

ATTACHMENT 1

U.S. ENVIRONMENTAL PROTECTION AGENCY, REGION 2

PERFORMANCE WORK STATEMENT

SUPERFUND COMPUTER SOFTWARE SUPPORT SERVICES

PERFORMANCE WORK STATEMENT (Superfund Computer Software Support)

OBJECTIVES

The contractor shall provide on-site services at the U.S. Environmental Protection Agency's Region 2 New York office, in support of EPA Regional program offices in New York, NY; Philadelphia, PA; Kansas City, KS; and San Francisco, CA. The contractor shall provide personnel with experience in and knowledge of data entry, programming, user support and training in various applications outlined in this Performance Work Statement (PWS), webpage design and maintenance and database conversion.

IT/TELECOMMUNICATIONS ENVIRONMENT

The contractor shall have a working knowledge of the following hardware and software that will be utilized to perform the requirements in this PWS:

HARDWARE

- MS Windows 2003 Server or later
- Dell Optiplex Workstation using MS Windows 7.0 or later

SOFTWARE

- Microsoft PowerPoint,
- Microsoft Outlook
- Powersoft InfoMaker and Powerbuilder
- HTML Development Tools
- Structured Query Languages (SQL), such as Oracle or DB2
- Microsoft Access
- Microsoft Excel
- Microsoft Word
- Adobe Dreamweaver

APPLICATIONS

The following applications utilize standard commercial off-the-shelf (COTS) software previously outlined:

- Superfund Enterprise Management System (SEMS) formerly known as CERCLIS

- ReportLINK
- Oracle Business Intelligence (OBI) tools
- EQuIS Chemical and Geology Graphical Database
- Geographic Information Systems (GIS)
- Other databases as assigned

TECHNICAL SERVICES REQUIRED

A. EQuIS AND Electronic Data Deliverables (EDD) SUPPORT

The contractor shall provide on-site technical assistance in the development and creation of GIS figures, analyses and reports in support of Superfund site management and investigation efforts and provide technical assistance related to the EQuIS ¹database for users. Additionally, the contractor shall develop and conduct annual training for EPA employees in Region 2.

The contractor shall approve and log (Electronic Data Processor) EDP registration key emails coming from the EQuIS help desk in order to grant contractor's access to format files. The contractor shall perform on-site trouble shooting and general end-user support to EPA personnel and contractors using EQuIS and any related software in support of EDD submittals. The contractor shall interact with EPA users, to include users from other regional offices on EQuIS-related problems, questions and issues as needed. The contractor shall provide QA/QC of EDD submittals using the EQuIS data processor. The contractor shall notify data providers or data managers when an EDD submittal has been uploaded or notify them of any errors on the EDD submitted.

The contractor shall save and correct minor EDD errors for both Region 2 and other regional offices and upload the EDD into EQuIS database. The contractor shall update/modify valid values and any other reference values in the EQuIS database, as needed.

The contractor is expected to work with the New York and New Jersey States in Region 2, as well as Headquarters and other EPA regions to develop consistent methods for storing and analyzing data in EQuIS, update regional EDD web pages, update valid values reference, prepare instruction manual and reference guide, as needed. The responsibility of performing these functions requires familiarity with the data being provided and the technical ability to manage and manipulate the data in the EQuIS system.

The contractor shall update the submittal log every time an EDD has been uploaded into the database. The contractor shall provide data retrieval, use EQuIS professional to generate reports using the report functions, and retrieve data using all data tables. The contractor shall prepare and maintain detailed record of service, including date, site name, type of technical

¹ EQuIS (Environmental Quality Information Systems) is commercial off-the-shelf data management software to manage and store chemical and geological information on Superfund sites.

assistance and number of hours on each task.

The contractor shall install new releases of updated versions of EQuIS professional, EQuIS Enterprise and any related software. The contractor shall post any updates to the valid values reference, comprehensive, and basic manuals and any other updates on the Electronic Data Deliverable web page.

B.1 DATA ENTRY

The Contracting Officer's Representative (COR) will provide data for Region 2 and other data from other regional offices for entry into EQuIS, SEMS² or related systems. The Contractor shall access the appropriate system screen, and perform limited data entry services to retrieve, add, modify or delete database records in the system, as indicated by annotated data entry forms, coding sheets, and/or other input documents.

The Contractor shall return any data entry forms with incomplete data, or where data provided fails system edit checks, or prevents retrieval of appropriate data.

The Contractor shall enter data extracted from reports or other documents, based on specific written instructions provided by the COR. Coding sheets of the extracted data will be prepared, and validated by EPA staff prior to data entry.

Before entering any data from an input document or coding sheet, the contractor shall review the documents for completeness and consistency, and identify any deficiencies found, based on specific written instructions from the COR.

All data entry forms and coding sheets shall be initialed and dated by the contractor staff member, indicating the completion of work assigned on the document. The Contractor shall file all completed data entry forms and report requests in an orderly and readily accessible manner in a location provided by the COR and retrieve data entry or report requests as needed. The data entry files must be maintained for at least three months; the Contractor shall dispose of the data entry forms at the end of three months, following the instructions of the COR.

B.2. DATA QUALITY CONTROL.

The Contractor shall ensure that all data entry in EQuIS, SEMS and related systems is completed fully and accurately, i.e., the correct records have been added, modified, or deleted in the system, and that the correct fields have been populated or changed in accordance with the data input document. This may be accomplished by multiple methods, including (but not limited to) interactive screen verification, turnaround documents, or comparison of data input documents to post-data entry reports. All data quality control checks shall be annotated or attached to the

² SEMS (Superfund Enterprise Management Systems) Custom designed software using off-the-shelf tools (i.e., Primavera). Software is designed for data collection, reporting and tracking Superfund site information.

respective data entry documents, and initialed by the contractor staff member completing the check.

The Contractor shall identify data discrepancies and correct them to the extent possible through old data entry forms, transaction reports, audit trails, and other methods. The Contractor shall correct the minor discrepancies as necessary, where an error is obvious from source documents and data submittals. All other discrepancies shall be analyzed and recommendations provided to the COR.

The Contractor shall identify patterns in data quality problems, where systemic factors may be involved, reporting problems to the COR, with recommendations for corrective action, where appropriate. With written instruction from the COR, the Contractor shall implement solutions to enhance data quality within the scope of this task order.

The Contractor shall support the EPA in the testing of upcoming version of SEMS and EQuIS before their scheduled release. Testing shall include comparing various screens and their abilities to process data and ensure that correct procedures and information are given and retrievable. The Contractor shall adhere to step- by- step procedures given by the COR and then annotate any discrepancies during testing. The Contractor shall also test queries and reporting abilities and their options.

B.3. DATA RETRIEVAL

The Contractor shall receive and respond to a wide range of report requests from the SEMS system according to written instructions from the COR. The contractor shall be required to perform complex ad hoc/custom reports in an expedited fashion. These retrievals may include data sets from various sources. The Contractor shall maintain a log or a file of these report requests as described below:

The Contractor shall maintain a log or file of batch control forms for data entry and report requests received, including (but not limited to) date and time received, originator, due date, and any special instructions. After data entry and Quality Control, or after completion of the report, the log or file must be updated with completion date and any exceptions noted.

Data retrieval requests will be issued in writing by the COR. The Contractor shall review incoming data retrieval requests and determine which system is best suited for the request, if not already specified by the COR; whether or not they are for one-time or periodic retrievals; and whether they are standardized or ad hoc data retrievals. The Contractor shall consult with the COR to prioritize requests that are received during high volume data entry requirement periods or as directed by the COR.

If no pre-defined procedures exist, the Contractor shall retrieve data required via written technical direction from the COR. The Contractor shall select which records to retrieve, which fields in each record should appear, in what order the records should appear, any calculations or specialized formats desired and any other functional or performance considerations required by

the written instructions of the COR.

The Contractor shall use one or more of the data tools outlined in the software section.

The Contractor shall also add the reports to the regional reports library and OBI tools, which are libraries that house various reports for the Superfund data systems. The Contractor may be required to create sample printouts for all existing ad hoc data retrievals for SEMS and related systems, and file them in the systems Regional reports library.

If an existing data retrieval product can be modified to meet the requirements, the Contractor shall modify the existing product and submit the deliverable to the COR, adding all revised files and samples to the Regional library.

C. PROGRAMMING, USER SUPPORT AND TRAINING

The Contractor shall provide support for users of SEMS, EQuIS and related systems. This includes training EPA staff on system features, either in a structured setting, or in an informal one-to-one setting at either the NYC office or the Edison, NJ Environmental Center. Structured training may involve preparation of group instruction, screen navigation, system exercises, and outlines of course contents or course agendas, training materials for system users on paper, overhead transparencies, or screen displays, and training evaluation forms. The Contractor shall perform such training sessions annually during the period of performance. The Contractor shall be requested to present all or a portion of such user training. Informal training may involve answering user questions, by web conference or telephone inquiries, referring to system documentation, recommending certain steps to facilitate data entry and retrieval or orienting users to new system features.

Other user support shall involve responding to user inquiries about the system; troubleshooting potential problems; explaining system features and benefits; referral to and distribution of existing user documentation; assisting in user groups to exchange user successes and identify system problems and solutions; and surveying users on the existing or needed features of SEMS, EQuIS or related systems.

In all cases, user support and training shall be limited to the features of the system(s) of interest and its effective use. All user questions concerning Superfund program policy and procedures as related to the system, as well as general information management issues, shall be referred to the COR. Contractor responses to questions about program definitions must be limited to the information contained in system documentation.

D. SUPERFUND REGIONAL WEBPAGE DESIGN AND MAINTENANCE

The contractor shall design and create web pages related to the Superfund program. Web pages shall adhere to Web Author's standards and EPA procedures. Pages should be informative and accessible to people with disabilities. The contractor will be provided with the information

needed to create or update web pages on a quarterly or as needed basis. These tasks should be accomplished by using existing PCs connected to a Local Area Network and processed using Dreamweaver or related software. Web pages are updated with current information as received by the Contractor. After approval by the COR, the Contractor shall forward web page updates by e-mail to the EPA Web Master with specific directions to store information.

E. REPORTS

TECHNICAL STATUS REPORTS (TSR)

The contractor shall provide monthly Task Status Reports (TSR) to the COR. Reports shall be delivered on or before the fifteenth working day following the end of each month. The TSR shall include all information stipulated within the Tasks identified in this Section. Monthly TSRs shall also include, at a minimum, any accomplishments during the current reporting period, activities planned for the next reporting period and any issues affecting progress or performance capability. In addition, the monthly TSR shall address each of the following areas, as applicable to each reporting occasion:

- Task Order number and Project number
- Brief task description
- A narrative review of work accomplished during the reporting period and/or significant events
- Problem areas
- Anticipated activity for the next reporting period

F. PLACE OF PERFORMANCE

The tasks identified in this order will be performed in the following location:

**United States Environmental Protection Agency
290 Broadway
New York, NY 10007-1866**

G. HOURS OF WORK

1. REGULAR HOURS

The contractor shall provide one full time employee that will work at the Environmental Protection Agency, 290 Broadway, New York, NY 10007 with a standard 40 hours per week. The standard working schedule shall be between 0700 and 1700 hours.

2. OVERTIME

Overtime is not authorized under this Task Order.