

Section C

INFORMATION TECHNOLOGY SUPPORT SERVICES

INDEFINITE DELIVERY INDEFINITE QUANTITY

CONTRACT

STATEMENT OF WORK

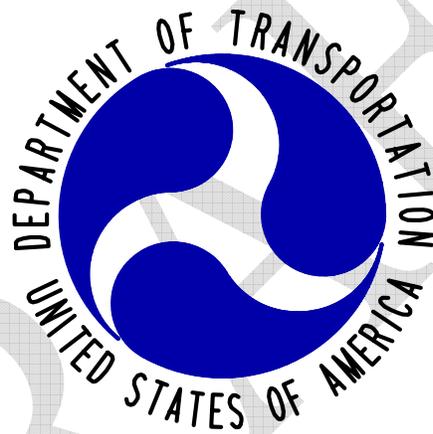


TABLE OF CONTENTS

<u>Para</u>	<u>Description</u>	<u>Page (C-)</u>
1.0	Scope	3
2.0	Contract Transition	3
3.0	Key Subcontractors	4
4.0	Ordering	4
5.0	Contractor Performance System	5
6.0	Rights in Data and Computer Software	5
7.0	Contract Pricing	6
8.0	Labor Hour General Work Classifications	7

Statement of Work
for
Information Technology Support Services IDIQ

1.0 Scope.

- 1.1 **Objective.** The primary purpose of this performance based Indefinite Delivery/Indefinite Quantity (IDIQ) Contract is to provide Information Technology Support Services for the Department of Transportation, U.S. Federal Highway Administration, Federal Lands Highway Divisions (FLHD), Western Federal Lands Highway Division (WFLHD) and other agency offices as needed. FLHD provides access to and within national forests, national parks, Indian reservations, and other public lands by preparing plans, letting contracts, and conducting bridge inspections and surveys. Additionally, special projects requiring services such as software programming, design, and infrastructure upgrades may be required. The primary service is support to WFLHD located in Vancouver, WA and is anticipated to consist of Helpdesk, Network Support, Communications Support, webmaster, equipment receiving and maintenance and other IT related special projects. Ancillary to WFLHD support, there is potential for related support for Central Federal Lands Highway Division (CFLHD) located in Lakewood, CO, and Eastern Federal Lands Highway Division (EFLHD) located in Arlington, VA. If and when this occurs, it will be identified on an as needed basis and the unit prices from the schedule for those locations will be utilized. Support for other agency offices may also be accomplished under this contract. The total maximum amount to be ordered under this IDIQ is not to exceed \$20,000,000 for the length of the contract.

2.0 Contract Transition:

2.1 Transition Expectations:

The Contractor agrees to --

- (1) Furnish any required phase-in training; and
- (2) Exercise its best efforts and cooperation to effect an orderly and efficient transition.
- (3) Negotiate transfer of the earned fringe benefits and contract longevity from the incumbent to the successor if successor contractor and incumbent employees are agreeable to a transfer.

3.0 Key Personnel/Subcontractor(s)

- 3.1 The personnel/subcontractor(s) as specified below were represented in the determination of Technically Acceptable for the specified work element(s).
- 3.2 In connection with this contract, any in-house personnel, subcontractors, and outside associates or consultants will be limited to individuals or firms that were specifically identified in the Contractor’s accepted proposal. The Contractor shall obtain the Contracting Officer's written consent before making any substitution for these designated in-house personnel, subcontractors, associates, or consultants. If the Contractor proposes an addition or substitution, it shall submit the same type of information that was submitted in the accepted proposal to the Contracting Officer for evaluation and approval. The level of qualifications and experience submitted in the accepted proposal or that was required by the Solicitation is the minimum standard for any addition or substitution. The Government or the contractor may, after discussions, increase the level of qualifications and experience required to support the application of new technology or techniques identified during the life of this contract.
- 3.3 The Key Personnel/Subcontractor(s) under this Contract are:

Work Element	Company Name
	(will be filled in upon award)

4.0 Ordering.

- 4.1 Firm Fixed Price: The contractor will be issued a Task Order Request for Proposal or Request for Quote for establishing a price for a specified level of service or requirement.
- 4.2 Labor Hour: The contractor will be issued a labor hour Task Order that includes a Task Order form, schedule, Performance Work Statement (PWS) and Quality Assurance Surveillance Plan (QASP) or Scope of Work (Non-Performance Based requirements). The schedule may be unit price based on the contractors loaded rates from the list of position classifications on the IDIQ schedule or include additional/other classifications where the unit price will be negotiated. Additionally, other direct costs for travel, training, or pager requirements may be incorporated. The contractor fee on other direct costs from the contract schedule will be applied to these items.
- 4.3 Special Projects: The contractor will be issued a Task Order Request for Proposal that includes a Task Order form, schedule, a Statement of Work (SOW) or PWS/QASP. The schedule may include a list of position classifications from the IDIQ schedule and their corresponding rates, or require the contractor to identify a particular expertise. The hours and level of effort may be negotiated. The Task Order(s) may be on a Firm-Fixed Price, Time and Materials or Labor Hour basis. Render additional services as specified in task orders issued in accordance with the Indefinite-Quantity and Ordering clauses of this contract. The scope of these special projects may include but is not

limited to repairs and modifications to local area networks, component installation, network analyses, software development, software implementation and providing advice about network usage.

- 4.4 Task Orders may be issued/solicited utilizing a combination of Fixed Price and Labor Hour requirements.
- 4.5 Task Order Contracting Officers: Any Contracting Officer (CO) within Federal Lands may place an order on this IDIQ within their warrant authority. Contracting Officers not assigned to Federal Lands will be designated in writing by a CO from Western Federal Lands Highway Division. The letter will designate the project and authority limits of the individual.

5.0 Contractor Performance System.

- 5.1 The contractor is required to register with the National Institute of Health for access to the Contractor Performance System. This system correlates, in part, with ratings assigned utilizing the CPAR's form. The system allows the contractor to view the electronic rating and provide electronic responses and comments. Information on the program can be obtained from their website at <http://cps.od.nih.gov/>. The registration process can be started by accessing the website at http://oamp.od.nih.gov/OD/CPS/cps_contractor.htm. (http://oamp.od.nih.gov/OD/CPS/cps_contractor.htm)
- 5.2 Notify the Contracting Officer upon completion of the registration process. You can log into the system at <https://cpscontractor.nih.gov>.

6.0 Rights in Data and Computer Software:

- 6.1 This contract may require data, including computer software, to be produced, furnished, acquired, or specifically used in meeting contract performance requirements. The government will acquire proprietary and unlimited rights to any documentation, software, work products, and knowledge management or other tools produced under the contract.
- 6.2 The parties will negotiate prior to award of each task order requiring software development, the Government's acquisition of rights to limited-rights data and restricted computer software beyond those rights specified in applicable regulations. The Government intends to acquire the following rights to limited-rights data and restricted computer software, among others, to the extent those rights are not granted to the Government by regulation:
 - 6.2.1 Use by Federal employees for Government purposes, including but not limited to access from remote terminals;
 - 6.2.2 Use by support service contractors;

- 6.2.3 Use by nongovernmental and government evaluators and auditors;
- 6.2.4 Use (except manufacture) by other contractors participating in Federal Highway Administration programs which interact with this effort for information and use in connection with work performed under each contract;
- 6.2.5 Use by other contractors in the performance of a concurrent, subsequent or follow-on contract of similar, partial, or greater scope.

As an aid in determining the Government's need for limited rights data and/or restricted computer software, the Statement of Limited Rights Data and Restricted Computer Software Clause (May 1999) applies. The Additional Data Requirements Clause (June 1987), FAR 52.227-16, the Privacy Act Clause (Apr 1984), FAR 52.224-2, and the Privacy Act Notification Clause (Apr 1984), FAR 52.224-1, also apply.

- 6.3 Notwithstanding any other clause or term of this contract (including any rights in data clause), it is understood and mutually agreed that the Government has exclusive ownership of all information stored in, retrieved, modified, and/or archived in Government systems including knowledge management data. The contractor shall have no rights in such information and no rights to such information shall vest on the contractor by virtue of its performance of this contract. No other party has the right to copy, delete, archive or transfer such information without the prior express written consent of the Government.

7.0 Contract Pricing:

- 7.1 Task Orders may be issued based on Firm Fixed Price or Labor Hour basis.
- 7.2 Fee on Other Direct Costs. This is the fee the contractor will charge to other direct costs identified on task orders. Other direct costs may include, but is not limited to, travel, training, pager(s), etc...

8.0 LABOR HOUR GENERAL WORK CLASSIFICATIONS.

8.1 The following list is a general description of work classifications referenced in the Labor Hour schedule included in this contract. Task Orders may specify work any of these classifications, additional classifications, OR may be silent on classifications and only specify a desired result (firm fixed price orders).

- 8.1.1 A. System Administrator/Manager III
 B. System Administrator/Manager II
 C. System Administrator/Manager I

8.1.1.1 The System Administrator/Manager installs and operates operating systems software, such as Sun Solaris Unix Servers that database management systems software such as Oracle may reside for users over a network. Also the System Administrator/Manager may require the regular use of compilers and utilities to keep the client-server environment functional. He/she shall have at least five years experience monitoring and tuning systems software, peripherals, and networks. He/she shall be skilled in installing new users, creating batch administration scripts, running systems backups, and resolving systems problems. A Bachelor's or Master's degree in Computer Science or related discipline may be substituted for five (5) years experience.

- 8.1.2 A. Technical Subject Matter Specialist III
 B. Technical Subject Matter Specialist II
 C. Technical Subject Matter Specialist I

8.1.2.1 Applies subject matter knowledge to design, development, integration, installation, documentation implementation and maintenance of specialized technical and engineering software as required. Resolves problems, which require an intimate knowledge of the related technical subject matter. Applies principle and methods of the subject matter to specialized solutions. Includes but not limited to: medical and legal transcription, environmental, scientific, engineering and logistical support activities. Applicable functional area certification or two (2) years undergraduate education, plus two (2) to ten (10) years of intensive and progressive experience in the applicable specialty field.

- 8.1.3 A. PC Software Specialist III
 B. PC Software Specialist II
 C. PC Software Specialist I

8.1.3.1 The PC Software Specialist works with microcomputer applications including word processors, spreadsheets, presentation graphics, database management systems, electronic mail and communications. He/she also evaluates, installs and supports PCs and various printer, graphics and storage peripherals, and adds new users to the system. He/she provides training, is skilled at performing

system backups and data recovery, and working in a help desk environment fielding calls from end users. The Principal PC Software Specialist (Level III) shall have at least five (5) years experience performing the above activities. The Senior PC Software Specialist (Level II) shall have at least three (3) years experience performing the above listed activities. The PC Software Specialist (Level I) shall have at least one (1) year experience performing the above activities.

- 8.1.4 A. Client-Server Analyst III
- B. Client-Server Analyst II
- C. Client-Server Analyst I

8.1.4.1 The Principal Client-Server Analyst (Level III) shall have at least eight years experience, the Senior Client-Server Analyst (Level II) shall have at least six (6) years experience, and the Client-Server Analyst (Level I) shall have at least three (3) years experience in analyzing and designing programming applications for a client/server architecture. He/she shall be knowledgeable of ODBC, Windows NT, Unix, Oracle server, Microsoft Backoffice Suite, C/C++ and/or JAVA interface development, APIs, and RPCs. A Bachelor's or Master's degree in Computer Science or related discipline may be substituted for five (5) years experience.

- 8.1.5 A. Software Enterprise Engineer III
- B. Software Enterprise Engineer II
- C. Software Enterprise Engineer I

8.1.5.1 The Software Enterprise Engineer shall develop and support graphical user interface applications for enterprise client-server systems. The Principal Software Enterprise Engineer (Level III) shall have at least eight (8) years experience, the Senior Software Enterprise Engineer (Level II) shall have at least six (6) years experience, and the Software Enterprise Engineer (Level I) shall have at least three (3) years experience in programming in JAVA, Oracle, PowerBuilder, Visual Basic, or Visual C++ and writing applications for networked and client/server environments. He/she shall know how to access relational databases like Sybase, Oracle, or Access and be skilled in OLE, SDK, MFL, DLL, and DOE. A Bachelor's or Master's degree in Computer Science or related discipline may be substituted for five (5) years experience.

- 8.1.6 A. Webmaster III
- B. Webmaster II
- C. Webmaster I

8.1.6.1 The Webmaster shall be proficient in HTML design and experienced in the installation and configuration of a variety of HTTP servers. He/she shall have experience overseeing the ongoing development, implementation, coordination, maintenance, and overall strategy of a company's website.

Specialized knowledge of Web technologies, HTML, graphics design and layout are required. He/she shall have working knowledge of PERL/C/Python scripting and have a strong design background with advanced database interface experience. Strong object-oriented programming and Java applet authoring background is desired. The Webmaster shall have a minimum of three years experience performing the above activities or an Bachelor of Science or Associates degree in Computer Science or equivalent with some college webmaster experience can be substituted for four (4) and two (2) years experience, respectively.

8.1.7 Information Systems Analyst

8.1.7.1 Technical experience applies to information systems analysis and design techniques for complex systems and subsystems. Requires competence in various phases of systems analysis techniques, concepts and methods, and general knowledge of hardware and software requirements. Assists in high level planning, analysis, design, and implementation of information systems and subsystems. Participates in the formulation of information systems requirements, alternative approaches, and feasibility studies. Bachelor's Degree in Computer Science, Math, or related field required. Eight (8) years specialized experience will be considered an equivalency for the Bachelor's Degree.

8.1.8 Senior Network Engineer

8.1.8.1 The Senior Network Engineer plans, designs, implements, tests, and supports network solutions between multiple platforms. He/she shall have at least seven years experience designing LANs, overseeing the implementation and test/troubleshooting activities, reviewing and approving changes/modifications to the design and implementation, documenting the installed system, and recommending and operating the network management and control systems to maintain the LAN hardware and software. He/she shall be able to determine network usage, troubleshoot network problems and add computer peripherals to the network. Being certified by the network operating system's company is a plus (Le., CNE certification or Microsoft Certified Engineer- MSCE). A Bachelor's or Master's degree in an engineering discipline may be substituted for five (5) years experience.

8.1.9 Junior Network Engineer

8.1.9.1 The Junior Network Engineer plans, designs, implements, tests, and supports network solutions between multiple platforms. He/she shall have at least seven years experience designing LANs, overseeing the implementation and test/troubleshooting activities, reviewing and approving changes/modifications to the design and implementation, documenting the installed system, and recommending and operating the network management and control systems to

maintain the LAN hardware and software. He/she shall be able to determine network usage, troubleshoot network problems and add computer peripherals to the network. Being certified by the network operating system's company is a plus (Le., CNE certification or Microsoft Certified Engineer- MSCE). A Bachelor's or Master's degree in an engineering discipline may be substituted for ten (10) years experience.

8.1.10 Web Programmer

8.1.10.1 The Web Programmer shall be responsible for program design, coding, testing, debugging and documentation. He/she shall devise or modify procedures to solve complex problems concerning equipment capacity and limitations. A minimum of three (3) years experience is required or an Bachelor of Science or Associates degree in Computer Science or related field can be substituted for four (4) and two (2) years experience, respectively.

8.1.11 Senior Computer Systems Analyst

8.1.11.1 Technical experience, which applies to computer systems analysis and design techniques in a broad area, is required. Also requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more segment-matter areas. Will maintain and modify complex systems or develop new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. May provide functional direction to lower level assistants on assigned work. Bachelor's Degree in Computer Science or related field. Eight (8) years specialized experience performing computer systems analysis will be considered an equivalency for the Bachelor's Degree.

8.1.12 Junior Computer Systems Analyst

8.1.12.1 Technical experience, which applies to computer systems analysis and design techniques in a broad area, is required. Also requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more segment-matter areas. Will maintain and modify complex systems or develop new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. May provide functional direction to lower level assistants on assigned work. Bachelor's Degree in Computer Science or related field required. Five (5) years specialized experience performing computer systems analysis will be considered an equivalency for the Bachelor's Degree.

8.1.13 LAN/WAN Administrator

8.1.13.1 The LAN/WAN Administrator evaluates, selects, installs and maintains local/wide area network's (LAN/WAN) hardware and software and administers the network management and control center. He/she shall have at least six (6) years experience monitoring and reporting network usage, trouble shooting network problems, adding computer peripherals and new users, performing system backups and data recovery, resolving LAN/WAN communications problems, providing WAN transport services, performing analysis and diagnostics, and working with network hardware like routers, hubs, and multiplexers. He/she shall have familiarity with network management and control center systems such as NetWare Management System, LANalyzer Agent, SunNet Manager, Expert Sniffer 4.3, LAN Desk Manager, HP OpenView, and LAN routing protocols such as TCP/IP and WAN routing protocols as SLIP and X.25. Being certified by the network operating system's company is a plus (Le., CNE certification or Microsoft Certified Engineer-MSCE). A Bachelor's or Master's degree in an engineering discipline may be substituted for five (5) years experience.

- 8.1.14 A. Training Instructor III
- B. Training Instructor II
- C. Training Instructor I

8.1.14.1 Assesses, designs and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops, implements, and maintains training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Utilizes various iterative process-improvement and best methodologies in applied psychology, psychometrics, educational measurement, and other related disciplines. Develops and maintains knowledge bases, conduct applied and advanced research methodologies, develop tests, surveys, training materials, data collection measures, statistical and other analysis, and identify, conceptualize and secure new research and development areas. Educational Requirements: Bachelor's degree from an accredited college or university with a curriculum or major field of study, which provides

substantial knowledge relevant to the task order. Experience Requirements: Two (2) years intensive or progressive experience in the individual's field of study or specialization. Master's degree may be substituted for experience requirements.

8.1.15 Senior Telecommunications Specialist

8.1.15.1 Serves as systems specialist on intermediate to complex telecommunications switch and premise equipment for vendors and users. Participates in feasibility studies, ensuring that impact on user agencies are well understood and known; provides input to long-range planning effort. Monitors contract performance during installation and ongoing operation of new systems; takes responsibility for schedules and budgets during implementation of systems. Makes field inspection trips or reviews results and recommendations of field inspection trips made by technical analysts to existing or newly installed telecommunications equipment and facilities to trace out problems, verify work of vendors or maintenance personnel or approve materials, procedures and techniques used in the construction, assembly and maintenance of sophisticated electronic telecommunications equipment and systems. Collects data concerning the operating environment, capacity and efficiency of installed equipment. Monitors the performance of operating telecommunication facilities to isolate, correct and improve operational efficiency through additions or reconfiguration of hardware or circuits. Records service calls, maintenance activities, equipment inventory, and trouble reports. Evaluates vendor responses and equipment reliability. Bachelor's degree and two (2) - four (4) years experience with one (1) year of professional technical and/or programmatic experience in a telecommunications system.

8.1.16 Junior Telecommunications Specialist

8.1.16.1 Serves as systems specialist on simplistic to intermediate telecommunications switch and premise equipment for vendors and users. Makes field inspection trips or reviews results and recommendations of field inspection trips made by technical analysts to existing or newly installed telecommunications equipment and facilities to trace out problems, verify work of vendors or maintenance personnel or approve materials, procedures and techniques used in the construction, assembly and maintenance of sophisticated electronic telecommunications equipment and systems. Collects data concerning the operating environment, capacity and efficiency of installed equipment. Monitors the performance of operating telecommunication facilities to isolate, correct and improve operational efficiency through additions or reconfiguration of hardware or circuits. Records service calls, maintenance activities, equipment inventory, and trouble reports. Evaluates vendor responses and equipment reliability. Bachelor's degree and 0 - 6 months experience.

- 8.1.17 A. Communications Technician III
- B. Communications Technician II
- C. Communications Technician I

8.1.17.1 The Communications Technician installs coaxial cable, twisted pair cable, fiber optics, brackets, network component cabinets, power supplies, amplifiers, network modems, bridges, routers, and PCs. The Principal Communications Technician (Level III) shall have five (5) years experience with two years supervisory experience of Communications Technicians installing a campus- or building-wide network, the Senior Communications Technician (Level II) shall have two (2) years experience, and the Communications Technician (Level I) shall be trainable to perform splicing of cables, installation of cable connectors, installation of cables in cable trays or tie wrapped as appropriate for the installation, of coaxial cable, twisted pair cable, and fiber optics. Knowledge to perform the installation of all necessary hardware such as cable trays, brackets, and network component cabinets, and installation of network modems, routers, bridges, and PCs, based on engineering design drawings, shall be required.

- 8.1.18 A. Cable Installer III
- B. Cable Installer II
- C. Cable Installer I

8.1.18.1 Will perform or oversee installation of cables such as telephone, coaxial and fiber optic, including vertical and horizontal cable pairs to the desktop. Locates and diagnoses signal transmission defects using various test equipment and visual inspection. Uses tools and related test equipment, ground power equipment, and pressure equipment. Prepares necessary written reports. Is expected to communicate effectively with technical and management personnel as required. High school graduate with applicable training certificate from an accredited training institution required. Requires one (1) year experience in installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable.

8.1.19 IT Material Control and Peripheral Specialist

8.1.19.1 Under minimum supervision, responsibilities may include but is not limited to IT Property Control, Material Handling, and Copier/Printer repair and maintenance.

8.1.19.2 IT Property Control includes functions such as maintaining complete and accurate property accountability records covering the receipt, transfer, and current location of information technology equipment.

8.1.19.3 Material Handling functions include planning, layout and use, of allocated storage space facilities for the storage of information technology equipment.

8.1.19.4 Peripheral services include repairs for a variety of office equipment such as copiers, printers, scanners, and fax equipment. Is capable of performing a full range of servicing and repair service procedures including preventative maintenance, diagnostics, installation, removal and retrofits on assigned equipment. Performs basic connected installations, sets up IP addresses, downloads printer drivers and provides customer training on printing functions. Provides technical assistance to less experienced technicians. Requires journeyman level technical knowledge typically gained through completion of technical school and 2+ years of related experience.

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