

**U. S. ENVIRONMENTAL PROTECTION AGENCY
REGION 7**

PERFORMANCE WORK STATEMENT FOR IT SERVICES

1.0 GENERAL INFORMATION

1.1 Scope of Work

This Performance Work Statement (PWS) describes, in general terms, the types of contracted information technology (IT) support required by the U. S. Environmental Protection Agency's Region 7 office (Region 7). Among the key elements to be contracted out include support for telecommunication (network infrastructure for local, agency wide and internet connectivity), network support (telephony, LAN and WAN), desktop, business applications, data base administration, and data entry services in Region 7 in support of EPA's National and Regional objectives. Responsibilities include support for printers, desktop/laptop computers and peripherals, servers, network switches, network routers, telephone switch, voice mail and telecommunications equipment that network this site with other EPA offices and Region 7 States; operating system, national and regional software support; Continuity of Operations Plan (COOP), as well as special regional needs. There are approximately 750 users at the Region 7 locations.

1.2 Background

Region 7 covers the four state area of Missouri, Kansas, Iowa, and Nebraska. The Information Resources Management Branch (IRMB) supports and coordinates all telecommunication, and network activities in Region 7 in support of EPA's National and Regional program objectives.

Locations of performance are the Region 7 Headquarters Office at 901 N. 5th Street, Kansas City, KS 66101; the Region 7 Science and Technology Center (STC) at 300 Minnesota Avenue, Kansas City, KS 66101; and the Region 7 Continuity of Operations Plan Site (COOP) 3150 Dodge Street, Kansas City, KS 66115. On occasion, it may be necessary to perform services at alternate Region 7 locations including field Offices located in Des Moines, IA, Iowa City, IA, Jefferson City, MO, Springfield, MO, St. Louis, MO, Eureka, MO, and Lincoln, NE.

1.3 Hours of Operation

Region 7's hours of operation are from 6:15 a.m. to 6:15 pm, Monday through Friday except Federal holidays and days designated by the Region 7 Regional Administrator, Executive Order, or President's Proclamation. On occasion, services may be required outside normal business hours. When scheduled in advance, the services outside business hours are subject to the special project limits defined in section 2.0. For unscheduled work outside of business hours, the contractor may be eligible for the quoted overtime rates with approval from the PO.

1.4 Security

Contractor personnel may have access to sensitive data in the performance of assigned work. Contractor staff is prohibited from releasing any information about EPA files, data processing activities or functions, user identifications, passwords, or any other knowledge of EPA operations or data unless authorized by the PO. Employees working on this contract will be required to sign confidentiality agreements to ensure sensitive data is not released.

The government will provide the contractor with Region 7 identity badges and building access cards. Contractor will adhere to established Region 7 policies and procedures for employee and visitor access the Government facilities.

Executive Orders 10450 and 12968 provide guidance for security requirements and investigation standards for Federal government employees. EPA Directive 2100 and 2195 provide guidance that requires security guidance and standards for non-government EPA employees with access to information or IT systems. These standards currently reflect the Office of the Inspector General's Personnel Security Manual (OIGPSM). National Agency Check with Inquiries and Credit (NACIC) will be conducted on all contracted personnel.

NACIC investigations shall be conducted by the Officer of Personnel Management (OPM). For each person investigated, the PO will send to the Personnel Security Branch (PSB) a completed security package containing the following:

- A completed SF 85 - Questionnaire for Non-Sensitive Positions
- Two FD-258 fingerprint cards
- A Credit Release Authorization
- A funding memorandum (i.e., purchase request) covering the cost of the investigation

After PSB reviews an individual's security package for completeness, PSB will initiate an investigation through OPM. Upon OPM's completion of the investigation, OPM will send an investigative report to PSB for adjudication. The contracting officer (CO) will take appropriate action based on PSB's final adjudicative determination.

The NACIC investigations may take up to six months to complete. Therefore contractor personnel may begin work provided their employer completes certain pre-screening requirements for staff working on the contract. Specifically, employers must furnish the CO a separate letter for each of their contractor staff that states the following minimum pre-screening requirements have been completed:

- Check of prior employment record
- Check of references
- Verification of claimed degrees/education/military service
- Verification of signed statement that the employee has never been convicted of a felony

1.5 Travel

Some travel will be required in the performance of this order. Travel costs will be reimbursed on a cost incurred basis in accordance with the Joint Travel Regulations (JTR). Travel will consist of up to 25 days per year to support Regional personnel in the field offices and up to 25 days/year to attend EPA meetings, industry conferences, seminars, etc. Travel may also be necessary within the local commuting area.

1.6 Facilities and Environment

The government will provide the contractor with workspace, personal computers, telephones, and other equipment as needed.

Contractors are encouraged to recycle products following the guidelines of Region 7's in-house recycling program.

Contractor is responsible for ensuring any work areas under their control, including the computer room and storage areas, are kept clean and free of debris.

Contractor will ensure that all equipment in the computer room is properly labeled.

2.0 **REQUIRED TASKS**

Call Center: The contractor will operate a call center. Region 7 employees will contact the call center when they need assistance that is covered under the terms of this contract. The call center phone will be answered between the hours of 7:00 am and 4:00 pm on normal workdays. Between 6:15 am – 7:00 am and between 4:00 pm - 6:15 pm, all calls will be forwarded to a voicemail box giving callers the option to leave a message or be transferred to an operator if the urgency of the situation demands immediate attention such as the user not being able to login to the network or other work stoppage situation.

Non-EPA Software and Hardware: Support of non-EPA equipment and software is excluded from the contract. Although limited use of personal equipment/software is allowed with IRMB approval, the contractor will not be responsible for supporting the equipment/software. Occasionally the PO or Contracting Officer Technical Representative (COTR) may have a question regarding the installation or troubleshooting of a personal device, but direct support to EPA personnel will not be required.

Business Center: Region 7 will have a Business Center. At least one person that is operating the call center will be located in the Business Center and will be available to provide assistance to customers of the Business Center. The Business Center hours will be 7:00 am to 4:00 pm. The Business Center will house, at a minimum, the following:

- Color printer
- Multifunctional device (printer, scanner, copier)
- Plotter
- CD duplicator
- DVD burner

Fax machine
Instructional material

In addition, the following services, at a minimum, will be provided through the Business Center:

Laptop checkout
Projector checkout
Jump drive checkout
Supply distribution, such as toner, computer mice and keyboards, CDs, batteries, headphones, specialty papers

The contractor will be responsible for the inventory and maintenance of all items in the Business Center. The procedures for inventory and checkout will be provided by the PO.

Special Project Limits: Any project/task in the following categories that is estimated to take more than 4 man-hours to complete will be limited to 125 hours per month. The contractor will inform the PO when assigned a project/task that is expected to take more than 4 man-hours to complete and will not proceed until authorized by the PO. The contractor will provide the PO with a cost estimate for any projects that will exceed the 125 hours per month. The costs must be approved by the PO.

Computer training room/conference room/audio-visual setups
Travel outside the KC area
Data cabling
Printer support
Setup, prepare, configure, and update LAN and web servers
New hardware/software evaluations
Setup, installation and moving of equipment due to major purchases or moves
Review of an individual's hard drive or computer usage
Preparing equipment for disposal
Any other project/task not specifically outlined in this document

Tasks: There are six major tasks to be performed under this contract:

Task 1 – Desktop Services – Appendix A
Task 2 – Network and Security – Appendix B
Task 3 - Telecommunications – Appendix C
Task 4 – Business Applications and Database Administration – Appendix D
Task 5 – Data Entry – Appendix E
Task 6 – COOP/ERC – Appendix F

3.0 DEFINITIONS

Executive Level Service is defined in this clause as service provided to the Regional Administrator (RA), Deputy Regional Administrator (DRA), and Assistant Regional Administrator (ARA).

Level One Service is defined as service provided on problems that cause employee work stoppage. Examples of such problems are the failure of a computer to boot, connect to the network, or access network resources such as print, internet and email.

Level Two Service is defined as all other problems not included in Executive Level of Service, Level One Service, Time Specific Service, or Projects.

Time Specific Service includes employee moves, new hires, terminations, equipment checkout, installation of equipment and software, review of new or proposed applications and hardware, reviews of an individual's hard and/or network usage, and audio visual setups.

Projects are input into the Visual Help Desk (VHD) ticket system. They are defined as an activity (or, usually, a number of related activities) carried out according to a plan in order to achieve a definite objective within a certain time and which will cease when the objective is achieved. It generally involves more than one user and/or is larger and longer in scope than a level two task.

Response Time is defined as the time it takes desktop services staff to contact the customer to provide initial support on a case. Response times are only implemented when the issue is not resolved during the initial reporting of the ticket.

Resolution Time is defined as the time it takes to fix the issue for which the ticket was opened.

Only the PO or Alternate PO can approve extensions of time to complete tasks. In the absence of both the PO and Alternate PO, a COTR will be designated to approve extensions. The extensions can be requested on the designated form by either contractor personnel or the COTR/Alternate COTR for the relevant area. Exceptions to this rule are time specific tasks as identified above.

4.0 REPORTS AND DELIVERABLES

All deliverables will be written so as to be easily understood, and meet all requirements set forth in this contract. All material (i.e., documentation, user guides, programs, graphics, etc.) produced by the contractor under this task order will become the sole property of the U.S. Environmental Protection Agency.

Monthly Reports

Revisions to the Region 7 network diagram (electronically).

A “Call Detail by Extension” report will be provided to the Information Resource Center.

Weekly Reports

Two reports are required every Tuesday morning. If Tuesday falls on a holiday or after a Monday holiday, the reports will be due Wednesday morning. The reports should be provided at the 8:00 am technical meeting.

Report 1 – A report of activity from the prior week. As a minimum, this report will include:

- Actions taken on CSIRCs
- Software upgrades
- Hardware upgrades
- A list of patches, applications, pushed to users
- Changes to in-house developed systems (the COTR for Business Application Support can change this to a monthly requirement if determined to be more efficient)

Report 2 – A report of changes/pushes/upgrades/maintenance scheduled for the current week.

A weekly internet usage report (Web Proxy Report) is due every Tuesday by 6:15 pm. If Tuesday falls on a holiday or after a Monday holiday, the reports will be due by 6:15 pm on Wednesday. The report should detail the internet usage of Region 7 employees for the proceeding week.

A weekly Bindview report to verify compliance with EPA network security standards is due every Tuesday by 6:15 pm. The reports will be maintained in the Region 7 IT Operations Report Log.

The Region 7 IT Operations Report Log will be updated weekly with records/logs regarding critical activity such as LAN server, systems statistics, and security incidents.

As Required Reports

Several different types of reports may be required at various times during the life of the contract but will not be required with any regularity. A Visual Help Desk ticket (ticket) will be entered by the PO or a COTR requesting a report and may be in any of the following areas: traffic analysis and management reports of the NEC PBX and voice processing system indicating grade of services provided, project plans detailing implementation schedules for major projects, maintenance and service logs for all voice telecommunications equipment, voice and network data system utilization reports, network vulnerability reports, and hardware and software evaluations. These reports will be submitted in accordance with the information provided in the service request ticket.

After a system failure, the PO may request an after action report. The report will describe the cause of the failure, the remedy used to correct the situation, the effect of the failure, and steps taken to prevent future failures. This includes a report of failed

backups. The report is due by 6:15 pm the day after the failure.

The Contractor will provide a report of any changes made to structures and objects within Regional Oracle database system including reasons for change and report on implementation plans for change to a configuration of regional systems on the Oracle platform as well as plans for implementing updates to the Oracle RDBMS software.

The contractor will provide trip reports and/or briefings for all travel paid out of EPA funds.

APPENDICES:

Appendix A - Task 1, Desktop Services

Appendix B - Task 2, Network and Security

Appendix C - Task 3, Telecommunications

Appendix D - Task 4, Business Applications and Database Administration

Appendix E - Task 5, Data Entry Services

Appendix F - Task 6, Continuity of Operations Plan and Emergency Response Center

Appendix G – Incentive Calculation

Appendix H – EPA Key Personnel

Appendix I – EPA Region 7 Environment

Appendix J – Qualifications/Certifications Required

TASK 1: DESKTOP SERVICES			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
1.1 Resolution of VHD tickets by the most expeditious manner possible.	95% of tickets are completed within the timeframe specified in the ticket. Service levels are defined in Section 3.0.	VHD tickets will be reviewed to ensure the appropriate level of service is assigned. The PO will change the service level if the wrong level was assigned. Monthly reports will be generated that will compute the percentage of timely tickets.	For each full percentage of timely tickets over 95%, an incentive of 1% will be earned. For each full percentage below 95% of timely tickets, a disincentive of 1% will be charged. The maximum incentive/disincentive for this task is 5%
Required Service / Definitions			
<ul style="list-style-type: none"> ➤ Includes planning, analysis, troubleshooting, resolution, and maintenance for desktop and employee support. ➤ Includes, but is not limited to, software, operating systems, personal computers, peripherals, PDA's, and Blackberrys. ➤ E-mail support will consist of installation and troubleshooting of Lotus Notes client software on the user desktop and installation and troubleshooting of PDA/Blackberry e-mail and calendar synchronization. Lotus Notes support that requires action by the EPA Notes administrator will be referred within the timeframes of the ticket. ➤ Includes troubleshooting and minor repairs of printer hardware problems. Minor repairs consist of clearing paper jams, replacing fusers, and replacing other minor parts. If an employee cannot print because of the non-functioning printer, the technician will route the employee to another printer within the timeframe of a level 1 ticket. Any parts that need to be ordered will be identified and an email will be sent to the PO with the part number(s), and a recommended source, prior to the due date on the ticket. Network printers will be labeled in a manner that makes identification easy for the users and support staff. ➤ Calls are resolved by remote management or telephone whenever possible. A desk visit should not be made if a problem can be handled by telephone or remote management. ➤ Executive level services are resolved within 2 hours ➤ Level 1 services are resolved within 4 hours. ➤ Level 2 services are resolved within 48 hours. 			
1.2 Install computer hardware, peripherals, and software	95 % of installations are completed within the timeframe specified in the ticket.	Monthly VHD reports will be generated that will compute the percentage of timely tickets.	The tickets will be included in the calculation shown for task 1.1.
Required Service / Definitions			
<ul style="list-style-type: none"> ➤ Desk visits are normally required for software and hardware installation. This includes computers, printers, scanners, PDA's, Blackberrys, as well as the software and drivers to run the devices. EPA procured and authorized software is also included. 			

TASK 1: DESKTOP SERVICES			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<p>➤ The tickets will be time specific and are entered by the PO or COTR when EPA approval is required.</p>			
1.3 Perform audio/visual setups	100% of all audio visual setups will be complete prior to the start of the event.	VHD tickets and employee feedback will be reviewed to determine if the setup was completed prior to the start of the event. The completion time on an audio/visual ticket does not reflect the timely setup since the ticket includes cleanup after the setup.	Any setups which are not completed on time will be considered late, even though the entire task shows as timely. The tickets will be included in the calculation shown for item 1.1.
<p>Required Service / Definitions</p> <p>➤ Contractor will identify hardware and software needs and be available if a problem occurs during the event.</p> <p>➤ AV service includes but is not limited to setting up microphones, video projection, audio equipment, LCD projection, integration of computer output via built-in equipment or user provided laptops, manual overhead projectors, video teleconference units, etc.</p> <p>➤ The tickets will be time specific.</p>			
1.4 Provide impact of new applications and hardware and review implementation plans.	100% of applications and hardware reviewed and recommended by the contractor will perform properly on EPA equipment.	PO and/or COTRs will test applications/hardware and review any employee feedback.	These tickets are not included in the incentive calculation; however, the actual cost of any applications/hardware purchased by the EPA at the contractors recommendation that do not perform properly on EPA equipment will be deducted from the contractor's monthly invoice and the applications/hardware will be turned over to the contractor.
<p>Required Service / Definitions</p> <p>➤ Review impact of new applications and hardware and review implementation plans to ensure system resources are available to support these applications and hardware and that they are compatible with EPA systems.</p> <p>➤ Tickets will normally be entered by the PO or COTR and will be time specific.</p>			
1.5 Maintain the Region 7 PC Training	All equipment needed for a conference	VHD tickets and employee feedback will be reviewed to determine if the	Any setups which are not completed on time will be considered late, even though

TASK 1: DESKTOP SERVICES			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
Room	and/or training session will be operational and software installed and working properly prior to the start of a scheduled conference, providing the contractor has been given at least 48 hours advance notice.	setup was completed prior to the start of the event. The completion time on a PC Training Room ticket does not reflect the timely setup since the ticket includes cleanup after the setup.	the entire task shows as timely. The tickets will be included in the calculation shown for item 1.1.
<ul style="list-style-type: none"> ➤ Maintain schedule for use of PC Training Room ➤ Keep PCs updated with latest patches and updates ➤ Install software as needed for training sessions ➤ Provide instruction to trainers on use of equipment 			

TASK 2: NETWORK AND SECURITY			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
2.1 Provide complete & accurate Information Assurance services, security analyses and recommendations on proposed changes.	99% of patches and updates are installed timely. All detected vulnerabilities will be addressed in a timely manner as agreed between the COTR/ISO and contractor. Critical updates will be completed by time established by CSIRC.	Monthly reports will be generated that will compute the percentage of timely updates.	If 100% of patches and updates are installed timely, an incentive of 1% will be earned. If the timeliness is 98% or less, a disincentive of 1% will be charged.
Required Service / Definitions			
<ul style="list-style-type: none"> ➤ Develop, document, implement and maintain plans and procedures that comply with EPA Information Security Guidance to handle incidents with the structured ability to audit, detect, isolate, react and recover from intrusions, service disruptions and incidents that threaten the security of EPA. ➤ Implement proactive network security controls. Monitor, filter, administer and log network activity using EPA security standards and Information Security Guidance. Recommend improvements to network security posture, provide implementation recommendations, and report discrepancies to the EPA Information Security Officer and Project Officer. ➤ Perform regular vulnerability tests at different levels of all network-connected devices on the Regional network to ensure system configurations and patches are being maintained. ➤ Check support sites for installed network software of latest revision and security patches. Ensure no unregistered or unlicensed software is stored on Region 7 systems. ➤ Operate and maintain a comprehensive suite of detection, prevention, recovery, and reaction services to protect the EPA technology infrastructure and data stores. ➤ Review all networked systems and security logs daily. Notify COTR and take immediate corrective action on all discrepancies, as directed by the COTR. ➤ Take immediate action to mitigate, track, and log threat with EPA Network Operations Center (NOC) and work with NOC until threat has been identified or mitigated. ➤ Provide weekly report on internet activity and network usage. ➤ Provide report on contents of a PC hard drive when requested. This may include searching for specific types of files, making copies of the hard drive, and discussing the contents with EPA managers. 			
2.2 Provide complete & accurate network maintenance and administration services.	During business hours, all networks will be available at least 99% of the time unless the disruption of service is	LAN reports will be reviewed to determine the percentage of time the network was available. After action reports will be reviewed to	If the networks are available for 100% of business hours, an incentive of 1% will be

TASK 2: NETWORK AND SECURITY			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
	documented to be out of the contractor's control.	determine if any of the outages were out of the contractor's control.	earned. For each full percentage below 99% that the network is not available, a disincentive of 1% will be charged. The maximum disincentive for this task is 5%
Required Service / Definitions			
<ul style="list-style-type: none"> ➤ Provide services and support processes for network operations & maintenance, network administration and management services to include traffic analysis, maintenance of cable plants and configuration drawings. ➤ Notify the COTR when consumable network supplies are needed. ➤ Provide reports of uptime, downtime, network traffic, along with an explanation of the cause of any major network problems. ➤ Perform scheduled preventive maintenance activities, and maintain a log of equipment changes. ➤ Maintain current set of network operations documentation and reports in accordance with Agency procedures. ➤ Maintain itemized network maintenance, troubleshooting, script changes and network patch log. ➤ Operate & monitor consoles, various hardware components of the network, and equipment located in the Regional / STC computer rooms, and various remote offices. ➤ Maintain an orderly and safe physical environment in the regional computer rooms and switch closets. ➤ Assure that only PO or COTR approved items are pushed to Region 7 desktops and that the objects created on the desktop work correctly. Remove applications and network objects no longer used within Region 7. ➤ Respond to network outages after business hours if the contractor determines the outage will not be resolved by 6:15 am otherwise. 			
2.3 Provide complete & successful network backup.	Maintain 100% performance of scheduled back-up program.	All cases where files cannot be recovered from backup media will be reviewed.	This task is not included in the incentive calculation; however, the actual cost of any recovery necessitated by failure to perform proper backups will be deducted from the contractor's monthly invoice.

TASK 2: NETWORK AND SECURITY			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard

Required Service / Definitions
<ul style="list-style-type: none"> ➤ Provide services and support processes for network backup, verification, and recovery on demand. ➤ Monitor the backup logs daily. ➤ Notify COTR of any problems or failures in the backup process.

TASK 3: TELECOMMUNICATIONS			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
3.1 Operate and maintain telephone services for Regional office and STC.	During business hours, all telephone service will be available at least 99% of the time unless the disruption of service is documented to be out of the contractors control. Outside business hours, the contractor must respond within two hours to service disruptions.	The length of time that telephone services are not available during normal business hours will be tracked.	If the telephone services are available for 100% of business hours, an incentive of 1% will be earned. For each full percentage below 99% that telephone services are not available, a disincentive of 1% will be charged. The maximum disincentive for task 3.1 and 3.3 combined is 5%
Required Service / Definitions <ul style="list-style-type: none"> ➤ Relocate telephones and cables. ➤ Respond to all requests for assistance on telephone/voice processing problems, make diagnosis of fault and resolve problems by equipment repair/replacement, reprogramming, providing additional user training, or coordinating with local/long distance service providers and FTS personnel located at RTP. ➤ Provide all new employees one-on-one training in the use of voice telecommunications equipment and software. ➤ Immediately notify the PO of any PBX equipment failure and specify what parts need replacement. After securing PO approval, contractor will contact the parts maintenance vendor, acquire and install new parts. ➤ When requested by the PO, the contractor will monitor traffic/use, compile and analyze data, and make recommendations for improving the efficiency or effectiveness of the Region's telecommunication service. ➤ The Contractor will perform system backups on the PBX, Maintenance Administration Terminal (MAT), and Voice Processing System (VPS). ➤ Maintain records of PBX and/or Octel programming and maintenance actions ➤ System backups are performed daily on the PBX and weekly for the Maintenance Administration Terminal and Voice Processing System. ➤ The contractor will maintain current and accurate documentation of all telecommunications systems, including inventories of equipment, cable records, system manuals, traffic studies, data system configurations, data records related to system performance and maintenance, user training schedules, and service orders processed. 			
3.2 Installation and setup of telecommunications equipment, fax machines,	Installations will be accomplished within the timeframe stated in the help desk ticket. Due dates will be	Monthly reports will be generated that will compute the percentage	The tickets will be included in the calculation shown for task 1.1.

TASK 3: TELECOMMUNICATIONS			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
and cabling.	time specific.	of timely tickets.	
Required Service / Definitions			
<ul style="list-style-type: none"> ➤ Install all internal cable and telephone sets ➤ Program or reprogram the PBX, Voice Processing System, and OpenWorx systems to establish new service or make changes to existing stations. ➤ Install, configure, test and provide user training as appropriate for any new telephone or voice processing equipment, service or applications that the Region acquires. ➤ Provide support services for video teleconference systems. ➤ Telephone moves, adds and changes are completed within the time specified on the Help Desk ticket. ➤ Telephone sets are thoroughly cleaned, tested and keypad labels replaced before being reassigned to Regional users. ➤ New applications, upgrades to existing applications, and installation of new equipment are completed with no interruption of service to Regional users during normal business hours. ➤ The contractor will install and test wiring to support the video equipment, pretest equipment and ISDN connection prior to each scheduled video teleconference and provide on-site training and technical assistance to video teleconference attendees as needed. The video and teleconferencing equipment in the ERC is included under task 6. 			
3.3 Operate and maintain voice processing services	Normal operations are restored within 12 working hours of a service-affecting event.	The number of outages in excess of 12 hours will be tracked.	A disincentive of 1% will be charged for each outage in excess of 12 hours. The maximum disincentive for task 3.1 and 3.3 combined is 5%.
Required Service / Definitions			
<ul style="list-style-type: none"> ➤ The contractor will provide routine and emergency maintenance services for the Octel Overture 250 housed in the Computer Room of the Region 7 office. ➤ Routine tasks include: daily inspection of status log with subsequent investigation and resolution of errors, daily check of available message storage capacity, weekly tape backups of all system and message data, weekly download of Call Detail Recording (CDR) data and user record changes to Decision Pro (includes loading new user data and purge of old data), Preparation of management reports. ➤ Written reports of service-affecting system malfunctions and the steps taken to resolve the malfunctions will be provided to the COTR within two working days of restoration of service. ➤ Emergency service: Contractor will provide fault diagnosis and take all steps necessary to restore full service including repair 			

TASK 3: TELECOMMUNICATIONS			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<p>or replacement of parts.</p> <p>➤ Daily oral report of system status, including non-service-affecting alarms and storage capacity, is provided to the COTR.</p>			
<p>4. Perform problem isolation, diagnosis and minor repair or replacement of voice and data network cabling, modems and other telecommunications equipment.</p>	<p>Tasks will be accomplished within the timeframe stated in the help desk ticket. Due dates will be time specific.</p>	<p>Monthly reports will be generated that will compute the percentage of timely tickets.</p>	<p>The tickets will be included in the calculation shown for task 1.1.</p>
<p>Required Service / Definitions</p> <p>➤ The contractor will install or relocate equipment.</p> <p>➤ The contractor will maintain an inventory of cabling, modems, communications boards and miscellaneous data connectors and equipment.</p> <p>➤ The contractor will install and test new wire drops to Region 7 offices or desktops as needed.</p>			

TASK 4: BUSINESS APPLICATIONS AND DATABASE ADMINISTRATION			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
4.1 Maintain current systems which were developed in-house and provide application advice.	During business hours applications will be available at least 99% of business hours.	Monthly reports will be reviewed.	If DFS and R7LIMS are available for 100% of business hours, an incentive of 1% will be earned. For each accumulation of four hours per month that either system is down during business hours a disincentive of 1% will be charged. The maximum disincentive for task 4.1 and 4.3 combined is 5%.
<p>Required Service / Definitions</p> <ul style="list-style-type: none"> ➤ The contractor will perform maintenance programming of EPA software applications to enhance capabilities or correct deficiencies. EPA maintains these applications but will call upon the contractor from time to time to modify, fix, and troubleshoot these applications. ➤ Examples of existing applications: <ul style="list-style-type: none"> Daily flex Schedule (DFS) using Visual Basic and Oracle (14,068 lines, 36 code files, .95 Mb executable) Human Resource (HR) system, one executable for HR awards, employee, SF-52, security (18,446 lines, 50 code modules, 2.02 Mb executable); and R7 Database using Visual Basic/Developer-designer/S-designer and ORACLE. Customer Service Representative Application (CSRA) using Visual Basic and ORACLE (13616 lines, 62 code files, 1.82Mb executable) R7 Laboratory Information Management System (R7LIMS) using Oracle Forms/Reports and ORACLE (93.880 lines, 143 form files, 78.8 Mb executable) Site index for Superfund Data Management System (SDMS)/Regional Data Management System (RDMS)(1,745 lines, 3 code files, 140 Kb executable); Various Visual FoxPro, MS Access and Lotus (including Lotus Notes) applications ➤ Ongoing maintenance of the applications includes upgrading the application to perform on new operating systems or enhancements to the overall application. ➤ The contractor will troubleshoot any problems identified with an application, diagnose and recommend corrective action, and perform correction as directed. ➤ The contractor will monitor the performance of databases or applications and make changes as directed to maximize performance of the application on EPA platforms. ➤ The business applications may reside on various platforms such as ORACLE, Lotus Approach, Visual Net, Visual Basic, 			

TASK 4: BUSINESS APPLICATIONS AND DATABASE ADMINISTRATION			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<p>Visual FoxPro, Microsoft Access and other software platforms that may enter the EPA realm.</p> <ul style="list-style-type: none"> ➤ The contractor will provide advice on business applications to be developed and provide database management services for any EPA platform. This includes the creation of standards and requirements for the development of new systems. ➤ The contractor will support EPA's efforts to collect, organize, analyze, store, retrieve, and present data, records, and information. Advice on the development of electronic systems, forms, and documents will be provided in accordance with EPA standards. ➤ The contractor will provide technical expertise on numerous web applications and information pages. Assigned contractor personnel will have a significant and current body of knowledge and skills regarding web page/application development, search engines, active X, java scripting, XML, Cold Fusion, etc. ➤ The contractor will perform unit level and system level testing and debugging of applications developed by EPA and other contractors. ➤ The contractor will develop and present initial training on major changes to applications produced. For applications that require on going training, the contractor will provide training materials after the initial session. 			
4.2 Advise EPA on new systems design.	Applications perform at least to 95% as designed and are delivered ahead of or on schedule	Monthly VHD reports will be generated that will compute the percentage of timely tickets.	The tickets will be included in the calculation shown for task 1.1.
<ul style="list-style-type: none"> ➤ The contractor will assist and advise EPA in the design, development, implementation and maintenance of EPA Region 7 developed applications, including applications developed under this or other contract. ➤ <u>System Specification Review</u> - The contractor will conduct system specification reviews to explore alternative concepts for implementing applications throughout EPA program offices. Cost/benefit analysis for each alternative will be completed. As part of the analysis, the contractor will validate existing requirements, define new requirements, define preliminary software requirement specifications, and define preliminary interface requirement specifications. EPA will review and approve alternative configurations prior to system development. A System Specification Review Technical Product will be delivered at the completion of this task. ➤ <u>System Development Plan</u> - The contractor will prepare a system development plan which will define the requirements/enhancements to be incorporated and describe: (1) the system components and their respective functions; (2) a system concept 			

TASK 4: BUSINESS APPLICATIONS AND DATABASE ADMINISTRATION			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<p>of operation to include a description of interfaces with other EPA systems; (3) a list of hardware and software required; (4) description of documentation to be developed, and (5) a system development schedule and any other related documents as described in the standard system life-cycle application development document. Established configuration management procedures will be followed to ensure accountability and control of all changes to software configurations.</p> <ul style="list-style-type: none"> ➤ <u>Data Validation and Transfer</u> - The contractor will receive and extract data from a variety of EPA sources, analyze the data, and input selected information into various databases. Data analysis will include review of EPA standard forms for accuracy and completeness, comparison of outputs from various systems (databases) to ensure accurate data entry, data consistency, and completeness between systems. The contractor will be responsible for correcting errors to ensure data integrity. Deliverables will include: (1) Technical products detailing the study environment, methodology, analysis and findings, and conclusions and recommendations for data analysis and validation performed. (2) System Performance Reports based on data validation performed identifying results of data discrepancies, and recommended system enhancements to correct discrepancies including a cost-benefit analysis. ➤ <u>Acceptance Testing</u> - The contractor will develop an acceptance test plan that details the criteria for acceptance of the system designed, developed/enhanced. The plan will be delivered in draft and final forms for EPA comment or approval, prior to submission in final form. ➤ <u>Report Generation</u> - The contractor will develop standard and ad hoc reports (to include data, text, and graphics) from various computer systems in accordance with established schedules and as requested by authorized EPA representatives. Reports will include information gathered during user interviews with EPA personnel and a log to track user response. Reports submitted will be accurate and complete and will be delivered in accordance with established priorities. 			
4.3 Support Region 7 Oracle RDBMS	During business hours, regional Oracle database systems will be available at least 99% of the time unless the disruption of service is documented to be out of the contractors control.	Monthly reports will be reviewed.	If the Oracle database systems are available for 100% of business hours, an incentive of 1% will be earned. For each full percentage below 99% that the databases are not available, a disincentive of 1% will be charged. The maximum disincentive for task 4.1 and 4.3 combined is 5%.

TASK 4: BUSINESS APPLICATIONS AND DATABASE ADMINISTRATION			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard

Required Service / Definitions			
<ul style="list-style-type: none"> ➤ Install, configure and upgrade Oracle server software and related products. ➤ Evaluate Oracle features and Oracle related products ➤ Establish and maintain sound backup and recovery policies and procedures. ➤ Implement and maintain database security (create and maintain user and roles, assign privileges) ➤ Provide advice on design, development and deployment and of Oracle systems. Implement the design and troubleshoot those systems. ➤ Provide reports on data within Oracle databases as requested through the COTR or PO. ➤ Interface with Oracle Corporation for technical support. ➤ Perform database and application tuning and performance monitoring.. 			

TASK 5: DATA ENTRY SERVICES			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
5.1 Process Grant/Cooperative Agreements/IAG awards and amendments	Documents must be processed within 24 hours of receipt	Tickets will be entered in VHD for all tasks.	The tickets will be included in the calculation shown for task 1.1.
Required Service / Definitions <ul style="list-style-type: none"> ➤ Receive and administratively process all awards and amendments for Grants, Cooperative Agreements and Interagency Agreements (IAG). ➤ Enter data in the EPA's Integrated Grants Management System (IGMS) assuring quality of data in accordance with written procedures. ➤ Estimated number of grant/cooperative agreement/IAG files per year is approximately 300 to 350. ➤ Estimated number of all actions including new awards 500 to 600 per year. 			
5.2 Maintain official grant files	Documents must be mailed within 24 hours of receipt	Tickets will be entered in VHD for all tasks.	The tickets will be included in the calculation shown for task 1.1.
Required Service / Definitions <ul style="list-style-type: none"> ➤ Maintain official grant files and retire files in compliance with records management procedures. ➤ Mailing of grant documents. 			
5.3 Scan and transmit procurement documents	Documents must be scanned, recorded and transmitted within 24 hours of receipt	Tickets will be entered in VHD for all tasks.	The tickets will be included in the calculation shown for task 1.1.
Required Service / Definitions <ul style="list-style-type: none"> ➤ Scan and transmit procurement documents provided by the Contracts Unit. ➤ Record transmittals in the PR Tracking Log. ➤ Estimated number of all actions is 1000 to 2000 documents per year. 			
5.4 MBE/WBE Quarterly Reports	Data will be provided 30 days after the end of the Federal Quarter, input must be completed within 15 calendar days of receipt	Tickets will be entered in VHD for all tasks.	The tickets will be included in the calculation shown for task 1.1.
Required Service / Definitions <ul style="list-style-type: none"> ➤ Receive and input data on Grantee MBE/WBE Quarterly Reports to automated Grants' GICS system. ➤ Estimated number of actions per quarter is 300 to 400. 			

TASK 6: CONTINUITY OF OPERATIONS PLAN (COOP) AND EMERGENCY RESPONSE CENTER (ERC)			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
6.1 Operation of COOP during an emergency	The contractor will be present at the COOP site within the timeframes set out below.	The time of the initial call to the contractor will be recorded.	If the contractor does not arrive at the COOP site within two hours of the initial call, the monthly invoice will be reduced by \$1,000 for each 15 minute period the contractor is late beyond the two hours.
Required Service / Definitions			
<ul style="list-style-type: none"> ➤ This facility has the following capabilities which require contractor support on an emergency basis: EPA Network connection via T-1 line to the EPA National Computer Center; Cisco Wireless Local Area Network (WLAN); Satellite TV; both voice and data hardwired connections . ➤ In the even of an emergency, the contractor will arrive at the COOP site within 2 hours of the time they are notified that assistance is needed. The contractor will be paid overtime rates for any time they are required to respond after duty hours. 			
6.2 Ongoing COOP Support	The COOP will be fully operational prior to the start of all planned exercises. The contractor will be present at the COOP site within the timeframes set out below.	Monthly reports will be generated that will compute the percentage of timely tickets.	The tickets will be included in the calculation shown for task 1.1.
Required Service / Definitions			
<ul style="list-style-type: none"> ➤ There will be up to 6 planned COOP exercises per year. These will all be during duty hours. The contractor will be notified of an exercise at least 48 hour in advance. The contractor will ensure that all equipment is operational prior to the start of the exercise and will be available as needed to resolve any problems that arise during the exercise. ➤ There will be up to 2 unannounced exercises per year. If the unannounced exercise is during duty hours, the contractor will arrive at the COOP site within 30 minutes of the time notified that assistance is needed. If the unannounced exercise is after duty hours, the contractor will arrive at the COOP site within 2 hours of the time they are notified that assistance is needed. The contractor will be paid overtime rates for any time they are required to respond after duty hours. ➤ The contractor must provide a 24/7 telephone number(s) to call for in case of a COOP and a call down list of contractor management/staff.. ➤ Once per month the contractor will visit the COOP site and conduct an inventory check, ensure that all laptops there are operational, update and test other equipment as necessary, ensure backup system is working and that data can be restored, and test telecommunications to ensure operational readiness. 			
6.3 Operation of	The contractor will be present at the	The time of the initial	If the contractor does not arrive at the COOP

TASK 6: CONTINUITY OF OPERATIONS PLAN (COOP) AND EMERGENCY RESPONSE CENTER (ERC)			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
ERC during an emergency	ERC within the timeframes set out below.	call to the contractor will be recorded.	site within the timeframes detailed below, the monthly invoice will be reduced by \$1,000 for each 15 minute period the contractors is late beyond the applicable timeframe.
Required Service / Definitions <ul style="list-style-type: none"> ➤ In the even of an emergency during normal duty hours, the contractor will arrive at the ERC site within 30 minutes of the time they are notified that assistance is needed. If contractor assistance is needed after duty hours, the contractor will arrive at the ERC site within 2 hours of the time they are notified that assistance is needed. The contractor will be paid overtime rates for any time they are required to respond after duty hours. 			
6.4 Maintenance of ERC equipment	Repairs will be completed within the timeframe specified in the help desk ticket.	Monthly reports will be generated that will compute the percentage of timely tickets.	The tickets will be included in the calculation shown for task 1.1.
Required Service / Definitions <ul style="list-style-type: none"> ➤ With the exception of the equipment that is unique to the ERC, the support requirements for the ERC fall under the other tasks in this PWS and are subject to the same service levels. ➤ The contractor will be contacted when there is a problem with the ERC equipment. The problems will be resolved within the timeframes of the service levels in this PWS. If an outside vendor is required to service the equipment, the contractor will be responsible for contacting the vendor. 			

Incentive Calculation

The incentives/disincentives are based on employee survey results, timeliness of tickets and the additional items identified in this PWS. Employee surveys will range from a 5% incentive to a 5% disincentive. Other factors are listed by each task. Timeliness applies to all tasks entered in VHD.

Employee surveys will be sent out after tickets are closed. Surveys will not be completed by employees of this contract. The surveys will include between 2 and 5 questions and the employee receiving the survey will be asked to rate each question on a scale of 1 to 5, with 5 being the highest rating. Surveys will be conducted on no less than 20% of closed tickets. The contractor must obtain an average employee survey score of 4.0 or higher on all completed surveys, rounded to one decimal place. The incentive for employee surveys will be computed as follows:

<u>Average Rating</u>	<u>Incentive</u>
Below 3.0	5% disincentive
3.0 – 4.0	No incentive/disincentive
4.1	1% incentive
4.2	2% incentive
4.3	3% incentive
4.4	4% incentive
4.5 or above	5% incentive

The incentives and disincentives will be totaled at the end of each month to determine the total incentive/disincentive. The maximum incentive for each month will be 10% of the monthly invoice amount. The maximum disincentive for each month will be a reduction of 10% of the monthly invoice amount. In addition, tasks 1.4, 2.3, 6.1, and 6.3 have penalty provisions for failure to meet the performance standard.

Attached is an example of the calculation method for the incentive/disincentive each month.

	A	B	C	D	E
1	Incentive Calculation Form for Month/Year				
2					
3	Item	Incentive/ Disincentive			
4					
5	Customer Survey				
6	Timeliness				
7	Task 2.1				
8	Task 2.2				
9	Task 3.1				
10	Task 3.3				
11	Task 4.1				
12	Task 4.3				
13	Net Incentive/Disincentive %				
14	Adjusted Incentive/Disincentive %*				
15	Monthly Invoice Amount				
16	Net Incentive/Disincentive (14B x 15B)				
17					
18	Penalties for Task 1.4				
19	Penalties for Task 2.3				
20	Penalties for Task 6.1				
21	Penalties for Task 6.3				
22					
23	Total invoice adjustment				
24					
25	* If 13B is greater than 10, then the adjusted amount is 10.				
26	If 13B is less than -10, then the adjusted amount is -10.				
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EPA KEY PERSONNEL

Contracting Officer: Ron Stewart
Contract Specialist: John Phillips
Project Officer: David Piet
Assistant Project Officer: Diann Sandridge

Contract Officers Technical Representatives (COTRs):

TASK	DESCRIPTION	PRIMARY	ALTERNATE
1	Desktop Services	David Piet	Diann Sandridge
2	Network and Security	Henry Rylko	Tri Knoke (Security), Mary Gerken (Network)
3	Telecommunications	To be determined	Tri Knoke
4	Business Applications and Database Administration	Jeff Wandtke	Diann Sandridge
5	Data Entry	David Piet	Diann Sandridge
6	COOP/ERC	Henry Rylko	To be determined

Telephone Numbers:

Gerken, Mary (913) 551-7541
Knoke, Tri (913) 551-7484
Phillips, John (913) 551-7014
Piet, David (913) 551-7526
Rylko, Henry (913) 551-7327
Sandridge, Diann (913) 551-7153
Stewart, Ron (913) 551-7743
Wandtke, Jeff (913) 551-7300

EPA REGION 7 ENVIRONMENT

Current EPA Equipment:	Current EPA Software/Applications:
<p> NEC NEAX 2400 IPX (8500, R12) PBX NEC Open Worx Octel Overture 250 Voice Processing System (R3.x) Octel Visual Messenger COMPAQ 6000 Servers (NetWare 6/WIN200x) Dell 4000 Series Servers (NetWare 6/WIN200x) Dell 6000 Series Servers (NetWare 6/WIN200x) APEX Console Management System SUN Servers (UNIX) Robotic Tape Backup Systems Dell/EMC CX400 SAN Mass Storage Arrays SCSI Controllers/Drives Optical Recorders/Players (CD/DVD) Axis Storpoint CD cache Cisco Catalyst 6513 Cisco Catalyst 6509 Cisco Catalyst 4506 Cisco Catalyst 4003 Cisco Catalyst 35XX Cisco PIX515UR Dell Optiplex Desktop Computers Dell Latitude Laptop Computers Compaq Laptop Computers Palm Personal Digital Assistants RIM Blackberry HP IPaq with video and GPS Brother Printers Canon Printers Dell/Lexmark Printers Hewlett Packard Printers Tektronix Printers IBM Copier Printers T-1/PRI/BRI/ISDN CSU/Modem Optical Scanners/Bar Code Readers Video Processors Video Combiners Television Channel Processors PictureTel Video Teleconference Systems APC Matrix and Smart Uninterruptible Power Systems. </p>	<p> Octel Visual Messenger Octel DecisionPro AimWorX Telemanagement System UNIX (Solaris and UNIX) Linux Novell NetWare 6.x and related products Windows 2000/2003 Workstation and Server Windows 2000/XP Microsoft Office Professional Suite Corel WordPerfect 9 Lotus Notes 6 Lotus Notes Domino Lotus SmartSuite/Millennium Visual Help Desk Oracle 8/9i Microsoft SQLServer 2000 Patchlink Bindview 8 Norton Corporate Visual Basic Microsoft Project Visual FoxPro Internet Explorer Mozilla FireFox Cisco ACS Cisco Switch Internet CiscoWorks Adobe Products Sonic Foundry Vegas Video/Audio 2.0 APC PowerChute Backup Exec (Veritas) Unit ESRI ARCGIS Products ESRI Spatial Data Engine ESRI IMS SAS/MiniTab/SPSS/ Samba Apache WebServer SIRSI Integrated Library System AutoCAD Smartdraw PaintShop Pro Palm Operating System </p>

QUALIFICATIONS/CERTIFICATIONS REQUIRED *(IN ADDITION TO THOSE SPECIFIED IN THE GSA CONTRACT)*

TASK 1 - Desktop Services

- A minimum of two years computer troubleshooting experience and Desktop support experience
- Demonstrate good working knowledge of Microsoft Windows operating platforms
- Demonstrate good working knowledge of Microsoft Office Suite Applications and WordPerfect software
- Demonstrate good verbal, interpersonal and written communication skills

TASK 2 - Network and Security

- At least five years demonstrated work experience and possess a current Novell NetWare 5/6.x Certified NetWare Administrator certification
- Windows 200x Systems administrators will have at least five years demonstrated work experience, not as student or teacher's assistant in an educational environment. Work experience must show Windows 200x in a networked environment consisting of 10 or more servers, operating a variety of networked applications.
- Unix/Linux Systems Administrators will have at least five years demonstrated work
- Network/Network Security Administrator/management specialist will have at least three years demonstrated experience in network administration. They will have extensive knowledge in the installation, configuration, troubleshooting and management of Cisco hardware (routers, switches, firewalls, etc.), Internet Operating Systems (IOS), Management Systems and security systems (TACACS). They will possess a working knowledge for the setup and deployment of ISDN router and modems for remote access and intrusion detection systems. They will possess functional knowledge of all network operating systems (Novell NetWare 6.x, WIN200x, Unix, Linux, DOS) and the security mechanisms employed by these operating systems
- Oracle database administrator will have an Oracle 8 certification or higher
- All administrators will have work experience that demonstrates a clear functional knowledge of network security, the ability to read systems logs, and identify ambiguities. Administrators will have demonstrated the ability to identify systems (O/S, applications, hacks, etc.) security issues and resolve them with minimal impact to the user community.

TASK 3 - Telecommunications

- Certified by NEC to work on 2400 NEAX PBX systems
- Have experience in system administration of 2400 IPX, including DCS remote and wireless applications, T-1 and ISDN services
- Knowledgeable of and possess experience in the operation of OAI/Open Worx and the AimWorX Telemanagement system
- At least one individual will be maintenance certified by Octel for 250/350 Aria products. Certification consists of successful completion of 250/350 System Operation and Maintenance, and 250/350 Installation and Maintenance classes
- Have at least one year experience in administration of Octel Visual Messenger
- Knowledgeable in the use of Octel Decision Pro

TASK 4 - Business Applications and Database Administration

- At least three years of specialized system analyst experience in system design for Oracle, Visual Basic, Lotus Domino
- Demonstrated experience in Access, XML, SQL and Lotus Notes desirable
- Demonstrated experience in using the above-mentioned applications
- Oracle database administrator - Oracle 8 (OCP) certification or higher

TASK 5 - Data Entry Services

No certification required.

TASK 6 - Continuity of Operations Plan and Emergency Response Center

Certifications as identified in this Statement of Work for required services.