

STATEMENT OF WORK

1. TITLE

Computer Resources Support Services for the Compliance and Innovative Strategies Division (CISD).

2. PLACE OF PERFORMANCE

Services shall be performed at CISD's Headquarters located at 1310 Street, NW, Washington, D.C.

3. PROJECT BACKGROUND INFORMATION

CISD develops and implements fuel emissions control programs. The Fuels Programs Support Group (FPSG) of CISD maintains the software and hardware configuration of a Local Area Network (LAN) used to manage Confidential Business Information (CBI) data on reformulated gasoline, anti-dumping, toxics, gasoline sulfur, highway diesel sulfur, renewable fuels standard, fuel & fuel additive registration, health effects testing program and any other programs CISD may be assigned in the future - hereinafter referred to as fuels programs.

FPSG also performs a wide variety of data processing functions for CISD and other parts of the Office of Transportation and Air Quality (OTAQ) in support of compliance monitoring activities such as the registering of fuels and fuel additive products before their introduction into commerce, (the registration of designated F/FA products is authorized by sections 211(b) and 211(e) of the Clean Air Act). Additionally, FPSG is charged with registration of refiners, importers and oxygenate blenders and collection of gasoline quality data under section 211(k) of the Clean Air Act.

The purpose of this contract is to obtain contractor support for the continued update, maintenance and modification of the fuels programs LAN, electronic database and related software and hardware; develop software programs to better allow EPA to populate, extract, analyze and quality assure data from the fuels programs data sets; provide technical support in processing copious amounts of data (electronic and hard copy); and provide developmental support for various types of electronic fuels programs reporting.

4. WORK DESCRIPTION

Task One: FUELS PROGRAMS DATABASE SUPPORT AND MAINTENANCE. The contractor shall be able to maintain and support the work of existing and future fuels programs database(s). Additions and modifications to the database may be due to system hardware/software upgrades and changes (ex. upgrades to operating systems, database

migrations, etc.), changes in the existing fuel and fuel additive regulations and requirements, the implementation by CISD of new fuel and fuel additive regulations and programming modifications to improve system performance. The contractor shall provide the following services as directed in delivery orders issued by the Agency:

- modify and/or make updates to Oracle triggers, constraints, tables, views, database configuration, Oracle Forms and Reports, Teleform forms, JAVA and Visual Basic code;
- modify or update reporting forms, input screens, data tables, application software, queries, reports and reporting systems;
- provide technical support to EPA in evaluating reformulated gasoline simple and complex model results;
- write and execute software applications and routines to extract, analyze and quality assure data from the database (ex. queries);
- repair or correct data sets that are corrupt or incorrect;
- repair any data tables or software programs that fail to function normally because of accidental file corruption or other causes;
- convert data from one medium or format to another;
- create system documentation where it does not exist, modify and update the contents of existing system documentation to reflect any changes made under this and other tasks in this contract.

The EPA Contract Officer Representative will provide the computer system account, file access and computer software necessary to accomplish the work under this task when required by the issued delivery order(s).

Task Two: FUELS PROGRAMS CBI LAN SUPPORT AND MAINTENANCE. The CISD fuels programs databases reside in a CBI LAN environment that is physically and electronically self contained, isolated and secured from the outside world. The contractor shall provide the following operational support and maintenance services as directed by the Agency in duly issued delivery orders:

- install and configure new hardware and software packages on the CBI LAN servers and workstations within two working days after receipt of the new hardware or software;

- monitor the entire LAN environment to predict and correct potential sources of future problems (preventive maintenance);
- provide routine maintenance to all LAN components;
- run incremental backups daily and full system and database backups on a weekly basis;
- check and install the latest anti virus definition files on a weekly basis (more frequently if a virus alert is issued) and install patches and service pack updates (as issued and required);
- troubleshoot end user hardware and/or software problems within two hours of receipt of a work request;
- troubleshoot LAN problems within two hours of receipt of a work request;
- document modifications and updates to the LAN servers or to individual user workstations;
- Maintain a list of login IDs and passwords for all administrator accounts (workstations, servers database, backup, etc. et. al.) and provide an updated copy to the COR and systems administrator as changes are made.

Troubleshooting requests will be issued to the contractor by the COR via a hard copy or by electronic service request form. The EPA will provide the necessary software to achieve the tasks enumerated above.

Task Three: SYSTEM ENVIRONMENT DEVELOPMENT SUPPORT. The contractor shall provide the Agency with technical and design options, as well as programming and testing support to enhance the systems used to receive, concatenate, quality assure, upload and analyze reporting data coming into the Agency's possession through electronic reporting (ex. CDX data submissions), files on disk, and paper files as well as the dissemination of regulatory materials. The contractor shall provide the following services as directed in delivery orders issued by the Agency:

- optimize the ways data is managed and maintained in the fuels programs database by evaluating/adapting new technologies or modifying/updating existing ones;

- facilitate the transmittal of original reporting data from the regulated parties to the Agency and the communication of EPA's fuel and fuel additive regulations and related materials to the public by exploring, evaluating and adapting new technologies or modifying/updating existing ones;
- setup a development and testing environment (including web browsers), separate from the actual production environment but functionally identical, that can exercise all the functions and features of the designs under development using representative operating constraints and workloads. This is required to protect the actual CBI data and system software;
- ensure that the DCFUELS LAN and CBI database are compatible with the Agency's Central Data Exchange (CDX) system;
- Test all patches, hardware and software upgrades, and development products on the testing environment prior to implementing on the production environment.

The Contract Officer Representative will provide the computer system account, file access and computer software necessary to accomplish the work under this task when required by the issued delivery order(s).

Task Four: Provide assistance and support to CISD's efforts to consolidate and align the registration systems for the fuels programs and Fuel and Fuel Additives Registration system. Currently companies are required to register independently under each program and consequently may be assigned different company IDs. The contractor shall provide the following services as directed in delivery orders issued by the Agency:

- Cross-reference FFARs company ID and fuels programs company ID for each registered company.
- Develop a database table to memorialize registrations prior to registration alignment
- Assist in registration alignment by generating mailing labels and mail merge letters to be sent to companies requiring changes in registration.
- Assist in the assignment of aligned company IDs.

5. DELIVERABLES AND ACCEPTANCE PROCEDURES

Task No. 1: The period for individual deliverables shall be commensurate with the complexity, scope and amount of effort actually spent on completing a given task. However, in general, deliverables shall be available for review and acceptance by the EPA COR within two weeks

after the original work request is made. Modified and/or updated programs will be tested by the COR or designee against the actual data in the system. The software shall be considered acceptable if it performs in every way as described in the issued delivery order and all documentation has been received. Converted data sets produced under this task will be compared by the Contract Officer Representative or his designee to the original data source to see if data have been accurately moved from the original format to the new one. The deliverable will be accepted if there are no flaws in the data set attributable to the contractor's work and if the modifications to the data required in the assignment have been made correctly. If corrections are necessary, the Contract Officer Representative will alert the contractor which corrections are necessary.

Query reports will be accepted after the EPA COR has reviewed the output results against what was required in the original query, determines that the information contained in the report is relevant, and answers the questions posed in the query. The contractor shall provide written documentation, commensurate with the amount and type of effort spent, on the structure of the software (a description of its modules and their function), and basic instructions for operation. Documentation will be accepted after the EPA COR has reviewed the documentation and determined it to be thorough in its content and usable in its form.

Task No. 2: This is a continuous service. Performance of services is expected on a daily basis during normal working hours when needed. The contractor shall notify the Contract Officer Representative in writing or by e-mail about the resolution of assignments under this task. Meetings with the contractor's Program Manager to discuss any problems or concerns will be scheduled by the EPA COR when needed. The COR will test individual hardware components that have been upgraded or modified to ensure they are working properly. The contractor shall keep a log of the backups and virus pattern updates performed on the system. The EPA COR will review this log and the system software to ensure that the work was done according to the log.

For assignments under this task affecting the entire LAN, the PO or designee will check the efficacy and stability of the system following the contractor's report to determine whether the condition that originally gave rise to the task has been corrected. To evaluate contractor performance of assignments involving problems with individual workstations or groups of workstations, the Contract Officer Representative will send e-mail to the affected users asking whether their problem was satisfactorily resolved.

Task No. 3: Since specific assignments under this task will vary greatly in scope and complexity, deliverable due dates will be specified with each task assignment in the issued delivery order(s). However, in general, the contractor shall provide the Contract Officer Representative within three weeks of being assigned a task with a machine-readable copy of any programs, command files, subroutines or other executable code; complete documentation for the developed programs and executable routines; copies of any flow charts, diagrams and other system design aids. When the task calls for the evaluation of new technologies, an

options report shall, in general, be delivered by the contractor within two weeks of issuance of the work.

Programs, documentation, plans, flow charts, etc. will be evaluated by the Contract Officer Representative for completeness, functionality and clarity of documentation. The deliverables will be accepted if they meet industry ISO/IEC 23270 (C#), ISO/IEC 23271 (CLI), ISO/IEC 23272 (CLI TR) standards and adhere to the functionality parameters set by individual delivery orders. EPA specific standards are: ITARM, EIMS and EDR (see section 6 below for a full citation on each of these standards.) If they do not meet these standards for usability, they will be returned to the contractor, along with the Contract Officer Representative's evaluation and comments for revision. Such corrections will then be tested or reviewed again by the Contract Officer Representative.

Task No. 4: The period for individual deliverables shall be commensurate with the complexity, scope and amount of effort actually spent on completing a given task. However, in general, deliverables shall be available for review and acceptance by the EPA COR within two weeks after the original work request is made.

6. CBI DATA AND CONTRACTOR SECURITY CONCERNS

Virtually all of the data received by CISD for its fuels' programs comes in under a claim of business confidentiality (i.e., claimed as CBI). EPA has established regulations and policies for the handling of business confidential information and contractors must adhere to these regulations. The relevant regulations are at 40 CFR Part 2.

The contractor shall comply with the security plans established by CISD for its CBI LAN(s) during the performance of any requirement under this contract. (The security plans are internal and confidential Agency documents due to their sensitive nature and may not be circulated outside the Agency.) The key features of the security plans are that all users (EPA and contractors) must maintain good security practices; must notify the application manager or Contract Officer Representative of any security incidents immediately; must protect passwords, government issued ID cards, and access cards; and must behave in an ethical and trustworthy manner, avoiding any appearance of impropriety. Contractor personnel must receive, review and acknowledge their receipt and review of, and must comply with the general EPA guidance document entitled "Standards of Behavior for the Security of Information Resources." They must also participate in security-related meetings as required by the COR in accordance with Agency policy.

Contractors must sign the "Project Employee Confidentiality Agreement" as required by this contract and must submit to background investigation consistent with Agency policy. The current form for background investigations is the "Questionnaire for Public Trust Positions" - Office of Personnel Management (OPM) Standard Form 85P. All contractors who handle business confidential information must satisfactorily fill out this questionnaire, and must submit

fingerprint cards and submit to a credit check as required by current Agency policy governing persons with access to business confidential data.

The following documents pertaining to the above are available on the Internet for review:

40 CFR Parts 2 (CBI), 79 (FFARS), and 80 (RFG and other fuels programs) at <http://www.access.gpo.gov/nara/cfr/index.html>.

OPM Form 85P may be viewed at: <http://www.opm.gov/forms/html/sf.asp>

EPA equipment policy: <http://intranet.epa.gov/rmpolicy/im/equipuse.htm>;
http://intranet.epa.gov/rmpolicy/im/eq_use2.htm;
http://intranet.epa.gov/rmpolicy/im/eq_use_faq.htm

IRM Policies, Standards and Procedures [<http://www.epa.gov/irmpoli8/>]. The 2100 Series (2100-2199) of the Agency's Directive System contains the majority of the Agency's IRM policies, standards and procedures.

Information Technology Architecture Road Map (ITARM) [http://www.epa.gov/etsdweb1/irm_itarm/]. For development/enhancement of information resources, contractor must adhere to all technical specifications listed in the ITARM.

Environmental Information Management System (EIMS) [<http://www.epa.gov/eims>]. A contractor developing or enhancing an information resource shall first conduct a thorough search of existing information resources, through means such as EIMS, to ensure development/enhancement of information resources does not duplicate existing information resources. If duplication is determined, contractor shall consult with EPA Contract Officer Representative to ensure that existing information resources are optimally utilized in conjunction with information resource being developed/enhanced by the contractor. For any development/enhancement of information resources, contractor shall work with EPA on inserting/updating resource description information in EIMS.

Data Standards and Environmental Data Registry (EDR) [<http://www.epa.gov/edr>]. Any development/enhancement of information resources¹, as well as any data products flowing to or from EPA information resources, must adhere to data standards detailed in the EDR.

¹ Information Resources include systems, databases, and models/web applications that utilize information in CISD's systems and databases.

Additional Deliverables

- 1) The Contractor shall provide modified or updated software programs, converted data sets, query reports, logs of the backups and virus pattern updates performed on the system, evaluation and options reports on new technologies. The software programs must address/solve the tasks delineated in the issued delivery order(s). The reports shall consist of a description of the portion of the task that has been completed, technical approach and the reason(s) for any incomplete actions.

- 2) For each specific data query or data report generated under the contract, the contractor shall provide the Contract Officer Representative or designated EPA representative with a copy of the software routine and written description in a format specified for the particular task. Since tasks vary in complexity, converted data and written submissions shall be provided within an interval to be specified with each specific assignment.

- 3) System documentation that describes in detail the architecture of the LAN and the database. Were the documentation already exists, the contractor will update the existing documents, when it does not exist the contractor will develop it. The documentation must be thorough in its content and usable in its form.