

**U.S. Environmental Protection Agency
Region 2**

**Performance Work Statement
For
Telecommunication Support Services**

1.0 INTRODUCTION

This Performance Work Statement (PWS) specifies the support requirements for the Environmental Protection Agency (EPA) Region 2, whose main office is located at 290 Broadway, New York, NY 10007. The Facilities and Administrative Branch (FAMB), Office of Policy and Management (OPM), acts as a focal point for all functions requiring Telecommunication support for the US EPA Region 2 office. It is responsible for all telecommunication systems within Region 2 including; phone maintenance and all moves and changes, cell phone distribution and voicemail support.

1.1 Scope of Work. The Contractor shall provide all personnel, supervision, and other items and services necessary to perform Telecommunication services and support as defined in the PWS. The following Telecommunication systems information is provided:

The contractor shall have working experience with the system network architecture which is currently a centralized Centrex ISDN System.

The contractor shall have a working knowledge of the hardware used in support of the programs that FAMB/OPM administers.

Current hardware/equipment and software within the EPA includes:

HARDWARE

Octel voice mail system (Octel Overture Aria 250 CAB1 250MBX 25F Voice Message System) of the ISDN (Integrated Services Digital Network) telephone system.

Telephone instruments: AT&T ISDN 8503T & 8510T

Cell phones: Motorola V276

Polycoms (speakerphones): Nec Voicepoint+ AEC-50, AT&T Speakerphone S201

Video Conferencing Equipment: Tandberg 880, PictureTel Concord 4500, PictureTel 970, Polycom View Station EX and Polycom VSX 7400.

SOFTWARE

Software currently employed on the desktop computer systems include: Windows XP, Lotus Suite, MS Office Suite 95/97: MS Word, MS Excel, MS Power Point, MS Access, and MS Project. The contractor shall have a working knowledge of all these software applications.

1.2 Place(s) of Performance. The primary place of performance is at the EPA Region 2 office located at 290 Broadway, with approximately 700 EPA and contractor staff located on 15 floors with a combination of office and cubicle design.

The Contractor shall provide remote support/services described in this PWS to our offices located in Edison, NJ with approximately 350 EPA and contractor staff located in 3 main buildings on the Edison campus with 837 lines, and to our offices located in Santurce, PR with approximately 50 EPA staff with 111 lines.

Travel may be required to the Edison, New Jersey facility located at 2890 Woodbridge Ave, and the Caribbean Field Office at Centro Europa Bldg, 1492 Ponce De Leon Ave, Santurce Puerto Rico.

1.3 Hours of Operation.

1.3.1 Normal Hours of Operations. One full-time person is required for 8 hours per day, excluding Federal Holidays, at 290 Broadway, or as otherwise specified by the EPA Task Order Contracting Officer's Representative (COR).

Service shall be provided on all federal business days during the period of 8:00 a.m. - 5:00 p.m. The contractor must be present during the Core Work Hours of 9:30am to 3:30pm; an unpaid ½hour lunch break may be taken during this period.

1.3.2 Holidays.

The Contractor shall provide coverage Monday through Friday, excluding Federal holidays. Federal holidays are:

New Year's Day	Martin Luther King Jr. Day
President's Day	Memorial Day
Independence Day	Labor Day
Columbus Day	Veterans Day
Thanksgiving Day	Christmas Day

In addition to the days designated as holidays, the government observes any day designated by the EPA Regional Administrator, Executive Order, or President's Proclamation.

1.4 Contractor Personnel.

The Contractor shall assign appropriate personnel to work on task projects and is responsible for the direction of their activities.

The Contractor shall provide **qualified personnel** capable of performing all contract requirements. All Contractor personnel shall be able to read, write, speak and understand English fluently.

The Government may, at its sole discretion, direct the Contractor to remove any employee for misconduct or security reasons. Such removal does not relieve the Contractor of the responsibility to provide the required services.

1.5 Security and Privacy

1.5.1 The Contractor shall be responsible for compliance by its employees with security regulations and compliance with EPA security policies and rules of behavior regarding the use of its IT resources. This information is available to all personnel on the Region 2 Intranet site and Attachment A to the PWS - Agency Personal Verification Procedures for Contractor Personnel.

1.5.2 Contractor employee orientation shall include a briefing of the EPA provided policies with recurring six month reviews or as needed.

1.5.3 The Contractor shall utilize the proper controls and procedures for all IT related activities, such as email, word processing and office equipment utilization in performance of their contract activities and shall conform to all relevant Agency and Region 2 security policies. All Contractor personnel are **also required to complete the EPA supplied annual information security training.**

2.0 Telecommunication Support

The Contractor shall provide the skills and labor necessary to support the EPA in voice telecommunications. The contractor shall:

Coordinate service orders and oversee installation and maintenance of all telecommunications equipment including the ISDN telephone system and analog telephone instruments and the Octel voice mail systems in New York and Edison.

Provide phone line support in New York. Approximately 700 EPA and contractor staff located on 15 floors with a combination of office and cubicle design. Telecom boxes are found in the floor. There are currently 1,132 lines within the EPA space.

Provide remote support/services to Edison, NJ facility. Approximately 350 EPA and contractor staff located in 3 main buildings on the Edison campus with 837 lines, and to the offices located in Santurce, PR approximately 50 EPA staff with 111 Lines.

Review and analyze telecommunications reports and invoicing. Contactor shall notify the Task Order Contracting Officer Representative (TOCOR) of possible billing problems found during the review.

Prepare a monthly report reflecting breakdown by division of long-distance charges. Any unusual charges shall be brought to the TOCOR's attention immediately.

Monitor cellphone usage via monthly invoices and provide notice to the TOCOR when other than normal usage charges are billed.

Update the regional telephone directory database (Excel Spreadsheet) on a monthly basis. Contractor shall email a copy of the file of the regional telephone directory to EPA HQ-Washington. This deliverable is used update the EPA National Locator.

Provide all new employees training in use of telecommunications services, and follow up training to others as required.

Maintain inventory of all lines and telecom equipment for the New York, Edison, NJ and Puerto Rico offices.

Perform all telecom and Voice Mail Move, Add, Change (V/M MAC) activity, including software and hardware, by close of business on the scheduled date of change.

Troubleshoot problems and represent the Region's concerns to outside agencies and companies, e.g., GSA, Sprint, Verizon, Avaya.

Serve as the primary contact for videoconferencing equipment questions and support throughout the Region. Contractor shall provide technical assistance and answer questions posed by regional personnel in the set up and use of videoconferencing equipment.

The contractor shall maintain, initiate and operate the Regional Administrator's videoconferencing unit.

Manage distribution and use of Region's cellular phone equipment. 112 cell phones are currently managed for New York and Edison. Instruments are inventoried, disbursed, and returned to the vendor from New York.

Serve as general telecom resource for Region's locations (NY, NJ, PR). Contractor will provide technical assistance for any problems encountered by regional personnel with the use of Voice Mail, Telephones, Polycoms and Cell phones.

Perform simple troubleshooting of telecommunications or data equipment which includes testing of lines and swapping out defective boards.

Maintain for the New York location system performance logs, maintenance logs, and detailed records of system down times; a log of system upgrade actions as well as detailed reports on implementation and impact scheduled system upgrades; a file of service orders; and the scheduled user training sessions.

Prepare monthly reports of all activities and hours billed within 10 calendar days of the new month.

An inventory of all cell phones for the Region is to be maintained and a quarterly report prepared for cell phone assignments issued. The report shall be submitted to the TOCOR, within 10 calendar days of the 4th month (i.e., January, April, July, and October).

Provide TOCOR a quarterly report update on calling cards within 10 calendar days of the 4th month (i.e., January, April, July, and October).

Process all requests for the Region's calling cards: issuances, cancellations, replacements. Maintain an updated list of calling card holders.

Perform equipment inventory, maintenance of supply and distribution for telephone instruments, headsets, polycoms, video conferencing equipment, and other telecom-related equipment as deemed necessary for the region. This also includes informing the TOCOR when inventory is running low, obtaining

quotes for purchase of additional equipment and recommendations of new equipment to provide state of the art equipment at 290 Broadway.

3.0 DELIVERABLES

3.1 Monthly Reports

The Contractor shall submit monthly reports to the TOCOR within 10 calendar days of the new month. The monthly reports shall contain an accurate, up-to-date account of all work completed during the month, and address the following areas, as applicable to each reporting occasion:

Current monthly activities and accomplishments, actual manpower hours expended vs. ordered, year-to-date task order actual costs vs. ordered, and forecasted expenditures in the detail specified by the TOCOR;

Plans and recommendations for future priorities and activation of work items.

Monthly summary and breakdown by division of the General Services Administration (GSA) long-distance telephone billing via TOPS (Telecommunications Ordering and Pricing System) for NY and Puerto Rico.

Update of the regional telephone directory. Contractor shall email the electronic file of the updated regional telephone directory to EPA HQ-Washington and make hard copy distribution of the directory to a list of those requesting a paper copy. This report shall be delivered by the 5th business day of the new month. List to be provided at start of contract.

3.2 Quarterly Reports

The contractor shall submit quarterly reports to the TOCOR within 10 calendar days of the new month. The quarterly reports shall contain an accurate, up-to-date account of all inventories of equipment and cards as follows:

Current list of calling card holders.

Current list of cell phones maintained, holders, floaters/unassigned, etc.

Inventory of all equipment on hand, i.e., telephone instruments, polycoms, video conferencing equipment, headsets, etc.

3.3 Other Required Documentation

Administrative reports, exhibits or data as required by TOCOR. For example, monthly TOPS billing is reviewed and broken down by division and submitted to the TOCOR for comparison to automated billing pending approval on a monthly basis.

4.0 Quality Control Plan

The offeror shall describe the quality control procedures, which will be carried through the contract to ensure that services conform to the contract requirements.

5.0 Government Surveillance and Monitoring

Quality Assurance/Surveillance Plan (QASP)

The Government will validate in a timely manner the performance of the Contractor in meeting the required services. The QASP provides a systematic surveillance method for the services, and describes the methodology by which the Contractor's performance will be monitored. The QASP describes the process that the Government will use to ensure that the contractor has performed in accordance with the performance standards. The QASP shall summarize the performance standards, and acceptable quality levels for each task, describe how performance will be monitored and measured (i.e., surveillance methods) against the performance standards, how the results will be evaluated, and how the results will affect the length of the contract. The plan focuses on the quality, quantity and timeliness, etc., of the results or outputs and not the steps or procedures used to achieve them.

Methods of Surveillance

The contractor shall meet all standards in the QASP as well as all other deliverable dates and other contractual requirements. The TOCOR will evaluate the performance objectives through periodic inspections during each service month. The TOCOR will also solicit customer input to evaluate the Contractor's performance. The TOCOR will record both outstanding and unacceptable performance.

QUALITY ASSURANCE SURVEILLANCE PLAN

Requirement	Tasks	Standards, Criteria for Acceptance	Method of Surveillance	Incentives Positive or Negative
(1)	(2)	(3)	(4)	(5)
Voice Mail Move, Add and Change	Voice mail accounts shall be moved, new ones shall be added and existing accounts shall be changed.	95% of all Move, Add and Changes shall be completed with 24 hours of action being assigned.	Surveillance systems will include periodic inspections and customer complaints	The contractor shall meet or exceed the service levels associated with these tasks during each month of the evaluation period in order to earn an award term
Update Regional Telephone Directory	Update the directory database on a monthly basis.	Report shall be delivered to TOCOR and EPA-HQ within 5 business days of the new month.	Review of directory for errors and customer complaints.	The contractor shall meet or exceed the service levels associated with these tasks at a minimum 95% of the time in order to earn an award term.
Monthly and Quarterly Reports	Prepare and deliver Monthly and Quarterly Reports as listed in the Deliverables section of the Performance Work Statement.	Report shall be delivered to TOCOR within 10 business days of the new month.	Review of Reports for accuracy.	The contractor shall meet or exceed the service levels associated with these tasks at a minimum 95% of the time in order to earn an award term.

Attachment A to the Performance Work Statement

Agency Personal Verification Procedures For Contractor Personnel

October 2006

Background: Homeland Security Presidential Directive 12 (HSPD-12), signed on August 27, 2004, requires a Government-wide, common identification standard for all Federal and contractor employees requiring physical access to Federally controlled facilities and/or logical access to Federally controlled information systems. The goals of HSPD-12 are to enhance safety and security, increase Government efficiency, reduce identity fraud, and protect personal privacy.

HSPD-12 requires that the common identification be: (a) issued based on sound criteria for verifying an individual employee's identity; (b) strongly resistant to identity fraud, tampering, counterfeiting, and terrorist exploitation; (c) rapidly authenticated electronically; and (d) issued by providers whose reliability has been established by an official accreditation process.

HSPD-12 and its common identification standard require personal identity verification (PIV), background investigations, and suitability determinations for all affected contractor and subcontractor personnel. In accordance with FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel, contractors and subcontractors must comply with EPA's master plan for implementing HSPD-12.

a) Contractor Requirements for Personal Identity Verification of Contractor Personnel (including subcontractors)

Contractor Employees Requiring Access to EPA facilities or EPA Information Systems for at Least 24 Hours a Week for at Least 6 Months: All individual contractor employees whose work under the contract requires on-site access to an EPA controlled facility or logical access to an EPA information system for at least 24 hours a week for at least 6 months a year, will be required to undergo a background investigation in order to receive an EPA Personnel Access and Security System (EPASS) badge.

To begin the PIV process, the contractor should submit to the Contracting Officer Representative (COR) within ten (10) days of contract award or contract modification with this Attachment to Work Statement "Agency Personal Verification Procedures for Contractor Personnel," the following information in electronic format via secure means using the HSPD-12 Contractor Template found at <http://epa.gov.oam/>. The template was developed to assist in the transmission of the required contractor employee information in a uniform format. The template also contains drop down menus when entering data in various data cells. Specifically, the 8 data elements, Employee Type, Program Office, Work City and State, Birth State, Birth Country, Citizenship, Previous Investigation and Investigative Agency, contain drop down menus.

- Contract number;
- Contract expiration date;
- Name, address, and phone number of the Contractor Program Manager point of contact;
- Name, date of birth, place of birth (city, state, country), and Social Security Number for all contractor employees identified above. (NOTE: This information must be protected at all times, including during transmission, according to the requirements of the Privacy Act of 1974; see <http://www.epa.gov/privacy/>);
- Employee Type, Position, Email address, Program Office, Work City and State,
- An indication of which contractor employees are foreign nationals;
- Name of each contractor employee claiming to have a previous, favorably adjudicated Federal background investigation on record, and the name of the Federal Agency that required the investigation, and the completion date.

The contract-level COR will upload this information to the Office of Administrative Services Information System (OASIS) personnel security database.

After submission of the preliminary information, the contractor will be notified by the contract-level COR or PSB when to begin providing all information on Standard Form (SF) 85P, Questionnaire for Public Trust Positions, and submit the form electronically to PSB via the Office of Personnel Management's (OPM's) Electronic Questionnaires for Investigations Processing (e-QIP) system. Instructions for using e-QIP, filling out, and submitting the SF 85P on-line, can be found at <http://www.opm.gov/e-qip/reference.asp>. As part of the investigative and EPASS badging processes, contractor employees must be fingerprinted, photographed and provide two forms of identification, at a time and location specified by the COR. These fingerprints will be sent to the Federal Bureau of Investigation (FBI) for processing.

Contractor employees with a favorably adjudicated Federal background investigation at the National Agency Check and Inquiries (NACI) level or above, completed within the past 5 years and verified by EPA, do not require an additional investigation unless one is requested by the Contracting Officer (CO) or contract-level Contracting Officer Representative (COR). These employees must still be fingerprinted at a time and location specified by the COR.

In order to prevent any interruption of contractor services pending the completion of the OPM background investigation, the Office of Administrative Services (OAS) Security Management Division (SMD) has procedures in place to issue temporary or provisional badges.

When reporting in person, as directed by the contract-level COR, contractor employees must provide two forms of original identity source documents from the lists on Form I-9, OMB No.1615-0047, Employment Eligibility Verification (available at <http://www.uscis.gov/graphics/formsfee/forms/files/i-9.pdf>). At least one document shall be a valid State or Federal Government-issued picture identification.

Contractor Employees Requiring EPA Access for Less than 24 Hours a Week for 6 Months: These contractor employees may be subject to the above requirements, and may have limited and controlled access to facilities and information systems.

Foreign National Contractor Employees: To be eligible to work on-site at an EPA controlled facility or to access EPA information systems, a foreign national contractor employee must have been admitted to the U.S. on an Immigrant Visa or a Non-Immigrant Work Authorization Visa. Foreign nationals requiring access to an EPA controlled facility or EPA information system for at least 24 hours a week for at least 6 months a year must meet the above requirements for an EPASS badge, and in addition:

- In the "Continuation Space" on the SF 85P, provide the visa number, issuance location, and issuance date for the visa used for entry to the U.S;
- When presenting two identification source documents, as described above, provide at least one from List A on Form 1-9.

When determining a foreign national contractor employee's eligibility for an EPASS badge, EPA will consider the type of visa presented (immigrant vs. non-immigrant) and the reciprocity agreement between the U.S. and the individual's country of origin. These considerations are in addition to the "red flag" issues listed below.

Screening of the SF 85P: Information contained on the SF 85P may demonstrate that a contractor employee is not suitable to be given access to EPA facilities or information systems. PSB will screen information entered on the SF 85P prior to OPM initiating the background investigation. For individuals with admitted, derogatory information, issuance of an EPASS badge may be delayed pending further EPA review. Contractors are responsible for providing qualified personnel in accordance with requirements stated elsewhere in this contract. Contractors will only be notified by the COR if any contractor employee is found unsuitable to perform as a result of a background investigation, and must be immediately replaced by the contractor. The following are possible "red flags":

- Employment - Having been fired from a previous job, or having left under unfavorable circumstances within the past 7 years (Question 12 on the SF 85P);
- Selective Service - Failure to register with the Selective Service System; this applies to male applicants born after December 31, 1959 (Question 17 on the SF 85P);
- Police Records - Within the past 7 years, any arrest, charge, or conviction that has been upheld for violent or dangerous behavior or a pattern of arrests that demonstrates disregard for the law (Question 20 on the SF 85P);
- Illegal Drugs - Illegal use within the previous year, or drug manufacture or other involvement for profit within the past 7 years (Question 21 on the SF 85P).

b) Returning Badges

The contractor is responsible for ensuring that all badges are returned to the COR at the conclusion of the contract or when contractor on-site services are no longer required, or when an individual contractor employee leaves.

c) Subcontracts

These requirements must be incorporated into all subcontracts wherein employees' work under the subcontract requires physical access to an EPA controlled facility or logical access to an EPA information system for 6 months or longer.

d) Appeals

Contractors have the right to appeal, in writing to the COR, a determination to deny or revoke a badge. If the COR believes an appeal is justified, he/she will forward it to:

U.S. Environmental Protection Agency
Personnel Security Branch (Mail Code 3206M)
1200 Pennsylvania Avenue, NW
Washington, DC 20460

PSB's decision on behalf of the Agency will be final and not subject to further appeal.

e) Definitions

- "EPA Information System" means an information system [44 U.S.C. 3502(8)] used or operated by EPA, or a contractor of EPA or other organization on behalf of the Agency.
- "EPA Controlled Facilities" means:
 - EPA or Federally-owned buildings or leased space, whether for single or multi-tenant occupancy, and its grounds and approaches, all or any portion of which are under the jurisdiction, custody or control of the Agency;
 - EPA or Federally controlled commercial space shared with non-government tenants. For example, if a department or agency leased the 10th floor of a commercial building, the Directive applies to the 10th floor only;
 - Government-owned contractor-operated facilities, including laboratories;
 - The term does not apply to educational institutions that conduct activities on behalf of departments or the agency or at which Federal Employees are hosted unless specifically designated as such by the sponsoring department or agency.
- "Foreign National" means an individual who is not a United States citizen.