PERFORMANCE WORK STATEMENT (PWS)

DLA ENERGY – TOLL PASS AND TOLL MANAGEMENT SERVICES

CONTINENTAL UNITED STATES (CONUS)

1. Objective

The objective is to provide DLA Energy a reliable, nationwide toll-management capability that permits authorized Government vehicles to use toll facilities throughout CONUS while providing centralized account administration, accurate and auditable toll-transaction data, consolidated billing, timely issue resolution, and management of transponders or other toll-access technology. The required outcome is uninterrupted and accountable toll access for the DLA Energy vehicle fleet with sufficient reporting for Government financial review and performance surveillance.

2. Scope

The Contractor shall provide and manage a toll-access solution for approximately 41 GSA-leased DLA Energy vehicles assigned to DLA Energy Americas East and West. Fleet quantity may increase or decrease during the period of performance based on mission requirements. The solution shall support toll facilities throughout CONUS to the maximum extent commercially available and shall include account management, transponder or equivalent toll-access technology, transaction processing and reconciliation, reporting, consolidated billing, customer support, and resolution of toll-related exceptions and disputes.

3. Background

DLA Energy requires vehicles operating across multiple States and toll jurisdictions to travel without avoidable delay while maintaining centralized visibility and control of toll activity. The Government requires a commercially supportable approach that accommodates regional toll-system differences and produces transaction-level information sufficient to associate charges with individual vehicles or assigned toll-access devices.

4. Period and Place of Performance

The anticipated period of performance is one 12-month base period and four 12-month option periods. Contractor performance will primarily occur at Contractor-controlled facilities and through the Contractor’s commercial service platform. Government vehicle operations may occur throughout CONUS. The Contractor is responsible for managing its personnel and methods of performance; the Government will not exercise direct supervision over Contractor personnel.

5. Government-Furnished Information (GFI)

The Government will provide information reasonably necessary to establish and administer the service, which may include vehicle identification, registration, license-plate information, assigned organization/sub-account, designated Government users, and other account data necessary for toll processing. The Government will identify additions, removals, and changes to fleet information as they occur.

6. Performance Requirements

6.1 Task 1 – Toll Access and Account Management

Performance Objective: Maintain a centralized and accountable toll-management capability for authorized DLA Energy vehicles operating throughout CONUS.

Establish and maintain one DLA Energy Americas master account capable of associating Americas East and Americas West vehicles or sub-accounts while supporting consolidated billing.

Maintain vehicle, toll-access device, and account associations using Government-furnished information.

Add, remove, transfer, activate, or deactivate vehicles and toll-access devices upon authorized Government request.

Provide Government-designated users secure access to account and transaction information through the Contractor's normal commercial interface.

Identify known toll-facility or network limitations that may prevent normal electronic toll processing and provide the commercially available alternative method for processing those tolls.

6.2 Task 2 – Toll-Access Devices and Replacements

Performance Objective: Ensure each designated vehicle has functioning toll-access technology appropriate to the supported toll networks.

Provide initial toll-access devices or equivalent technology for Government-designated vehicles.

Provide replacement devices for lost, damaged, failed, or reassigned equipment following an authorized Government request.

Maintain a record of device identifier, assigned vehicle, activation status, and replacement/deactivation history.

Deactivate lost, stolen, or removed devices promptly after Government notification to prevent unauthorized use to the extent supported by the commercial system.

6.3 Task 3 – Toll Transaction Processing, Reconciliation, and Exception Management

Performance Objective: Process authorized toll activity accurately and resolve erroneous, duplicate, misread, violation, or otherwise disputed toll activity.

Capture and associate toll transactions with the applicable vehicle, device, or account using the information made available by the toll facility/network.

Identify and research duplicate charges, misreads, toll violations, or other transaction exceptions identified by the Contractor or Government.

Pursue available credits, corrections, refunds, or dismissals when a charge is determined to be erroneous or otherwise eligible for correction.

Maintain an auditable record of material disputes and adjustments, including status and final disposition.

Notify the Government of material changes in toll-network rules or commercial processing practices that are expected to affect billing, access, or administration of the DLA Energy account.

6.4 Task 4 – Billing and Reporting

Performance Objective: Provide timely, complete, and traceable financial and utilization information sufficient for Government review, reconciliation, and oversight.

Provide one consolidated monthly billing package for the DLA Energy master account, with detail sufficient to trace each toll transaction to the applicable vehicle, device, or sub-account when that information is available from the toll system.

At a minimum, transaction data shall include the vehicle/device or other account identifier, toll authority or facility, transaction date, amount charged, and any adjustment/credit/violation information available in the Contractor's system.

Provide a monthly spending and utilization report no later than 10 calendar days after the close of the month being reported.

Provide requested daily, weekly, monthly, or ad hoc utilization reports within five business days of an authorized Government request.

Provide notification of assigned toll-access devices with no recorded toll activity for the reporting month no later than 10 calendar days after month-end.

Provide reports in a commonly usable electronic format and retain sufficient underlying transaction detail to support Government review during the period of performance.

6.5 Task 5 – Customer Support

Performance Objective: Provide responsive support to maintain toll access and resolve account, transaction, billing, and equipment issues.

Provide a customer-support method for authorized Government users to submit account, transaction, reporting, billing, and toll-access device issues.

Acknowledge and begin action on routine Government inquiries within one business day of receipt.

Track unresolved issues through closure and provide status when requested.

Escalate issues that materially affect vehicle toll access, billing integrity, or widespread account availability through the Contractor's established commercial escalation process.

6.6 Task 6 – Program Management and Reviews

Performance Objective: Maintain routine communication and provide the Government sufficient information to assess service performance and emerging issues.

Conduct a post-award kickoff meeting with the Contracting Officer (CO), Contracting Officer's Representative (COR), and designated DLA Energy representatives within five business days after award, or another date agreed to by the CO.

Provide kickoff meeting minutes, including decisions and action items, within two business days after the meeting.

Conduct and document a program review each quarter. Reviews shall address performance against the PWS standards, open issues/disputes, fleet or account changes, significant trends, and actions requiring Government attention.

Provide a Monthly Status Report (MSR) no later than the 10th business day of each month covering the preceding month. The MSR shall include service-level results, report/billing status, significant unresolved issues, toll exceptions or disputes, lost/damaged devices, suspected unauthorized activity identified through objective account data, and recommended corrective actions.

6.7 Task 7 – Information Protection and User Access

Performance Objective: Protect Government account and vehicle information and restrict access to authorized users.

Use authenticated access controls for Government users of the Contractor-hosted account-management system.

Limit access to Government information to personnel and system users with a business need for that information.

Protect Government-provided account and vehicle information using the Contractor's normal commercial security controls and any additional contract requirements established at award.

Maintain account activity or audit information available through the commercial service sufficient to support review of material administrative changes and transactions.

7. Deliverables and Performance Standards

Performance is acceptable when the Contractor meets or exceeds the applicable Acceptable Performance Level (APL) shown below. Unless otherwise stated, performance percentage is calculated as: compliant occurrences divided by total occurrences reviewed for the surveillance period, multiplied by 100. If a deliverable has both a timeliness and accuracy/completeness standard, both standards must be satisfied for the occurrence to be counted as compliant. A result below the stated APL is nonconforming performance for that surveillance period and may require corrective action in accordance with the contract.

ID	Deliverable / Service	Performance Standard	APL / Passing Threshold	Surveillance
D-1	Master account / fleet changes	Account relationships remain accurate. Authorized adds, removals, or changes completed within 2 business days after receipt of complete Government information.	95%	Monthly review by COR of roster and change requests.
D-2	Toll-access devices / replacements	Device shipped or otherwise made available within 5 business days after a complete authorized request; device-to-vehicle record is accurate.	95%	Random/sample review by COR or customer.
D-3	Routine customer support	Inquiry acknowledged and action initiated within 1 business day after receipt.	95%	Monthly sample of support records by COR.
D-4	Monthly spending / utilization report	Delivered within 10 calendar days after month-end; required fields present; totals reconcile to billing records, subject to documented pending adjustments.	100% timely; 99% accurate / complete	Monthly report and reconciliation review by COR/customer.
D-5	Ad hoc utilization report	Requested report delivered within 5 business days and contains requested data available in the Contractor system.	95%	Review of request and delivery records.
D-6	Inactive-device notification	Assigned devices with no recorded toll activity for the month are identified within 10 calendar days after month-end.	95%	Monthly comparison to utilization data.

ID	Deliverable / Service	Performance Standard	APL / Passing Threshold	Surveillance
D-7	Exception / dispute tracking	Material disputes, duplicate or misread charges, violations, and adjustments are tracked through final disposition; credits/adjustments reflected when posted.	98% accurate / complete	Monthly sample and reconciliation of open/closed exceptions.
D-8	Kickoff meeting minutes	Delivered within 2 business days after kickoff and identifies attendees, decisions, action items, responsible party, and due date where applicable.	100%	Document review by CO/COR.
D-9	Monthly Status Report	Delivered by the 10th business day and contains the elements required by PWS 6.6.	100% timely; 95% accurate / complete	Monthly document review by COR.
D-10	Quarterly Program Review	Conducted and documented once each quarter; required PWS 6.6 topics addressed.	100%	Quarterly meeting-record review by COR.
D-11	Online account access	Authorized users can access the commercial account interface, excluding announced scheduled maintenance and outages outside Contractor control.	99% monthly availability	Monthly service records and Government-observed outage review.

8. Reporting Requirements

Reports shall be submitted electronically to the COR and other Government recipients designated by the CO. Contractor reports shall clearly identify the reporting period and distinguish posted transactions, pending disputes/adjustments, credits, and unresolved issues where those categories exist in the Contractor's system. The Government may use submitted reports, account-system data, invoices, support records, and other contract records to perform surveillance against the standards in Section 7.

9. Government Surveillance

The Government will conduct surveillance at a frequency commensurate with the requirement and risk. Surveillance may include 100-percent review of scheduled deliverables, random or judgmental sampling of service events, reconciliation of billing and transaction data, review of account records, and review of customer-support or issue-resolution records. The Government's surveillance does not relieve the Contractor of responsibility for performing all contract requirements.

10. Federal Holidays

For purposes of Government business-day calculations, Federal holidays observed by the Federal Government are non-business days. The Contractor's commercial toll-processing systems may continue to operate continuously. When a required due date falls on a weekend or Federal holiday, the deliverable is due the next Government business day unless the contract specifies otherwise.

11. Invoicing

The Contractor shall submit invoices monthly using the invoicing method and instructions incorporated into the resulting contract. The invoice shall be supported by the monthly billing and transaction information required by this PWS and shall separately identify Contractor service charges and underlying toll-related charges to the extent required by the contract pricing structure.

12. Points of Contact

Contractual direction may be provided only by the Contracting Officer. The COR may perform surveillance and provide technical coordination within the authority delegated in writing. Contractor personnel shall not accept direction that changes contract scope, price, schedule, or other contractual terms from personnel other than the Contracting Officer.