice of intent that changes or may change this contract;

(2) Waive or agree to modification of the delivery schedule;

(3) Make any final decision on any contract matter subject to the Disputes Clause;

(4) Terminate, for any reason, the Contractor's right to proceed;

(5) Obligate in any way, the payment of money by the Government.

(d) The Contractor shall comply with the written or oral direction of the Contracting Officer or authorized representative(s) acting within the scope and authority of the appointment memorandum. The Contractor need not proceed with direction that it considers to have been issued without proper authority. The Contractor shall notify the Contracting Officer in writing, with as much detail as possible, when the COR has taken an action or has issued direction (written or oral) that the Contractor considers to exceed the COR's appointment, within 3 days of the occurrence. Unless otherwise provided in this contract, the Contractor assumes all costs, risks, liabilities, and consequences of performing any work it is directed to perform that falls within any of the categories defined in paragraph (c) prior to receipt of the Contracting Officer's response issued under paragraph (e) of this clause.

(e) The Contracting Officer shall respond in writing within 30 days to any notice made under paragraph (d) of this clause. A failure of the parties to agree upon the nature of a direction, or upon the contract action to be taken with respect thereto, shall be subject to the provisions of the Disputes clause of this contract.

(f) The Contractor shall provide copies of all correspondence to the Contracting Officer and the COR.

(g) Any action(s) taken by the Contractor, in response to any direction given by any person acting on behalf of the Government or any Government official other than the Contracting Officer or the COR acting within his or her appointment, shall be at the Contractor's risk.

(End of clause)

Electronic Invoicing and Payment Requirements - Invoice Processing Platform (IPP)

(February 2021)

Payment requests must be submitted electronically through the U. S. Department of the Treasury's Invoice Processing Platform System (IPP).

"Payment request" means any request for contract financing payment or invoice payment by the Contractor. To constitute a proper invoice, the payment request must comply with the requirements identified in the applicable Prompt Payment clause included in the contract, or the clause 52.212-4 Contract Terms and Conditions - Commercial Items included in commercial item contracts. The IPP website address is: <https://www.ipp.gov>.

Under this contract, the following documents are required to be submitted as an attachment to the IPP invoice [Contracting Officer to edit and include the documentation required under this contract]:

The Contractor must use the IPP website to register access and use IPP for submitting requests for payment. The Contractor Government Business Point of Contact (as listed in SAM) will receive enrollment instructions via email from the Federal Reserve Bank of St. Louis (FRBSTL) within 3 - 5 business days of the contract award date. Contractor assistance with enrollment can be obtained by contacting the IPP Production Helpdesk via email IPPCustomerSupport@fiscal.treasury.gov or phone (866) 973-3131.

If the Contractor is unable to comply with the requirement to use IPP for submitting invoices for payment, the Contractor must submit a waiver request in writing to the Contracting Officer with its proposal or quotation.

(End of Local Clause)

INTERNET PROTOCOL version 6 (June 2012)

1. Any system hardware, software, firmware and/or networked component (voice, video or data) developed, procured, or acquired in support and/or performance of this contract shall be capable of transmitting, receiving, processing, forwarding and storing digital information across system boundaries utilizing system packets that are formatted in accordance with commercial standards of Internet Protocol (IP) version 6 (IPv6) as set forth in the USGv6 Profile ([NIST Special Publication 500267](#)) and corresponding declarations of conformance defined in the USGv6 Test Program. In addition, this system shall maintain interoperability with IPv4 systems and provide at least the same level of performance and reliability capabilities of IPv4 products.
2. Specifically, any new IP product or system developed, acquired, or produced must:
 - a. Interoperate with both IPv6 and IPv4 systems and products, and
 - b. Have available contractor/vendor IPv6 technical support for development and implementation and fielded product management.
3. As IPv6 evolves, the Contractor commits to upgrading or providing an appropriate migration path for each item developed, delivered or utilized at no additional cost to the Government. The Contractor shall retrofit all nonIPv6 capable equipment, as defined above, that is fielded under this contract with IPv6 capable equipment, at no additional cost to the Government.
4. The contractor shall provide technical support for both IPv4 and IPv6.
5. Any system or software must be able to operate on networks supporting IPv4, IPv6 or one that supports both.
6. Any product whose noncompliance is discovered and made known to the Contractor within one year after acceptance shall be upgraded, modified, or replaced to bring it into compliance at no additional cost to the Government.

(End of clause)

52.252-1 Solicitation Provisions Incorporated by Reference (Feb 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this address: www.acquisition.gov.

Solicitation Provisions Incorporated by Reference

2.203-11 Certification and Disclosure Regarding Payments to Influence Certain Federal Transactions (Sep 2024)

52.203-18 Prohibition on Contracting with Entities that Require Certain Internal Confidentiality Agreements or Statements-Representation (Jan 2017)

52.204-7 System for Award Management – Registration (Mar 2026)

52.209-2 Prohibition on Contracting with Inverted Domestic Corporations-Representation (May 2026)

52.229-11 Tax on Certain Foreign Procurements – Notice and Representation (Oct 2025)

52.240-90 Security Prohibitions and Exclusions Representations and Certification (Mar 2026)

Full Text Provisions

1452.233-2 -- Service of Protest Department of the Interior (Jul 1996) (Deviation)

(a) Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the Government Accountability Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from U.S. Fish & Wildlife, 4301 Fairfax Drive, Arlington, VA 22203.

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

(c) A copy of the protest served on the Contracting Officer shall be simultaneously furnished by the protester to the Department of the Interior Assistant Solicitor, Acquisitions and Intellectual Property, 1849 C Street, NW, Room 6511, Washington, DC 20240.

(End of Provision)

Digital Platform for Managing Limited-Use Recreation Opportunities and Transactions

Performance Work Statement

General Information

This is a non-personnel services contract to provide a secure (Fed-Ramp moderate level authorized) online platform for processing transactions and managing limited-used use recreation on federal lands sites. This includes lotteries, reservations, permit issuance, fee collection, reports, check in check out, and other unique features and customer support. 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.

Description of Services

The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to provide a Software-as-a-Service (SaaS) platform for the issuance and management of permits, fees and reporting utilized by individuals for access to multiple refuges for the purpose of hunting. The contractor must provide all aspects of information technology, customer support, and fee management 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.

Background

FWS public lands received more than 71 million annual visitors and 2.8 million hunting visits in fiscal year 2025. To ensure stable wildlife populations and quality use of the resource, field stations may limit the use of popular areas and opportunities. The system must account for varying season dates, group sizes, different hunting areas or blinds for specific species, methods of take, limits on permit quotas and allow staff to make changes to the permit and lottery system to accommodate changing environmental conditions.

Some refuges provide lotteries (or draws) for hunting units by species, while others may provide one permit per species for the entire refuge. To improve customer service delivery to the public, FWS is seeking a national, turn-key solution that creates a consistent user experience that can be administered by refuge staff.

As a reference [this map](#) depicts hunt units regulated by the FWS and details where hunters can hunt specific species.

Objectives

1. Provide a secure, compliant, user-friendly FedRAMP Moderate authorized software-as-a-service (SaaS) platform for recreation and permit management of upwards 45 sites that support annual permit and pass processing volume of up to 85,000 with annual sales totaling \$2,000,000 - \$2,500,000 and deposit funds into pay.gov and generate reports.
2. Provide onboarding for new sites add on features for individual sites based on the attached **Limited Use 2026-2027 Estimate** which each site's annual transaction volume estimate and add on features.

3. Provide secure platform to manage permit and ticket inventory, track sales, and generate reports.
4. The platform should include online help documentation and training videos for all services and ongoing customer support for the newly integrated capabilities and software updates.
5. Provide external customer user support including password reset and technical help during normal business hours and weekends when new inventory is released.

Scope

The contractor shall provide a turnkey, fully managed, FedRAMP Moderate-authorized Software-as-a-Service (SaaS) platform to support the issuance, sale and management of limited-use recreational permits, passes, lotteries, and reservations across up to 45 public lands sites. The contractor shall furnish all personnel, equipment, hosting, software components, customer support, and technical services necessary to deliver a ready-to-use secure, reliable, scalable, and user-friendly platform.

Contractor proposals shall clearly identify:

- All platform features and capabilities that meet functional user and security requirements of this PWS.
- References and project descriptions from clients with similar use cases.
- A detailed customer support plan for internal (refuge staff) and external (public) users, including support hours, escalation, and response standards.
- A staffing plan identifying key personnel, their qualifications, and their roles in administering and supporting the platform necessary to meet the user and security requirements.
- A pricing structure that includes a percentage per transaction fee for sales of permits, reservations, passes, site onboarding charges, optional feature add-ons, and any other applicable costs processed by the platform.
- A scalable plan to support site-specific add-on features, such as configuring new products from new sites, first-come-first-serve options, free lotteries, free permits, check-in/check-out, harvest reports, security fees, and more. Refer to the attached document for transaction volumes and additional feature details by site.

Functional Requirements

The contractor shall provide standard workflows, data structures, and administrative tools necessary to support all recreation, permit, pass, lottery and reservation functions for up to **45 public sites** that meet the specified requirements.

Platform Features

1. The application must be FedRAMP authorized at the moderate level and be listed in the [FedRAMP Marketplace](#).
2. Offerors shall submit verifiable evidence of an active FedRAMP Moderate Authorization for the proposed SaaS platform, such as a current FedRAMP Authorization to Operate (ATO) letter or listing in the FedRAMP Marketplace.
3. Must use responsive design principles such that the platform is useable across all screen sizes

from mobile phones to larger screens like laptop and desktop monitors.

4. Allows administrators to manage multiple sites within one portal or dashboard interface.
5. Allow administrators to customize their dashboard based on individual and group login and role credentials.
6. Provide real-time permit and pass reporting including custom queries as well as standard local and national reports.
7. Allow applicants to apply for and view their recreational pass, license, permit, lottery, and registration status from either their desktop/laptop or mobile device that include the following features opportunity availability, applicant eligibility, automatic notifications, electronic permit downloads, viewing multiple applications, and easy payment processing. Payment at time of application or at time of permit issuance.
8. Allow users to digitally sign and save permits.
9. Allow users to print permits.
10. Does not allow users to create duplicate permit applications and permits
11. Collect customer feedback on use of the platform using a Touchpoints survey. FWS will create the survey based on current OMB best practices. Contractor will embed survey on platform and have regular access to view feedback to continually improve platform.
12. Leverage authoritative FWS GIS web services and other internal data sources for species and hunt unit data.
13. Process all recreation fee transactions, including permits, passes, tickets, and reservations, in support of annual transaction volumes totaling approximately 85,000 units processed with transactions totaling \$2,000,000 - \$2,500,000.
14. Provide first-come, first-served configurable inventory management, including the ability to set and adjust product quantities, pricing, and sales parameters. Current fee rates range from \$0 to \$120.
15. Securely process all financial transactions through Pay.gov, ensuring proper funds control and compliant deposit of all revenues to the U.S. Treasury.

Add on features a for a maximum of 35 public sites.

16. Randomized permit lotteries for individuals and group entrants with buy in post-draw if spaces are available.
17. Opt-in lottery preference points.
18. Check-in check out feature that allows individual to mark themselves as present at a refuge for a specific activity (e.g. birding, hunting, fishing), optionally in a specific zone of a refuge (i.e. Northeast Unit, Deer Archery Zone, etc.), as well as check-out when they leave the refuge to allow refuge manager and law enforcement officers to safely manage visitors.

19. Require public users to certify that they have read and understood refuge regulations (per refuge hunt brochure).
20. Opt-in real time harvest record reporting on a station-by-station basis.
21. Other configuration services for onboarding new sites and permit and pass products.
22. Onboarding and training that may include multiple stations; anticipate follow-on session(s) for stations joining later or refreshing administrators.

Data Migration

More than sixty national wildlife refuges currently use an approved platform for recreational permits. Migration shall include creation of administrative and standard user accounts, configuration of permits and passes, replication of site-specific business rules and features, and transfer of historical or active permit- data as required by FWS.

Within 30 days of award, the contractor shall deliver a Data Migration Plan identifying:

- Required formats and data inputs from the Government
- Migration steps, sequencing, and schedule
- Verification and validation procedures
- Data integrity checks and acceptance criteria
- Roles and responsibilities for contractor and government staff

Migration shall not disrupt active permit sales or ongoing recreation activities. All sites must be fully operational before acceptance.

Security

The platform shall meet all federal security, privacy, and access control requirements applicable to a FedRAMP Moderate–authorized SaaS system containing Sensitive Personally Identifiable Information (PII). The platform will contain Sensitive Personally Identifiable Information (PII), but will not store government sensitive information, Controlled Unclassified Information (CUI).

The platform must maintain active FedRAMP Moderate authorization and shall meet e-government Federal Information Security Management Act (FISMA) security measures defined within the National Institute of Standards and Technology (NIST) framework SP 800-37. Measures Include:

- Meet applicable minimum-security requirements as described in NIST SP 800-53r5.
- Assist the FWS in achieving Certification and Accreditation as described in the NIST SP-37 and required by OMB Circular A-130.
- Perform and provide monthly Continuous Monitoring reports of application platform per the FedRAMP authorization standards.
- Implement [OMB M-22-09](#), which requires phishing resistant multi factor authentication (MFA). DOI CIO has determined that Security Assertion Markup Language (SAML) integration with Active Directory (Entra ID) is required for internal users and login.gov is required for external users (e.g., members of the public, external partners, etc.)
- Implement OMB M-23-10 by September 30, 2023, [which requires the registration and use of .gov in the Federal Government](#). This can be implemented as a subdomain of FWS.gov.

The Platform will meet the Federal Information Processing Standard (FIPS 200) minimum security

standards by categorizing all features and content as MODERATE impact levels. This includes the triangulation impact of the system and Service loaded content regarding 1) Confidentiality, 2) Integrity, and 3) Availability.

Period of Performance

The base period of the contract will be for one year from the date of award, unless terminated earlier. Four additional option years can be exercised based on quality performance and the needs of the government.

Quality Control

The contractor shall develop and implement a comprehensive Quality Control Program (QCP) to ensure all services, features, and system operations comply with the requirements of this PWS. The QCP shall describe processes for monitoring service performance, identifying and correcting deficiencies, documenting corrective actions, and preventing recurrence. The contractor shall provide the QCP to the Contracting Officer within 15 calendar days of award for review and acceptance.

Quality Assurance

The government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

Recognized Holidays

The contractor is required to perform services on holidays including New Year's Day, Martin Luther King Jr's Birthday, President's Day, Memorial Day, Juneteenth National Independence Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day and Christmas Day.

Hours of Operation

The contractor is responsible for providing their online service platform to customers 24 hours a day, seven days a week. The Contractor must maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

Post Award Conference/Periodic Progress Meetings

The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. 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.

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.

Key Personnel

The contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person and an alternate who shall act for the contractor when the manager is absent shall be designated in writing to the contracting officer. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The contract manager or alternate shall be available between **8:00 a.m. to 4:30p.m.** Monday thru Friday except Federal holidays or when the government facility is closed for administrative reasons.

Identification of Contractor Employees

All contract personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.

Data Rights

The Government has unlimited rights to all documents/material produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract shall be Government owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the contractor without written permission from the Contracting Officer. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

Organization Conflict of Interest

Contractor and subcontractor personnel performing work under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The Contractor shall notify the Contracting Officer immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the Contracting Officer to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be acceptable solely at the discretion of the Contracting Officer and in the event the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may effect other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted

requirements which may be affected by the OCI.

Part 2, Definitions and Acronyms

Definitions

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.

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.

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.

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

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

KEY PERSONNEL. Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

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

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

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

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

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

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

WORK WEEK. Monday through Friday, unless specified otherwise.

Acronyms

ACOR	Alternate Contracting Officer's Representative
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
FAR	Federal Acquisition Regulation
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

Not applicable.

Part 4, Contractor Furnished Items and Responsibilities

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.

Part 5, Specific Tasks

- The contractor shall provide the use of a mobile-friendly on-line platform that facilitates the management of limited use hunting opportunities on national wildlife refuges.
- The contractor shall maintain Fed Ramp compliant of moderate impact on-line platform.
- Provide external customer user support on the platform, including password reset and technical help with the platform during normal business hours and weekends commonly when permits and licenses active.
- The contractor shall provide an annual back up, report on usage of the platform and completed customer feedback data.

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.

Performance Objective	Standard	Performance Threshold	Method of Surveillance
The platform should maintain 99 percent uptime and ensure scheduled outages and upgrades occur with minimal impact to users.	99 percent uptime.	Zero deviation from standard.	Requests to critical pages every minute. A positive test includes an HTTP 2xx response and includes specific HTML content matches.
The platform meets all requirements of a moderate impact FedRAMP compliant system.	Requirements listed for FedRAMP moderate impact systems.	Zero deviation from standard.	Annual review of compliance metrics.
Accurate quarterly transactions and permit processing data.	100% of transactions process match up to deposits in Pay.gov	Zero deviation from standard.	Quarterly review of transaction processing measured against Pay.gov deposits.

CLIN	Category	Quantity (up to)	Firm-Fixed Price Per Unit	Total Contract
10	Base Year - Transaction Percentage Fee	\$2,000,000-\$2,500,000(min-max)	%	
20	Base Year - Annual Account Support Services (Security, Customer Support, etc)	41		
30	Base Year - New Product Configuration	2		
40	Base Year - Add-On Features- Free Lotteries	10		
50	Base Year - Add-On Features-Free Permit	23		
60	Base Year - Add-On Features-Harvest Report	6		
70	Base Year - Add-On Features-Check-In/Check-Out	13		
80	OY 1 -Transaction Percentage Fee	\$2,000,000-\$2,500,000(min-max)		
90	OY 1 - Annual Account Support Services (Security, Customer Support, etc)	41		
100	OY 1 - New Product Configuration	2		
110	OY 1 -Add-On Features- Free Lotteries	10		
120	OY 1 - Add-On Features-Free Permit	23		
130	OY 1 - Add-On Features-Harvest Report	6		
140	OY 1 - Add-On Features-Check-In/Check-Out	13		
150	OY 2 -Transaction Percentage Fee	\$2,000,000-\$2,500,000(min-max)	%	
160	OY 2 - Annual Account Support Services (Security, Customer Support, etc)	41		
170	OY 2 - New Product Configuration	2		
180	OY 2 -Add-On Features- Free Lotteries	10		
190	OY 2 - Add-On Features-Free Permit	23		
200	OY 2 - Add-On Features-Harvest Report	6		
210	OY 2 - Add-On Features-Check-In/Check-Out	13		
220	OY 3 -Transaction Percentage Fee	\$2,000,000-\$2,500,000(min-max)	%	
230	OY 3 - Annual Account Support Services (Security, Customer Support, etc)	41		
240	OY 3 - New Product Configuration	2		
250	OY 3 -Add-On Features- Free Lotteries	10		
260	OY 3 - Add-On Features-Free Permit	23		
270	OY 3 - Add-On Features-Harvest Report	6		
280	OY 3 - Add-On Features-Check-In/Check-Out	13		
290	OY 4 -Transaction Percentage Fee	\$2,000,000-\$2,500,000(min-max)	%	
300	OY 4 - Annual Account Support Services (Security, Customer Support, etc)	41		
310	OY 4 - New Product Configuration	2		
320	OY 4 - Add-On Features- Free Lotteries	10		
330	OY 4 - Add-On Features-Free Permit	23		
340	OY 4 - Add-On Features-Harvest Report	6		
350	OY 4 - Add-On Features-Check-In/Check-Out	13		

	Site / Product or Feature Needed	Public Fee	Est. Volume of Permit Sales	Free Lotteries	Free Permits	Check In Check Out	Harvest Report	Configure new Services
1	Bald Knob National Wildlife Refuge							
	Free Lottery (add on feature)	\$ -	21	1				
	Permit	\$13.00	566					
2	Cache River National Wildlife Refuge							
	Permit	\$13.00	2,673					
3	Central Louisiana Refuges Complex							
	Free Lottery (add on feature)	\$ -	231	1				
	Free Permit (add on feature)	\$ -	779		1			
	Lottery	\$10.00	96					
	Lottery	\$15.00	114					
	Lottery	\$20.00	128					
	Lottery	\$25.00	275					
	Lottery	\$5.00	438					
	Permit	\$20.00	1,912					
4	Cherry Valley National Wildlife Refuge (Lenape Complex)							
	Free Permit (add on feature)	\$ -	15		1			
	Lottery	\$5.00	334					
	Permit	\$30.00	211					
5	Chincoteague National Wildlife Refuge	\$ -						
	Check-in, Check-out (add on feature)	\$ -	-			1		
	Free Permit (add on Feature)	\$ -	3,500		1			
6	Clarks River and Green River NWRs							
	Free Permit (add on feature)	\$ -	317		1			
	Permit	\$10.00	17					
	Permit	\$4.00	126					
	Permit	14	629					
7	Dale Bumpers White River National Wildlife Refuge							
	Free Lottery (add on feature)	\$ -	3,011	1				
	Free Permit (add on Feature)	\$ -	4,682		1			
	Harvest Report (add on feature)	-	-				1	
	Permit	\$20.00	8,675					
8	Detroit River International Wildlife Refuge							
	Free Lottery (add on feature)	\$ -	3	1				
	Permit	20	3					
	Permit	60	6					
	Permit	\$80.00	171					
9	Eastern Massachusetts National Wildlife Refuge Complex							
	Free Permit (add on Feature)	\$ -	7		1			
	Lottery	\$5.00	19					
	Permit	\$10.00	30					
	Permit	\$13.00	74					
	Permit	\$15.00	88					
	Permit	\$20.00	134					
	Permit	\$23.00	176					
	Permit	\$2.00	214					

	Permit	\$30.00	310					
10	Edwin B. Forsythe National Wildlife Refuge							
	Free Permit (add on Feature)	\$ -	640		1			
	Lottery							
	Lottery	\$6.00	48					
	Lottery	\$4.00	114					
	Lottery	\$2.00	499					
	Permit	\$2.00	45					
	Permit	\$5.00	52					
	Permit	\$17.50	348					
	Permit	\$5.85	353					
	Permit	\$25.00	514					
11	Felsenthal National Wildlife Refuge							
	Lottery	\$15.00	96					
	Lottery	\$20.00	104					
	Lottery	\$10.00	132					
	Lottery	\$25.00	150					
	Lottery	\$5.00	224					
	Permit	\$12.50	211					
	Permit	\$15.00	882					
12	Great Dismal Swamp National Wildlife Refuge							
	Check-in, Check-out	-	-			1		
	Free Permit (add on Feature)	\$ -	50		1			
	Permit	\$ 30.00	11					
	Permit	\$ 25.00	487					
	Permit	\$ 5.00	3					
	Permit	\$ 17.50	33					
	Permit	\$ 30.00	107					
13	Great Swamp National Wildlife Refuge							
	Free Permit (add on Feature)	\$ -	5		1			
	Permit	\$ 52.50	143					
14	Holla Bend National Wildlife Refuge							
	Permit	\$ 12.50	386					
16	Iroquois NWR							
	Free Permit (add on feature)	\$ -	158		1			
	Lottery	\$ 5.00	577					
	Permit	\$ 10.00	38					
	Permit	\$ 5.00	126					
17	Isle Royale							
	Ticket/Cancellations, Add Ons	\$ 200.00	6,500					
	Configure New Features for Service (add on Feature)	-	-					1
18	James River National Wildlife Refuge							
	Check-in, Check-out (add on feature)	-	-			1		
	Free Permit (add on Feature)	\$ -	18		1			
	Permit	\$ 30.00	23					
19	Klamath Basin National Wildlife Refuge Complex							
	Free Permit (add on feature)	\$ -	1,107		1			

	Lottery	\$ 7.00	270					
	Lottery	\$ 14.00	392					
	Lottery	\$ 28.00	424					
	Lottery	\$ 21.00	441					
	Permit	\$ 17.50	234					
	Permit	\$ 30.00	848					
20	Long Island National Wildlife Refuge Complex							
	Lottery	\$ 5.00	549					
	Permit	\$ 20.00	53					
	↳ Permit	\$ 15.00	166					
21	Mid-Columbia River NWR Complex							
	↳ Permit	\$ 12.00	2,393					
22	Montezuma National Wildlife Refuge							
	Check-in, Check-out (add on feature)	-	-			1		
	Free Permit (add on feature)	\$ -	15		1			
	Harvest Report (add on feature)	\$ -	-				1	
	↳ Permit	\$ 5.00	345					
23	Parker River National Wildlife Refuge Complex							
	Free Lottery (add on feature)	\$ -	736	1				
	Free Permit (add on feature)	\$ -	2		1			
	Permit	\$ 15.00	5					
	Permit	\$ 25.00	18					
	Permit	\$ 10.00	40					
	Permit	\$ 20.00	623					
24	Pee Dee National Wildlife Refuge							
	Free Permit (add on feature)	\$ -	231	1				
	Lottery	\$ 10.00	52					
	Lottery	\$ 5.00	53					
	Permit	\$ 12.50	44					
	↳ Permit	\$ 17.50	705					
25	Pond Creek National Wildlife Refuge							
	Permit	\$ 15.00	3					
26	Potomac River National Wildlife Refuge Complex							
	Lottery	\$ 10.00	6					
	Lottery	\$ 15.00	49					
	Permit	\$ 10.00	5					
	Permit	\$ 20.00	15					
	Permit	\$ 15.00	22					
	Permit	\$ 25.00	124					
27	Presquile National Wildlife Refuge							
	Free Permit (add on feature)	\$ -	21		1			
	Permit	\$ 25.00	52					
28	Rachel Carson							
	Permit	\$ 7.50	5					
	Permit	\$ 5.00	14					
	Permit	\$ 10.00	58					
	↳ Permit	\$ 15.00	523					

29	Rappahannock National Wildlife Refuge							
	Check-in, Check-out (add on feature)	-	-			1		
	Lottery	\$ 5.00	60					
	Permit	\$ 5.00	10					
	Permit	\$ 40.00	10					
	Permit	\$ 35.00	93					
	Permit	\$ 25.00	370					
30	Rhode Island National Wildlife Refuge Complex	\$ 83.00	962					
	Free Permit (add on feature)	\$ -	10		1			
	Lottery	\$ 5.00	62					
	Permit	\$ 78.00	890					
31	Ridgefield National Wildlife Refuge Complex							
	Free Permit (add on Feature)	\$ -	334		1			
	Lottery	\$ 6.00	4,401					
32	Shawangunk National Wildlife Refuge (Lenape Complex)							
	Lottery	\$ 5.00	43					
	Permit	\$ 25.00	9					
33	Swan Lake National Wildlife Refuge							
	Check-in, Check-out (add on feature)	-	-			1		
	Lottery	\$ 2.00	579					
	Permit	\$ 33.50	504					
34	Tensas River National Wildlife Refuge							
	Check-in, Check-out (add on feature)	\$ -	-			1		
	Free Lottery (add on feature)	\$ -	-	1				
	Free Permit (add on feature)	\$ -	1		1			
	Harvest Report	\$ -	-				1	
	Permit	\$ 20.00	4,000					
35	Theodore Roosevelt National Wildlife Refuge Complex							
	Check-in, Check-out (add on feature)	-	-			1		
	Free Lottery (add on feature)	\$ -	5,949	1				
	Free Permit (add on feature)	\$ -	3,856		1			
	Permit	\$ 25.00	7,601					
36	Upper Mississippi River National Wildlife Refuge							
	Harvest Report (add on Feature)	-	-				1	
	Application	\$ 10.00	300					
	Permit	\$ 100.00	29					
37	Wallkill River National Wildlife Refuge (Lenape Complex)							
	Free Permit (add on feature)	\$ -	31		1			
	Permit	\$ 45.00	411					
38	Wapanocca National Wildlife Refuge							
	Free Permit (add on feature)	\$ -	25		1			
	Permit	\$ 12.50	70					
39-41	New Locations (up to 3)							
	Free Permit (add on feature)				2			

	Check-in, Check-out (add on feature)					5		
	Free Lottery (add on feature)			2				
	Harvest Report (add on feature)						2	
	New Product Configuration							1
41	Grand Total		83,372	10	23	13	6	2



Information Technology Baseline Compliance Contract Guidelines

July 2022

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Introduction

This document provides guidance regarding requirements that must be reviewed and considered for incorporation, where applicable, in all Department of the Interior (DOI, Department) contract actions that involve information technology (IT) products or services. Contracting Officer Representatives (CORs) and/or the requirement owners should work closely with their Bureau or Office Associate Chief Information Officer and Contracting Officer (CO) to ensure the below requirements are properly addressed in IT contracts within the appropriate sections. Any referenced regulation or policy should be provided to the Contractor via hypertext link or other means.

Section 1.0 – Information Technology and Cybersecurity Requirements

A. Applicability

This term applies to the Contractor, its subcontractors, and Contractor employees (hereafter referred to collectively as “Contractor”). The Contractor shall use these terms in all subcontracts.

B. Requirements

Information systems and system services provided to the Department by the Contractor must comply with DOI IT Cybersecurity and Privacy Control Standards, privacy policies, and other related guidance. Contracts that involve Industrial Control System (ICS) products and services should be evaluated on an individual basis and contain language specific to ICS. Please contact the Bureau of Reclamation (BOR) at ICSsecurity@usbr.gov for ICS issues and guidance.

The Contractor and the contractor-managed systems shall comply with all federal regulations and guidance, including but not limited to:

1. Federal Information Security Modernization Act of 2014 (FISMA) accessible at <https://www.cisa.gov/federal-information-security-modernization-act>
2. Federal Risk and Authorization Management Program (FedRAMP) for cloud hosted systems accessible at <https://www.fedramp.gov>
3. Section 208 of the E-Government Act of 2002 accessible at <https://www.govinfo.gov/content/pkg/PLAW-107publ347/pdf/PLAW-107publ347.pdf>
4. Privacy Act of 1974 accessible at <https://www.justice.gov/opcl/privacy-act-1974>
5. Federal Information Processing Standards (FIPS) and the National Institute of Standards and Technology (NIST) 800-Series Special Publications (SP) accessible at <https://www.nist.gov>
6. Office of Management and Budget (OMB) Circular A-130, *Managing Information as a Strategic Resource*, accessible at <https://www.cio.gov/policies-and-priorities/circular-a-130/>

C. Information Systems

The Contractor shall manage information in accordance with applicable laws, regulations, executive orders, and policies regarding the marking, safeguarding, and dissemination of

Controlled Unclassified Information (CUI). Personally Identifiable Information (PII) is a subset of information designated as CUI, and Sensitive PII is a subset of PII that requires additional controls and safeguards. (See section 3, Privacy Requirements)

The Contractor shall not use or redistribute any sensitive information processed, stored, and/or transmitted by the Contractor except as specified in the contract.

Contractor Information Systems shall comply with FISMA. The Contractor shall provide an Assessment and Authorization (A&A) documentation package for each system that complies with Federal Information Processing Standard (FIPS) 199, National Institute of Standards and Technology (NIST) Special Publication (SP) 800-34, NIST SP 800-37, NIST SP 800-53, NIST SP 800-60, et al.

The Contractor cryptographic modules used to protect DOI information shall comply with the current NIST FIPS 140 version and be validated by the Cryptographic Module Validation Program.

Access to all government data stored outside the confines of a DOI-managed data center shall comply with Trusted Internet Connections (TIC) requirements.

All Contractor personnel requiring access to DOI information data and/or systems shall be cleared at appropriate levels as set forth:

1. Low Risk position will require a National Agency Check with Written Inquiries (NACI) or equivalent investigation.
2. Moderate Risk position will require either a Limited Background Investigation (LBI) or a Minimum Background Investigation (MBI).
3. High Risk position will require a Background Investigation (BI).

Vulnerability Scanning - All IT systems providing services to or on behalf of the Department or storing, processing, or routing DOI CUI information must be scanned monthly with a vulnerability analysis tool using authenticated scans that are acceptable to DOI. Vulnerabilities and weaknesses shall be remediated in accordance with (IAW) Department-mandated time frames commensurate with the level of risk.

D. Cloud

All Contractor cloud-hosted Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS) or other “as a Service” offerings shall comply with applicable language within the DOI cloud hosting program guidelines.

E. Internet Protocol Version 6 (IPv6)

The applicability of IPv6 to DOI-related components (networks, infrastructure, and applications) specific to individual acquisitions shall be in accordance with the Department Acquisition, Arts, and Asset Policy DOI-AAAP-0055, *Procuring Internet Protocol Version 6 (IPv6)*, (per OMB Memorandum M-05-22, August 2, 2005) and with subsequent federal requirements (OMB Memorandum M 21-07 *Transition to IPv6*, September 28, 2010) regardless of whether the

acquisition is for modification, upgrade, or replacement. All Enterprise Architecture related component acquisitions shall be IPv6-compliant as defined in the U.S. Government Version 6 (USGv6) Profile (NIST SP 500-267) and the corresponding declarations of conformance defined in the USGv6 Test Program. In cloud service procurements, IPv6 compliance should be pursued where practicable.

F. Continuous Monitoring

All Contractor-operated systems that input, store, process, output, and/or transmit DOI CUI shall meet or exceed the continuous monitoring requirements identified in the DOI Continuous Monitoring Plan or the Bureau or Office Continuous Monitoring Plan, whichever best fits mission, security, and risk management needs.

Contractor-managed systems are required to have an assigned Information System Security Officer (ISSO) and System Owner (SO) to support the processes described in the contract. While the procuring organization designates government personnel to serve in these roles, the contractor must provide functionally equivalent personnel to enable effective day-to-day operation, management, and monitoring of the system. The Contractor ISSO and SO resources are required to comply with DOI- or other-approved annual and Role Based Security Training (RBST) requirements.

Contractors managing systems on behalf of the Department are required to submit Continuous Monitoring Reports per the Continuous Monitoring Plan to the federal point of contact designated in the contract per the timelines prescribed in the Continuous Monitoring Plan. The Contractor-managed systems may be required to submit to a penetration test (at the discretion of the awarding program) in coordination with DOI cybersecurity personnel or approved contract officials.

When required by the contract, the Contractor must provide the following in alignment with DOI's continuous monitoring strategy:

1. account management
2. vulnerability management
3. patch management
4. antivirus
5. malware detection
6. event management
7. configuration management
8. license management
9. incident management

G. Security Training and Reviews

All users of federal information systems are required by Title 5, Code of Federal Regulations, Part 930.301, as amended, to be exposed to security awareness materials annually or whenever system security changes occur, or when the user's responsibilities change. The Department requires that Contractor employees take an annual Information Technology Security Awareness Training course before accessing federal information systems under the contract. Unless otherwise specified, the training shall be completed within thirty (30) days of contract award and

be completed on an annual basis thereafter. New Contractor employees assigned to the contract shall complete the training before accessing federal information systems under the contract. The Contractor shall maintain copies of training certificates for all Contractor and subcontractor employees as a record of compliance. Unless otherwise specified, initial training certificates for each Contractor and subcontractor employee shall be provided to the COR not later than thirty (30) days after contract award. Subsequent training certificates to satisfy the annual training requirement shall be submitted to the COR via e-mail notification each year. The e-mail notification shall state that all Contractor and subcontractor employees have completed the required training.

The government may elect to conduct random periodic reviews to ensure that the security requirements contained in this contract are being implemented and enforced, particularly when contractors build and operate or maintain systems on behalf of the Department. In such cases, the Contractor shall afford DOI, the Office of the Inspector General, and other government organizations access to the Contractor's facilities, installations, operations, documentation, databases, and personnel used in the performance of this contract. The Contractor shall provide access, to the extent necessary as determined by the government, for the government to carry out a program of inspection, investigation, and audit to safeguard against threats and hazards to the integrity, availability, and confidentiality of government data or the function of computer systems used in performance of the contract and to preserve evidence of computer crime. Cloud Service Providers should not be expected to grant physical access to government inspectors.

H. Contractor Reporting Requirements

The Contractors operating information systems on behalf of the Department shall comply with FISMA reporting requirements. Department system owners shall coordinate annual and quarterly data collection. Contractors must provide DOI with the requested information based on the timeframes provided with each request. The Contractor systems shall comply with near real time feeds in accordance with Department of Homeland Security (DHS) Continuous Diagnostics and Mitigation (CDM) requirements as coordinated by DOI. Reporting requirements are determined by OMB and may change each reporting period.

The Contractor-managed systems shall adhere to NIST 800-53 and submit to an annual assessment performed in coordination with DOI cybersecurity personnel or approved contract officials. All results of the annual assessment become the property of the Department.

The Contractor shall comply with DHS or other government oversight bodies regarding cybersecurity-related mandates and directives (Binding Operational Directives [BOD], etc.) or any additional ad-hoc reporting requirements.

Section 2.0 – Cybersecurity Incident Response

A. Applicability

This term applies to the Contractor, its subcontractors, and Contractor employees (hereafter referred to collectively as "Contractor"). The Contractor shall use these terms in all subcontracts.

B. Definitions.

As used in this term-

“Incident” means an occurrence that

1. actually or imminently jeopardizes, without lawful authority, the integrity, confidentiality, or availability of information or an information system; or
2. constitutes a violation or imminent threat of violation of law, security policies, security procedures, or acceptable use policies.

C. Requirements

All Contractor employees and information system service providers shall be responsible for recognizing and reporting security incidents. Information system service providers shall receive the current version of the DOI Incident Response Plan, Policy, and Handbook at the time of award, in addition to bureau- or office-specific guidance for appropriate reporting and response at all levels. All suspected or confirmed information security incidents shall be reported in accordance with the requirements listed below, even if it is believed the incident may be limited, small, or insignificant. For hosting environments, including cloud systems and services, this includes incidents occurring on the service provider’s underlying infrastructure supporting containers utilized by the Department. In such cases, the vendor’s primary security operations and/or incident response unit shall engage directly with the DOI Cyber Security Operations (CSO) Section and provide DOI CSO with security and event logs covering the period of the incident and up to six months prior. The DOI CSO and Bureau or Office Incident Response Teams will determine when an incident requires additional focus and attention.

All Contractor employees and information system service providers shall report all information security incidents to the appropriate Bureau or Office Incident Response Team and to the DOI Computer Incident Response Center (DOI CIRC) immediately, no later than 1 hour after “becoming aware of the incident,” at DOICIRC@ios.doi.gov, (703) 648-5655, regardless of day or time. Any contractor action to investigate, identify, respond to, contain, remediate, or recover from a security event (which includes “suspected” incidents) constitutes “becoming aware of the incident.”

When notifying the DOI CIRC and the appropriate Bureau or Office Incident Response Team, the Contractor shall include the CO and COR on the correspondence email to DOICIRC@ios.doi.gov and the appropriate Bureau or Office Incident Response Team. If the Contractor reported the incident by phone, then immediately following the reporting, the Contractor shall notify the CO and COR via e-mail. The Contractor is responsible for verifying that all notification was received and acknowledged by the CO or COR. If the Contractor has any questions regarding these procedures, they shall contact the CO or the COR.

The Contractor shall not include any controlled information in the subject or body of any e-mail. Contractor shall transmit controlled information using validated encryption methods compliant with the current NIST FIPS 140 version to protect controlled information in e-mail attachments. Passwords must not be communicated in the same email as the attachment. Contractor shall contact the CO or COR if encryption software is needed for guidance on appropriate, federally approved encryption methods.

Section 3.0 – Privacy Requirements

A. Applicability.

This term applies to the Contractor, its subcontractors, and Contractor employees (hereafter referred to collectively as “Contractor”). The Contractor shall use these terms in all subcontracts.

B. Definitions.

As used in this term-

Breach: the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, or any similar occurrence where (1) a person other than an authorized user accesses or potentially accesses PII or (2) an authorized user accesses or potentially accesses PII for an other-than-authorized purpose.

1. PII - information that can be used to distinguish or trace an individual's identity, either alone or when combined with other information that is linked or linkable to a specific individual.
2. Sensitive PII (SPII) is a subset of PII that, if lost, compromised, or disclosed without authorization could result in substantial harm, embarrassment, inconvenience, or unfairness to an individual. SPII is CUI and requires additional controls and safeguards to protect the privacy of individuals. Sensitivity of PII may depend on specific PII elements, groupings of PII, context or use of PII, or requirements under applicable federal laws, regulations, and policy such as the Privacy Act of 1974 and the CUI Rule. SPII includes but is not limited to full or truncated Social Security Number (SSN), driver's license or state identification number; financial account number; date of birth; citizenship; ethnic or religious affiliation; biometric identifiers such as fingerprint, voiceprint, or iris scan; medical information; criminal history; and system authentication information such as passwords, personal identification numbers or mother's maiden name.

C. Privacy Act Requirements

The Contractor shall comply with the requirements of the Privacy Act of 1974 and shall not remove PII or Privacy Act material from government facilities or systems, or facilities or systems operated or maintained on the government's behalf, without the express written permission of the Head of the Contracting Activity. When Privacy Act records, information, data, documentary material, and equipment is no longer required, the Contractor shall return it to the Department's control or hold it until otherwise directed. Items returned to the government shall be hand carried, mailed, emailed, or securely electronically transmitted to the CO.

D. Privacy Controls

The Contractor shall meet the privacy requirements of the E-Government Act, FISMA, applicable federal privacy laws, NIST, OMB, and DOI (including but not limited to those listed in the contract table of authorities) for the collection, handling, processing, and sharing of PII, and ensure compliance with the privacy controls requirements of NIST SP 800- 53, FIPS 199,

FIPS 200, and DOI Privacy Control standards as appropriate for the sensitivity of the system. The Contractor shall monitor the information system and update controls for continued privacy compliance on an ongoing basis and shall provide status reports to the Department upon request.

The Contractor shall be required to provide all necessary support to assist the Department in meeting the requirements of the Privacy Act and related laws and shall provide supporting documentation and access to information upon request by authorized agency officials. Support in this context includes timely responding to requests for information from the Department about the access, creation, collection, use, storage, maintenance, transmission, sharing, or disposition of PII on the Contractor's system or processes, and providing timely review of relevant compliance documents for factual accuracy.

E. Privacy Breach Reporting Requirements

The Contractor shall provide notice to DOI CIRC or the appropriate Bureau or Office Incident Response Team of any known or suspected breach of PII and meet breach reporting and mitigation requirements in accordance with the DOI Privacy Breach Response Plan or bureau or office applicable response plan. The report of a breach of PII shall not, by itself, be interpreted as evidence that the Contractor has failed to provide adequate information security safeguards for sensitive information or has otherwise failed to meet the requirements of the contract.

The Contractor shall report all known or suspected breaches in electronic or physical form to the CO, COR, and the DOI CIRC or bureau or office point of contact no later than one hour following discovery via email at DOICIRC@ios.doi.gov or (703) 648-5655, regardless of day or time and as specified within the DOI Privacy Breach Response Plan and the applicable bureau or office response plan.

The Contractor shall not include any controlled information in the subject or body of any e-mail and shall not include any SPII. Where necessary, SPII shall be transmitted using encryption methods to protect CUI in attachments in accordance with cryptographic requirements prescribed by the current NIST FIPS 140 version. Passwords shall be securely communicated separately.

The Contractor shall not contact individuals impacted by a breach involving PII until directed by the government. Department officials will make all determinations related to response activities, appropriate notifications to individuals and federal agencies and other organizations, and any remedial actions.

The Contractor shall take immediate action to contain and mitigate the impact of the breach and cooperate with DOI officials to investigate the breach and determine remedial measures as follows:

- The Contractor shall provide full access and cooperation for all activities—determined by the Department to be required—to ensure an effective breach response, including providing all requested images, log files, and event information to facilitate rapid resolution of breaches.
- Breach response activities—determined to be required by the Department—may include but are not limited to inspections, investigations, forensic reviews, data analyses and

processing, and final determinations of responsibility for the breach and/or liability for any additional response activities.

- The Department, at its sole discretion, may obtain the assistance of federal agencies and/or third-party firms to aid in breach response activities, as needed.

The Contractor shall provide a detailed written analysis with the following data elements available at the time of the breach, and a follow up report with any additional information or updates within 24 hours of the initial breach report, that shall address all relevant information concerning the compromise:

- Government programs, platforms, or systems involved
- Location(s) of the breach
- Date and time the breach was discovered
- Nature of the event (loss, theft, or unauthorized access)
- Description or summary of events
- Description of PII involved, such as name, Social Security number, date of birth, etc.
- Number of potentially impacted individuals
- Estimated number of records exposed or compromised

The Contractor shall collaborate with DOI officials on breach remedial activities to include notifications, credit monitoring, establishing a call center, or other relief to affected individuals as appropriate under the circumstances of the breach as prescribed in the contract. The Contractor shall have the capability to notify individuals whose PII resided in the Contractor system at the time of the breach not later than five business days after being directed by DOI officials to notify affected individuals. The Contractor shall not proceed with notifications unless the CO has directed in writing that notification is appropriate, subject to prior approval by DOI Privacy Officials, in accordance with the DOI Privacy Breach Response Plan. Notification may require the Contractor's use of address verification and/or address location services. All determinations, including response activities, notifications to affected individuals and/or federal agencies, and related services will be made by authorized DOI officials at DOI's discretion.

If an SPII or PII breach occurs because of the violation of a term of the contract by the Contractor or its employees, or the Contractor's covered persons, the Contractor shall, as directed by the CO and at no cost to the government, without delay correct or mitigate the violation. If the Department incurs a cost for individual notifications and remediation services procured as the result of a breach of SPII or PII, the COR will contact the CO to coordinate appropriate remedies per contract terms and conditions.

F. Privacy Training Requirements

All Contractor and subcontractor employees are required to take privacy awareness training prior to accessing DOI information or information systems. All Contractor and subcontractor employees must also complete role-based privacy training prior to accessing PII or Privacy Act data. All required privacy training shall be completed within 30 days of contract award and prior

to granting access to DOI information systems or any PII, and must be completed on an annual basis thereafter, not later than September 30th of each year. Any new Contractor employees assigned to the contract shall also meet these privacy training requirements. Privacy training shall meet the requirements of FAR 52.224-3 Privacy Training (January 2017).

The Contractor shall maintain copies of training certificates for all Contractor and subcontractor employees as a record of compliance. Initial training certificates for each Contractor and subcontractor employee shall be provided to the COR not later than 30 days after contract award. Subsequent training certificates to satisfy the annual training requirement shall be submitted to the COR via e-mail notification not later than October 30th of each year. The e-mail notification shall state the required training has been completed for all Contractor and subcontractor employees.

Section 4.0 – Accessibility Requirements (Section 508)

Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C § 794 (d)) requires that when federal agencies develop, procure, maintain, or use information and communication technology (ICT), it must 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.

When ICT conforming to one or more requirements in the Revised 508 Standards is not commercially available, the agency shall procure the ICT that best meets the agency's business needs and the Revised 508 Standards, in accordance with 36 CFR 1194 E202.7 and FAR 39.2. Any selection of a product or service that meets less accessibility standards due to a significant difficulty or expense shall only be permitted under an undue burden claim and requires authorization from the DOI Section 508 Office according to 375 DM 8.

A. Applicability

This term applies to the Contractor, its subcontractors, and Contractor employees (hereafter referred to collectively as "Contractor"). The Contractor shall use these terms in all subcontracts.

B. Requirements

1. Products, platforms, and services delivered as part of a statement of work that are ICT, or contain ICT, shall conform to the Revised 508 Standards, which are located at 36 CFR § 1194.1 and Appendices A, C and D and available at <https://www.access-board.gov/ict/>. In the revised regulation, ICT replaced the term Electronic and Information Technology (EIT) used in the original 508 standards.
 - a. Applicable Functional Performance Criteria: All functional performance criteria in chapter 3 of the Revised 508 Standards apply when using an alternative design or technology that results in substantially equivalent or greater accessibility and usability by individuals with disabilities than would be provided by conformance to one or more of the requirements in chapters 4 and 5 of the Revised 508 Standards, or when chapters 4 or 5 do not address one or more functions of ICT.
 - b. Applicable 508 requirements for electronic content features and components (including electronic training materials): All requirements in E205 of the revised

508 Standards apply, including all Web Content Accessibility Guidelines (WCAG) 2.0 Level AA Success Criteria.

- c. Applicable 508 requirements for software features and components (including Software infrastructure): All requirements in chapter 5 apply, including all WCAG 2.0 Level AA Success Criteria, 502 Interoperability with Assistive Technology, and 503 Application.
 - d. Applicable 508 requirements for hardware features and components: All requirements in chapter 4 apply.
 - e. Applicable 508 requirements for support services and documentation: All requirements in chapter 6 apply.
2. When providing installation, configuration or integration services for ICT, the Contractor shall not reduce the original ICT item's level of Section 508 conformance prior to the services being performed.
 3. When providing maintenance upgrades, substitutions, and replacements to ICT, the Contractor shall not reduce the original ICT's level of Section 508 conformance prior to upgrade, substitution, or replacement. The agency reserves the right to request an Accessibility Conformance Report (ACR) for proposed substitutions and replacements prior to acceptance.
 4. Contractors shall provide an ACR for each commercially available ICT item offered through this contract. The ACR should be created using the Voluntary Product Accessibility Template (VPAT) Version 2.4 Rev 508 (or later), located at <https://www.itic.org/policy/accessibility/vpat>.
 5. When developing or modifying ICT for the government, the Contractor shall ensure the ICT fully conforms to the applicable Section 508 Standards. When modifying a commercially available or government-owned ICT, the Contractor shall not reduce the original ICT item's level of Section 508 conformance.
 6. When developing or modifying web and software ICT, the Contractor shall demonstrate Section 508 conformance by providing Section 508 test results based on the versions of the DHS Trusted Tester Methodology currently approved for use, as defined at <https://www.dhs.gov/compliance-test-processes>. The Contractor shall use testers who are certified by DHS on how to use the DHS Trusted Tester Methodology (e.g., "DHS Certified Trusted Testers") to conduct accessibility testing. Information on how testers can become certified is located at <https://www.dhs.gov/publication/trusted-tester-resources>.
 7. Contractor personnel shall possess the knowledge, skills, and abilities necessary to address the applicable revised Section 508 Standards for each ICT.
 8. Exceptions for statements of work have been determined by DOI and only the exceptions described in 375 Departmental Manual (DM) 8 DOI Section 508 Program and Responsibilities, dated February 5, 2016, may be applied. Any request for additional exceptions shall be sent to the COR and a determination will be made according to 375 DM 8.

Section 5.0 – Records Management Requirements

When federal agencies acquire goods or services, they need to determine what federal records management requirements should be included in the contract. Federal contractors often create, send, or receive federal records. Federal contracts should provide clear legal obligations describing how the contract employees must handle federal records.

Agency records officers, procurement counsel, and acquisitions officers must discuss how to integrate records management obligations into their existing procurement processes. The National Archives and Records Administration (NARA) has developed language to be included as an agency-specific term and condition in federal contracts for a variety of services and products. Most contracts should include language on records management obligations, but each contract should be evaluated individually as not all conditions will be appropriate for all contracts. For example, the data-rights paragraph may not be appropriate for all contracts. Instead, agencies may be better served by one of the established data-rights clauses in the Federal Acquisition Regulations.

This language should not replace specific records management requirements included within federal information system contracts.

A. Applicability

This term applies to all Contractors whose employees create, work with, or otherwise handle federal records, as defined in section B, regardless of the medium in which the record exists. The Contractor shall use these terms in all subcontracts.

B. Definitions

Federal record – (as defined in 44 U.S.C. § 3301) includes all recorded information, regardless of form or characteristics, made or received by a federal agency under 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, functions, policies, decisions, procedures, operations, or other activities of the United States Government or because of the informational value of data in them.

The term federal record:

- includes all departmental records
- does not include personal materials
- applies to records created, received, or maintained by Contractors pursuant to their Department contract
- may include deliverables and documentation associated with deliverables

C. Requirements

1. Contractors shall comply with all applicable records management laws and regulations, as well as NARA records policies, including but not limited to the Federal Records Act (44 U.S.C. chapters 21, 29, 31, 33), NARA regulations at 36 CFR Chapter XII Subchapter B, and Departmental policy.

2. The Contractor shall coordinate with the appropriate Departmental and Bureau Records Management Programs to ensure the identification, storage, retrieval, preservation, access, control markings, and disposition of records using the official Departmental record keeping system(s). This includes the implementation of all technical aspects to appropriately interconnect and or transfer records to the system(s). Any exceptions to using this system must be expressly presented by the Contractor in writing to and approved by the Departmental and/or Bureau Records Management Programs. Thereafter, each major or minor variance must be expressly presented in writing.
3. When the Department or a bureau contracts for the design, development, or operation of a system on behalf of the Department, the Contractor must make and preserve records to sufficiently document all planning, design, development, or operation of the system.
4. In accordance with 36 CFR 1222.32, all data created for government use and delivered to, or falling under the legal control of, the government are federal records subject to the provisions of 44 U.S.C. chapters 21, 29, 31, and 33, the Freedom of Information Act (FOIA) (5 U.S.C. 552), as amended, the Privacy Act of 1974 (5 U.S.C. 552a), as amended, and Executive Order 13556 Controlled Unclassified Information. Contractors shall maintain all records created for government use or created while performing the contract and/or delivered to, or under the legal control of the government and must manage them in accordance with federal law. Electronic records and associated metadata must be accompanied by sufficient technical documentation to permit understanding and use of the records and data and must be managed and scheduled for disposition only as permitted by statute or regulation.
5. The Department and its Contractors are responsible for preventing the alienation or unauthorized destruction of records, including all forms of mutilation. Records may not be removed from the legal custody of DOI or destroyed except for in accordance with the provisions of the agency records schedules and with the written concurrence of the Head of the Contracting Activity and the Bureau Records Officer. The routine disposition of records created and maintained by DOI and the Contractor may be suspended through coordination of the Departmental Records Officer, Bureau or Office Records Officer, Records Management Contact, Program Manager, or Site Manager. Willful and unlawful destruction, damage or alienation of federal records is subject to the fines and penalties imposed by 18 U.S.C. 2701. In the event of any unlawful or accidental removal, defacing, alteration, or destruction of records, the Contractor must report to DOI. The agency must report promptly to NARA in accordance with 36 CFR 1230.
6. The Contractor shall immediately notify the appropriate CO upon discovery of any inadvertent or unauthorized disclosures of information, data, documentary materials, records, or equipment. Disclosure of non-public information is limited to authorized personnel with a need-to-know as described in the contract vehicle. The Contractor shall ensure that the appropriate personnel, administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, documentary material, records and/or equipment is properly protected. The Contractor shall not remove material from government facilities or

- systems, or facilities or systems operated or maintained on the government's behalf, without the express written permission of the Head of the Contracting Activity which the Contractor requests from the CO. When information, data, documentary material, records and/or equipment is no longer required, the Contractor shall return it to DOI control or must hold it until otherwise directed. Items returned to the government shall be hand carried, mailed, emailed, or securely electronically transmitted to the CO or address prescribed in the contract vehicle. The Contractor shall provide a mechanism for reliably deleting DOI data upon request by the Department.
7. The Contractor is required to obtain the CO's approval prior to engaging in any contractual relationship (sub-contractor) in support of this contract requiring the disclosure of information, documentary material and/or records generated under, or relating to, contracts. The Contractor (and any sub-contractor) is required to abide by government and DOI guidance for protecting sensitive, proprietary information, classified, and CUI.
 8. The Contractor shall only use government IT equipment for purposes specifically tied to or authorized by the contract and in accordance with DOI policy.
 9. The Contractor shall not create or maintain any records containing any non-public DOI information that are not specifically tied to or authorized by the contract.
 10. The Contractor shall not retain, use, sell, or disseminate copies of any deliverable that contains information covered by the Privacy Act of 1974 or that which is generally protected from public disclosure by an exemption to the Freedom of Information Act.
 11. The Department owns the rights to all data and records produced as part of this contract. All deliverables under the contract are the property of the U.S. Government for which DOI shall have unlimited rights to use, dispose of, or disclose such data contained therein as it determines to be in the public interest. Any Contractor rights in the data or deliverables must be identified as required by FAR 52.227-11 through FAR 52.227-20.
 12. Training. All Contractor employees assigned to this contract who create, work with, or otherwise handle records are required to take DOI-provided records management training. The Contractor is responsible for confirming training has been completed according to agency policies, including initial training and any annual or refresher training.

Section 6.0 – Contractor Personnel Security Requirements

Acquired services shall comply with the following regulations and requirements. Homeland Security Presidential Directive-12 requires that all federal entities ensure that all Contractors gaining physical access to federally controlled facilities or logical access to federally controlled information systems have current and approved security background investigations that are equivalent to investigations performed on federal employees; see section 1.0, part C of this document. The Contractor shall comply with the contract terms and conditions. The Office of Personnel Management (OPM) will perform background investigations.

Section 7.0 – Controlled Unclassified Information Requirements

A. Applicability

This term applies to the Contractor, its subcontractors, and Contractor employees (hereafter referred to collectively as “Contractor”). The Contractor shall use these terms in all subcontracts.

B. Definitions

1. Sensitive Information - any information that warrants a degree of protection and administrative control as defined in law, regulation, governmentwide policy, or judicial opinion.
2. Controlled Unclassified Information (CUI) - information the government creates or possesses, or that an entity creates or possesses for or on behalf of the government, that a law regulation or governmentwide policy requires or permits an agency to handle using safeguarding or dissemination controls. Legacy materials may retain For Official Use Only (FOUO), Sensitive But Unclassified (SBU), or other markings until the artifact is no longer considered “data at rest;” it is revised, reused, or goes in motion.
3. Personally Identifiable Information (PII) - a subset of information designated as CUI. See section 3.0, Privacy Requirements, for additional requirements.
4. Sensitive PII - subset of PII that requires additional controls and safeguards. See section 3.0, Privacy Requirements, for additional requirements.

C. Authorities

1. EO 13556, Controlled Unclassified Information, November 4, 2010
2. 32 CFR 2002, Controlled Unclassified Information (Implementing Directive)
3. The Federal CUI Registry
4. Departmental standards

D. Requirements

1. The Contractor must manage CUI in accordance with applicable laws, regulations, executive orders, and policies.
2. The Contractor must identify, and safeguard controlled information from unauthorized release into public domain, or to unauthorized persons, organizations, or subcontractors.
3. The Contractor or subcontractor must not disclose or release the materials provided to the Contractor to any individuals of the Contractor's organization not directly engaged in providing services under the contract or that do not have a valid need-to-know. All technical data provided to the Contractor by the government must be protected from public or private disclosure in accordance with the markings printed on them.
4. The Contractor must not release to anyone outside the Contractor’s organization any sensitive information unless the CO has given prior written approval. This includes, but is not limited to, news releases, marketing promotions, articles, interviews,

reports, social media posts, and any other media releases. Requests for approval must identify the specific information to be released, the medium to be used, the purpose for the release, and a description of the need-to-know. The Contractor must submit its request to the CO at minimum ten business days before the proposed date for release. Subcontractors must submit requests for authorization to release through the prime Contractor to the CO.

5. Contractor controlled computer systems housing CUI must follow the NIST SP 800-171 Rev. 2 (or current Rev); SP 800-171A; and SP 800-172 (or current Rev).
6. If the Contractor believes that CUI information has been compromised, they will follow the incident response procedures in the DOI Incident Response Policy and Plan.

E. Training

Individuals originating or working with sensitive information must complete CUI training to become an authorized holder. CUI must only be disseminated to authorized holders in the furtherance of a lawful government purpose.

Section 8.0 – Paperwork Reduction Act of 1995

If a portion of the contract seeks information from ten or more members of the public, the contractor will work with the Bureau Information Collection Clearance Officer to obtain a Paperwork Reduction Act clearance from the OMB.

Section 9.0 – Reference Documents

All DOI-specific documents referenced in this document necessary for Contractor review and reference can be provided by the CO/COR.

Section 10.0 – Glossary

Please refer to the NIST online glossary at: <https://csrc.nist.gov/glossary>.