**AGENCY NAME**

**Website Migration, Development**

 **and Support Project**

**Statement of Objectives**

**DATE**

1. **INTRODUCTION**

(AGENCY) is consolidating and streamlining multiple agency-facing websites into one common presentation on a new website. The mission of the new site is to….

This project encompasses three websites: Site1.gov, Site2.gov, and Site3.gov. The work involves two main projects: providing support to operate and improve the functionality and presentation of information on Site1.gov; and migrating content from Site2 and Site3.

**1.1 Background**

AGENCY’s Office is …

**1.2 Current Environment**

AGENCY recently combined various lines of business under a central organizational structure. This reorganization brought together several offices, each of which managed one (or more) separate websites. Each of these websites had a unique look and feel, infrastructure, navigation and taxonomy, and focused on different products, services or tools. We’ve begun to consolidate these websites into WEBSITE.gov, and need to improve the functionality, organization and appearance of the new site, and continue to migrate/consolidate content from our older websites onto this new platform. Implementing a single entry point and common look and feel for all AGENCY websites, tools, and services will make it easier for our customers to find and use all the different services we offer.

WEBSITE runs on a cloud offering from VENDOR (infrastructure as a service) and resides on virtual servers in the cloud environment. The site uses the OPEN SOURCE template engine to dynamically generate content to present on the public-facing site.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **URL** | **Operating System/ DB** | **Programming Language** | **Front End Web Server** | **Backend Content Mgmt System (CMS)** |
| **Site1** |  |  |  |  |
| **Site2** |  |  |  |  |
| **Site3** |  |  |  |  |

1. **OBJECTIVES**

WEBSITE’s mission is to…

By improving and promoting a single, consolidated web presence for our major lines of business, aligns with AGENCY’s goals to…

Consolidating services into a single, easy-to-use website helps us:

* Provide a one-stop-shop for our customers to find easy-to-understand, high-quality, actionable government services and information;
* Improve the government’s overall ability to deliver consistent, correct, and authoritative information to the public via all widely-used contact channels (web, phone, mobile, etc.);
* Increase engagement through collaboration inside AGENCY and across the government;
* Provide agencies with innovative solutions and services, delivered uniformly from all parts of our organization; and
* Deliver a better government customer experience to the public.

Design principles for WEBSITE, short and long term are:

* Relentlessly focused on the needs of our customers
* Easy to understand and use
* Clear performance goals and metrics
* Flexible to changing user needs, with built-in expansion capability for future components
* Eliminates duplication to save time and money
* Innovatively uses pilots for rapid prototyping
* Reinforces other elements of AGENCY programs
* Authority and control of website (including templates) must reside with AGENCY
1. **SCOPE**

We require the services of a Contractor experienced in OPEN SOURCE CMS website design, development and support, web writing and content management, search engine optimization, usability, accessibility, and website analysis and improvement, to help us operate the site, consolidate content and improve the presentation of information on WEBSITE.

WEBSITE leverages existing/open source site infrastructures and tools, and offers centralized search capability, cross-topic navigation, and customer-focused delivery.

This project involves providing day-to-day technical support for WEBSITE.gov, and migrating up to XXX pages of content from WEBSITE.gov (VENDOR CMS) to WEBSITE.gov (VENDOR CMS). AGENCY’s ultimate goal is to migrate and consolidate all content into WEBSITE.gov, and improve the functionality, usefulness and relevance of AGENCY content. Specific tasks include:

* Support daily site operations and maintenance;
* Implement design improvements to facilitate delivery of information;
* Evaluate, recommend, install, configure, test and maintain additional OPEN SOURCE CMS modules to improve site security, usability, content management and functionality;
* Integrate 508-compliant social and collaboration tools such as comments, page ratings, video, and other interactive content;
* Integrate TWO FACTOR AUTHENTICATION SYSTEM for additional security;
* Develop a plan to migrate content from WEBSITE.gov to OTHERWEBSITE.gov; and
* Migrate up to XXX pages of content from WEBSITE.gov to OTHERWEBSITE.gov.

With AGENCY’s prior approval, additional modules could be implemented to meet the Government’s requirements. Such modules must be written to conform with standard OPEN SOURCE CMS development best practices, and be approved by the Government before implementation.

1. **DELIVERABLES AND TIMETABLE**

All deliverables must meet industry standards and the requirements set forth in contractual documentation. All deliverables must meet Federal Government Section 508, usability, privacy and IT security standards.

A face-to-face “kick-off” meeting will be held at AGENCY’s Central Office in CITY, STATE within 7 calendar days of contract award to discuss requirements and milestones. Deadlines and delivery timetables will be established at the meeting, with reasonable consideration given to review periods and staff workload.

**4.1 Deliverables**

WEBSITE.GOV needs the following attributes, features or functionality:

* Follows OMB Policies for Federal Public Websites, and related laws, regulations and best practices; see <http://www.howto.gov/web-content/requirements-and-best-practices>;
* Written in plain language (see <http://www.plainlanguage.gov/>), with a consistent editorial tone throughout;
* Easy to use – usability-tested and test results incorporated into design;
* Is Section 508 and WCAG 2.0 priority AA-compliant and accessible (provide methodologies and test results);
* Secure, vulnerability free on all public facing and administrative interfaces;
* Integrates current websites into a common look and feel, following government standards and models whenever possible:
	+ Common design templates/themes
	+ Highly sophisticated search across all AGENCY content
	+ Global navigation, easy to find/move from one topic/service to another
	+ Uses a consistent common terminology/data dictionary
* Uses existing or open source content management system (CMS NAME) and platforms already supported by AGENCY;
* Uses “open” templates that AGENCY can modify if needed;
* Ability to change/expand as the mission of the site evolves or new services are created;
* Provides access to existing networking and collaboration tools to enable knowledge sharing, virtual meetings, and similar activities;
* Integrates common analytics and customer satisfaction tools such as Google Analytics, WebTrends, or 4Q;
* Incorporates 508-compliant social tools such as blogging, tagging, commenting, ratings;
* Integrates with third-party social networks and tools (e.g, Twitter, Wordpress, YouTube, Facebook, etc.);
* Functions on Windows, Macintosh, Linux, and standard mobile and Internet browsers, including:
	+ Internet Explorer 7 and 8
	+ Firefox (latest version at time of development)
	+ Google Chrome (latest version at time of development)
	+ Safari (latest version at time of development)
	+ Opera (latest version at time of development)
* All development must be done in AGENCY environment;
* Integrates TWO FACTOR AUTHENTICATION SYSTEM into CMS for additional security.

**4.2 Timetable**

|  |  |
| --- | --- |
| **Main Tasks**  | **Due Date** |
| 1. Face-to-face “kick-off” meeting in AGENCY’s Central Office in STATE, CITY
 | Within 7 calendar days of contract/task award  |
| 1. Provide a comprehensive contract milestone Project Plan for all deliverables
 | Within 5 business days of kick-off mtg |
| 1. Participate in conference calls as needed
 | TBD\* |
| 1. Provide short (less than ½ page), simple, clear written (bullet format) weekly status reports outlining tasks completed each week, including such things as status of content migration, OPEN SOURCE CMS modules reviewed or tested, design changes applied to site, etc.
 | Weekly, ongoing |
| 1. Provide experienced web development staff (must have **appropriate** HSPD-12 security clearance) to work in AGENCY-provided development, staging and production OPEN SOURCE CMS environments. Tasks include: development support for OPEN SOURCE CMS themes and HTML/CSS templates; apply and configure AGENCY-provided design enhancements including graphics, color schemes, navigation enhancements; evaluate, recommend, install, configure, test and support new OPEN SOURCE CMS modules to improve site functionality; install, configure, test and support third-party tools such as WebTrends, Google Analytics, USASearch, Twitter, and YouTube.
 | Ongoing |
| 1. Develop a quality assurance (QA) plan which outlines steps vendor will take to implement new modules, features & functionality. QA plan should include testing for compliance with Section 508 and ensure updates are WCAG 2.0 priority AA-compliant and accessible (AGENCY will provide testing methodology).
 | TBD\* |
| 1. Conduct quality assurance checks (including accessibility testing as required) of affected links, navigation, site functionality, etc. in staging environment, as new features/functionality/OPEN SOURCE CMS modules are added to site
 | Ongoing, as new content/features are added |
| 1. Recommend an efficient, accurate process (content migration plan) to migrate content from WEBSITE.gov (CMS) to OTHERWEBSITE.gov (CMS). Plan should include built-in quality assurance testing.
 | TBD\* |
| 1. Migrate and verify up to XXX pages of content from WEBSITE.gov to OTHERWEBSITE.gov (**no** content modification required, migration should take no more than three months). Each page should be thoroughly reviewed after migration to ensure every pertinent page element (content, metadata, graphics, etc.), was migrated correctly and completely, and content presents correctly in OPEN SOURCE CMS.
 | TBD\* upon AGENCY acceptance of content migration plan |
| 1. Implement and maintain TWO FACTOR AUTHENTICATION SYSTEM module to support two-factor authentication to the WEBSITE.gov administrative dashboard
 | TBD\* |
| 1. Support integration and maintenance of third-party software and social tools into WEBSITE.gov, including USASearch, Google Analytics, AddThis, WordPress, Twitter, YouTube, GovDelivery, Facebook, WebTrends, etc. (Vendor must have experience with these tools.)
 | Ongoing |
| 1. Provide functional requirements and technical documentation for any new modules, features or functionality added to site
 | Within 5 business days of launching new features, ongoing |
| 1. Provide briefings and consultation to AGENCY staff on any new tools or functionality added to WEBSITE.GOV
 | Within 5 business days of launching new features, ongoing |
| 1. Assist AGENCY SysAdmin as needed to conduct daily site backups, initiate and maintain website disaster recovery plan
 | Ongoing |

|  |  |
| --- | --- |
| **Deliverables**  | **Due Date** |
| 1. Website development & support presentation, including Project Plan outlining projected timeline and deliverables
 | Contract kickoff meeting |
| 1. Weekly reports (short, clear, bullet format) documenting work performed each week
 | Weekly |
| 1. Functional/technical design documents for new modules, tools, etc.
 | Ongoing, as new features, functionality are added to site |
| 1. Quality Assurance plan outlining process vendor will use to evaluate, recommend, install, configure, test and maintain new features and functionality
 | TBD\* |
| 1. Content Migration plan to efficiently and accurately migrate content (including related resources, metadata, keywords and page descriptions) from WEBSITE.gov To OTHERWEBSITE.gov, including handling redirects, and recommendations on friendly URLs for major sections
 | TBD\* |
| 1. Migration of up to XXX pages of content from WEBSITE.gov to OTHERWEBSITE.gov
 | Within three months of AGENCY acceptance of content migration plan  |
| 1. Short briefings for AGENCY staff on new features, modules, tools, etc. as they are implemented on the site
 | TBD\* ongoing |
| 1. TWO FACTOR AUTHENTICATION module source code with comments
 | TBD\* |
| 1. TWO FACTOR AUTHENTICATION module technical design document
 | TBD\* |
| 1. WEBSITE.gov information architecture/sitemap
 | Ongoing, update as needed |
| 1. WEBSITE.gov technical specifications for site architecture and configuration
 | Ongoing, update as needed |
| 1. WEBSITE.gov site installation and deployment guide
 | Ongoing, update as needed |
| 1. WEBSITE.gov site backup and disaster recovery plan
 | Ongoing, update as needed |

\* Timeline will be mutually agreed-upon by AGENCY and Contractor during the kick-off meeting for this project.

**4.3 Project Management**

The Contractor shall provide comprehensive project management services to initiate, plan, execute, manage, monitor, and coordinate the project, including providing:

* A project plan to ensure AGENCY and Contractor deliverables are outlined and agreed upon, to include such things as:
	+ Requirements gathering and functional specifications
	+ Information architecture
	+ Implementation timeline, including content migration plan
	+ Quality assurance and testing
* Weekly status updates throughout the development period.

AGENCY will ensure that project decisions are made on a timely basis, to preclude negative impact on the project schedule. AGENCY will review deliverables and acknowledge approval within three business days after receipt. If there are issues to be resolved, both Contractor and AGENCY will attempt to resolve them within three business days. Delays to this approval time may impact the deliverable dates and cost of the project.

**4.4 Performance Objectives**

Performance objectives include, but are not limited to:

|  |  |
| --- | --- |
| **Performance Indicators** | **Quality Assurance Criteria** |
| a) Completeness | Deliverables will be 100% complete. |
| b) Accuracy | Deliverables will be 100% accurate. |
| c) Effectiveness | All deliverables must contribute to the overall success of the contract. |
| d) Timeliness | All deliverables will be on time and within schedule. |
| e) Communication | Communication is regular, professional, courteous and accurate. |

**4.5 Final Deliverables**

All deliverables must be completed and delivered to AGENCY in a timely fashion, as mutually agreed upon during individual task assignment.

The Contractor shall provide final deliverables electronically in format(s) the Contractor deems appropriate; however, the deliverables must be usable/viewable on AGENCY systems (Microsoft Office 2003-2007, JPEG/GIF image files, HTML/CSS, Adobe PDF, etc.).

**4.6 Format for Final Deliverables**

The format for deliverables is as follows:

All project reports must be created using standard office automation software (Microsoft Office 2003-2007 or Adobe PDF). The Contractor shall provide website templates via CD or DVD. All other deliverables will be provided electronically in format(s) the Contractor deems appropriate; however, the deliverables must be viewable on AGENCY systems (Microsoft Office 2003-2007, JPEG/GIF image files, Adobe PDF, etc.). Key personnel will receive access to a AGENCY-maintained project management tool (e.g., Confluence), where deliverables should be posted.

1. **TWO-FACTOR AUTHENTICATION REQUIREMENTS**

Two-factor authentication will provide an additional layer of OPEN SOURCE security for the WEBSITE.gov content management system. It requires two levels of authentication - something the user has, and something the user knows. This is more secure than a simple ID/password system. The "something you have" is usually a piece of hardware that is impossible (or very difficult) to duplicate, such as a phone; and the "something you know" is typically a password or Personal Identification Number/PIN.

AGENCY currently uses TWO FACTOR AUTHENTICATION SYSTEM (http://www.URL.com/) as our two-factor authentication service solution. The Government will provide the Contractor with the TWO FACTOR AUTHENTICATION PHP SDK to implement on WEBSITE.gov, following OPEN SOURCE CMS coding conventions and best practices (http://URL/coding-standards-and-best-practices).

**7.0 SECTION 508 AND ACCESSIBILITY REQUIREMENTS**

All electronic and information technology (EIT) procured through this performance work statement must meet the applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended in 1998, and is viewable at: <http://www.access-board.gov/508.htm>.

The Contractor shall indicate for each line item in the schedule whether each product or service is compliant or non-compliant with the accessibility standards at 36 CFR 1194 including the subsections of Technical Standards, Functional Performance Criteria, and Information, Documentation, and Support—as applicable. Further, the proposal must indicate where full details of compliance can be found (e.g., vendor’s website or other exact location).

The Contractor also shall provide Level AA conformance to the World Wide Web Consortium’s Web Accessibility Initiative (W3C-WAI) WCAG 2.0, see: <http://www.w3.org/TR/WCAG20/>.

**AGENCY will have final authority in determining whether Section 508 and WCAG 2.0 standards have been met. AGENCY may use Independent Verification and Validation (IV&V) support to make this determination.**

**8.0 ALL MATERIALS PROPERTY OF U.S. GOVERNMENT**

All materials developed under this contract are the property of the U.S. Government. Under no circumstances shall a vendor place a copyright on any of the materials that the vendor develops, provides, and receives payment for under this contract.

**9.0 DATA RIGHTS**

All subject data first produced in performance of the contract will be the sole property of the Government. Under no circumstances shall a vendor assert any kind of ownership over the subject data produced, delivered, and accepted under this contract, whether it be in patents, copyrights, or trademarks. Additionally, the vendor shall not use any portion of the subject data in any manner without prior written consent of the AGENCY Contracting Officer.

**10.0 PRIVACY ACT**

The Contractor shall be responsible for adhering to all aspects of the Privacy Act and is prohibited from removing from the worksite any programs, documentation, or data without the knowledge and written approval of the COTR. AGENCY information systems are the property of the Government. All deliverables and work products covered under this contract become the property of the Government. The use of any information that is subject to the Privacy Act shall be utilized in complete accordance with all rules of conduct as applicable to Privacy Act Information.

**11.0 RELEASE OF INFORMATION**

There must be no dissemination or publication, except within and between the Contractor and any subcontractors, of information developed under this contract or contained in the reports to be furnished pursuant to this contract without prior written approval of the AGENCY’s Contracting Officer.

**12.0 KEY PERSONNEL REQUIREMENTS**

The Contractor shall provide a fully qualified project manager, and an individual to perform the technical work assignments included in this statement of objectives. These individuals are designated as key personnel**.**

The Project Manager should have demonstrated experience managing projects of this nature. PMP certification is preferred.

The Website Development/Support contractor shall have:

* A strong web development and support background (demonstrated experience);
* Extensive expert knowledge of the platform and OPEN SOURCE content management system;
* Website information architecture capabilities to maintain logical website navigation and content organization;
* Development capabilities to prepare, test, launch and support website functionality;
* Familiarity with implementation and support of Web 2.0 tools and technologies, including but not limited to: Google Analytics, Disqus, AddThis, WordPress, Twitter, YouTube, GovDelivery, Facebook, WebTrends;
* Good information organization skills;
* Ability to prepare well-written technical documentation; and
* A good understanding of modern web development techniques including PHP, HTML, cascading style sheets, the process of developing with web standards (<http://www.webstandards.org/>), progressive enhancement, etc.

In addition to technical skills, the Contractor must have:

* **Required, appropriate HSPD-12 security clearance for developers to access Government cloud**;
* Strong customer service skills and marketing experience;
* Ability to interact with senior level government staff;
* Ability to work on multiple tasks at one time;
* Knowledge of usability testing and accessibility issues; and
* Quality assurance skills and ability to troubleshoot problems.

**12.1 Résumés**

Personnel resumes on this project must be approved by the AGENCY Contracting Officer (CO) to certify that the labor category requirements are met. Resumes and references must be approved before personnel can perform on this project. Resumes should not exceed two pages per candidate.

**12.2 Personnel Substitution**

Personnel in key positions may be substituted with other individuals providing the following criteria are met:

The Contractor shall notify the AGENCY CO, in writing, of a proposed substitution of key personnel. This notification will be submitted at least fourteen (14) calendar days in advance of the proposed substitution. All proposed substitutes should have qualifications equal to, or greater than, the person to be replaced and be approved by the COTR.

The AGENCY CO in consultation with the COTR will evaluate such requests and promptly notify the Contractor, in writing, of his or her approval or disapproval thereof. At the discretion of the COTR, an interview with the proposed key individual may be required to verify that the proposed substitute has qualifications equal to, or greater than, the person to be replaced. The COTR will notify the Contractor ten (10) days in advance of the proposed substitution date if the COTR chooses to conduct an interview to review the qualifications of the proposed individual.

**13.0 GOVERNMENT FURNISHED RESOURCES**

The government (AGENCY) will provide reasonable access to AGENCY knowledge sources throughout the period of the task, including**:**

* The latest briefing presentations, organizational documents, program descriptions, etc.;
* Graphics Style Guides for current sites;
* Research-Based Web Design and Usability Guidelines: <http://www.usability.gov/guidelines/index.html>;
* OMB Policies for public Federal government websites: <http://www.howto.gov/web-content/requirements-and-best-practices>;
* Security requirements; and
* Other informational sources as may apply.

**14.0 AGENCY ADMINISTRATIVE CONSIDERATIONS**

**14.1 Points of Contact:**

**Contracting Officer**
Name:

Agency:

Address:

Telephone Number:

E-Mail:

**Task Order Contracting Officer Technical Representative (COTR)**

Name:

Agency:

Address:

Telephone Number:

E-Mail:

**Program Office Contracting Officer Technical Representative (COTR)**

Name:

Agency:

Address:

Telephone Number:

E-Mail:

As the government COTR, Natalie Davidson will handle the day-to-day communications with the Contractor and will act as the intermediary between the Contractor and other AGENCY officials throughout the life of the contract.  In conjunction with program officials, she also will have responsibility for acceptance of the Contractor's delivery of services.  The AGENCY Contracting Officer, however, has exclusive authority to provide specific direction and/or make changes to the contract.

**Business Office Liaison**

Name:

Agency:

Address:

Telephone Number:

E-Mail:

**14.2 Place of Performance**

The work will be performed at AGENCY Program Office in CITY, STATE. Additionally, weekly teleconference calls or written reports to provide project updates are to be expected.

The Contractor's site must be established such that the Contractor's personnel are available to travel to the Government's program office for meetings. The Government will notify the Contractor at least 24 hours in advance of required meetings.

**14.3 Period of Performance**

The period of performance shall be for XXX months from the date of contract award.

**14.4 Travel**

The government will not be required to reimburse the Contractor for local travel. Required long distance travel shall be approved in advance by the COTR. Travel reimbursement outside the Washington DC metropolitan area will be invoiced in accordance with the standard Federal Travel Regulations. These costs will be billed as Other Direct Costs. Long distance travel is not expected.

**15.0 SECURITY - Unclassified**

The Federal Acquisition Regulation (FAR) council requires that all federal entities ensure that all Contractors have current and approved security background investigations that are equivalent to investigations performed on federal employees. As outlined in AGENCY CIO P 2100.1C – AGENCY Information Technology Security Policy, SOP, Homeland Security Presidential Directive – 12 (HSPD-12), and Internal AGENCY Contractor investigation procedures, the following is required:

**Security Clearances:**

The Contractor shall require approved background investigations to accomplish its support to AGENCY. **Contractor personnel will be required to have the appropriate level of investigation and/or security clearance (HSPD-12), at the time the contract is awarded, for each selected site and information system. Contractor personnel also will be required to submit a Request for User ID when access is required to a government computer, to include the submission of proof, to AGENCY, that a favorable National Agency Check has been completed**. The Contractor may be required to have access to live data and/or sensitive information and resources during performance of this authorized access to such information and will be required to sign a non-disclosure agreement. The Contractor shall observe and comply with the security provisions in effect at each selected site. Any required identification badges will be worn and displayed at all times. Contractor personnel will submit a Request for Deletion of User ID when access in no longer required.

**16.0 SPECIAL INSTRUCTIONS**

**16.1 Delivery Instructions**

Due dates for all deliverables will be mutually established by AGENCY and the Contractor at the first program office meeting after contract award.

Due dates for all deliverables identified herein will be mutually established by AGENCY and the Contractor at the first program office meeting.

All deliverables shall be submitted to the COTR. Deliverables are to be transmitted with a cover letter, on the prime Contractor’s letterhead, describing the contents.

**16.2 Inspection and Acceptance**

The COTR will inspect deliverables and the Contractor shall be notified of AGENCY’s findings within 10 workdays after the receipt of the deliverable.

**16.3 Procedures for Payment**

**Invoices:**

Billing and payment will be accomplished in accordance with the contract. The Contractor must submit a detailed, itemized monthly invoice. Invoices will be submitted no later than the 10th calendar day of the month following performance and must be accompanied by all status reports submitted during that period.

Billing and payment shall be accomplished as follows:

* **The Contractor shall submit an original invoice for payment to AGENCY Financial Operations & Disbursement Division.**
* Duplicate invoices will be sent to the Contracting Officer and the COTR. The COTR’s invoice copy will have supporting documentation attached. **Both duplicate invoices shall be submitted before or at the same time as the invoice submitted to the AGENCY Finance Office.**
* The COTR will confirm deliveries or performance made against the invoiced line items to ensure that the correct amounts have been billed and to identify any price deductions. The COTR will then certify (using the COTR stamp) and sign, indicating that the invoice is ready for payment. A receiving report must be completed authorizing the AGENCY’s payment office to process payment of the invoice. The receiving report must be accompanied by a copy of the government’s document(s) accepting the covered services. Invoices are authorized for payment upon AGENCY’s acceptance of the deliverables specified in the contract and the receipt of a proper invoice.

Invoices are authorized for payment upon AGENCY’s receipt and acceptance of deliverables specified in the contract and the **receipt of a proper invoice**. **Invoices must include the following:**

1. Name and address of the Contractor
2. Invoice date and number
3. Contract Number, GP Number (Block 4 on AGENCY Form 300) and any contract line item numbers;
4. Detailed description of the services provided including quantity, unit of measure, unit price and extended price of the item(s) delivered;
5. Period of service and/or dates that services were provided, etc.
6. Terms of any discount for prompt payment offered
7. Name and address of official to whom payment is to be sent;
8. Name, title, and phone number of person to be notified in event of defective invoice; and
9. Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract.

Please Note: **Failure to send** **three (3) copies could delay your payment.**

1. **The Contractor shall** submit an **original invoice** for payment to **AGENCY Financial Operations & Disbursement Division.**

Agency Payment Office

Address:

Telephone Number:

2. **A duplicate invoice with supporting documentation is sent** to the **COTR** who will confirm deliveries or performance made against the invoiced line items to ensure that the correct amounts have been billed and to identify any price deductions. The COTR will then sign the invoice and complete the receiving report to authorize the AGENCY’s payment office to process payment of the invoices.

**Program Office Contracting Officer Technical Representative (COTR)**

Name:

Agency:

Address:

Telephone Number:

E-Mail:

3. **A second duplicate invoice is sent to the Contacting Officer at:**

Name:

Agency:

Address:

Telephone Number:

E-Mail: