
DRAFT BASE PERIOD TASK ORDER

Contract No. DTFH70-0x-D-000xx

Contractor Name
Contractor Address

Task Order No. T-08-00x

COTR Name
COTR Phone:
COTR E-mail:

Project Name WFLHD 2008 IT
Support Services

QUICK INDEX

Item	Title
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Section B	Schedule
Section C	Performance Work Statement
Technical Exhibit 1	
Quality Assurance Surveillance Plan	

Driving Directions to our Vancouver Office

See our web page at <http://www.wfl.fhwa.dot.gov/about/directions.htm>

ISSUING OFFICE:

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL HIGHWAY ADMINISTRATION
610 EAST FIFTH STREET
VANCOUVER, WA 98661-3801
Phone (360) 619-7520 -- FAX (360) 619-7932



TASK ORDER REQUEST FOR PROPOSAL

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<u>SECTION</u>	<u>DESCRIPTION</u>
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TECHNICAL EXHIBIT

1	Quality Assurance Surveillance Plan
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SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NUMBER _____ PAGE 1 OF _____

2. CONTRACT NO. _____ 3. AWARD/EFFECTIVE DATE _____ 4. ORDER NUMBER _____ 5. SOLICITATION NUMBER _____ 6. SOLICITATION ISSUE DATE _____

7. FOR SOLICITATION INFORMATION CALL:  a. NAME _____ b. TELEPHONE NUMBER (No collect calls) _____ 8. OFFER DUE DATE/ LOCAL TIME _____

9. ISSUED BY _____ CODE _____ 10. THIS ACQUISITION IS
 UNRESTRICTED OR SET ASIDE: % FOR:
 SMALL BUSINESS EMERGING SMALL BUSINESS
 HUBZONE SMALL BUSINESS
 NAICS: _____
 SIZE STANDARD: _____ SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS 8(A)

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED
 SEE SCHEDULE 12. DISCOUNT TERMS _____ 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) 13b. RATING _____
 14. METHOD OF SOLICITATION
 RFQ IFB RFP

15. DELIVER TO _____ CODE _____ 16. ADMINISTERED BY _____ CODE _____

17a. CONTRACTOR/OFFEROR CODE _____ FACILITY CODE _____ 18a. PAYMENT WILL BE MADE BY _____ CODE _____
 TELEPHONE NO. _____

17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
(Use Reverse and/or Attach Additional Sheets as Necessary)					

25. ACCOUNTING AND APPROPRIATION DATA _____ 26. TOTAL AWARD AMOUNT (For Govt. Use Only) _____

27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA ARE ARE NOT ATTACHED
 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA ARE ARE NOT ATTACHED

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN _____ COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED
 29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:

30a. SIGNATURE OF OFFEROR/CONTRACTOR _____ 31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) _____

30b. NAME AND TITLE OF SIGNER (Type or print) _____ 30c. DATE SIGNED _____ 31b. NAME OF CONTRACTING OFFICER (Type or print) _____ 31c. DATE SIGNED _____

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT

32a. QUANTITY IN COLUMN 21 HAS BEEN

RECEIVED
 INSPECTED
 ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE
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32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE
	32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	37. CHECK NUMBER
PARTIAL	FINAL			

38. S/R ACCOUNT NO.	39. S/R VOUCHER NUMBER	40. PAID BY
---------------------	------------------------	-------------

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT	42a. RECEIVED BY (<i>Print</i>)
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER	41c. DATE
	42b. RECEIVED AT (<i>Location</i>)
	42c. DATE REC'D (<i>YY/MM/DD</i>)
	42d. TOTAL CONTAINERS

DRAFT Task Order Schedule

RESERVED

INFORMATION TECHNOLOGY SUPPORT SERVICES

PERFORMANCE WORK STATEMENT



Western Federal Lands Highway Division

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Performance Work Statement
for
Western Federal Lands Highway Division
Information Technology Support Services

1.0 Description of Services.

1.1 Western Federal Lands Division (WFLHD) provides transportation engineering services and construction management on national forests, national parks, Indian reservations, and other public lands by preparing plans, awarding contracts, managing construction projects, and conducting bridge inspections and surveys. WFLHD Information Technology section provides remote network operations and maintenance support, computer automation, and technology support, and communications support to approximately 270 users who deliver these services throughout the states of Alaska, Washington, Oregon, Idaho, Montana, and Wyoming.

1.2 WFLHD network servers and desktop software configuration is detailed in section 13.0.

1.3 The contractor shall provide personnel with expertise in the areas identified in section 13.0.

1.4 The contractor shall provide personnel for Service Desk, Network Support, and Computer repair and support duties with one or more of the following certifications unless waived by the Contracting Officers Technical Representative (COTR):

- MCSE
- MSCP
- A+ Certification
- Cisco CCENT/CCNA
- ITIL Foundation Certification

1.5 Personnel assigned must keep current on the common industry technologies associated with this task order, including state-of-the-art work and commercial systems in the technological areas.

1.6 Personnel must possess and maintain a valid state drivers' license and may be required to operate a Government furnished vehicle in conjunction with local or other travel to support the requirements of this task order.

2.0 Network/LAN Support. The contractor shall:

2.1 Provide planning, engineering, and technical assistance to FHWA/WFLHD in the installation and upgrading of new and existing cabling, cable plant devices, file servers, communications servers, network switches, routers, KVM switches and software. As upgrades to FHWA baseline systems and software become available, the contractor shall provide the necessary expertise required to upgrade the network. This shall include the research and testing of software and hardware upgrades; writing technical instructions; developing detailed project plans including risk assessments, project milestones, and timelines. Provide training for LAN Administrators and other designated personnel.

- 2.2** Provide computer, engineering, and other technical support (along with support for on-line systems) to ensure continuous operation of FHWA/WFLHD's LANs/WANs. This shall include working with personnel to conduct periodic reviews of LAN performance, configuration, and systems maintenance procedures at each location and, when requested, to evaluate LAN expansion options.
- 2.3** Maintain computer rooms, telecommunications closets, and network centers in a clean and orderly manner.
- 2.4** Respond to service requests related to problems with cabling, file servers, communication servers, print servers, and other LAN devices.
- 2.5** Support the current and future office automation platform and electronic mail systems.
- 2.6** Analyze processing malfunctions in cooperation with Government personnel to determine causes and take appropriate corrective action. Notify the Government Network Manager, IT Team Leader or Contracting Officer's Technical Representative (COTR) immediately if unable to solve a problem.
- 2.7** Perform standard operator preventative maintenance on all hardware as defined by the equipment vendor and/or WFLHD established procedures.
- 2.8** Monitor usage of equipment (i.e., ports, disks, CPU, workstations, and printers) using system tools and provide statistical utilization reports upon request.
- 2.9** Perform system maintenance (backup, restore, optimize, etc.) in accordance with established WFLHD procedures.
- 2.10** Ensure that all communication lines are operational; respond to all network and systems problems; and place service calls as necessary.
- 2.11** Be responsible for the creation, setup, and management of network user accounts; including meeting WFLHD security plan requirements.
- 2.12** Work in conjunction with the Network Manager, IT Team Leader or COTR, to develop LAN performance plans, strategies, policies, and standard operating procedures for WFLHD.
- 2.13** Perform emergency maintenance and other maintenance/upgrades on LAN hardware/software as necessary. This may require working outside normal duty hours. Prior to performing any after hour maintenance, approval must be obtained from Government personnel.
- 2.14** Set up and/or relocate hardware (i.e., network workstations, printers, servers, switches, routers) as required. This shall require lifting up to 40 pounds from floor to desktop height.
- 2.15** Initiate trouble call reports with applicable Government agencies or manufacturers on warranted items to replace or repair failed components.
- 2.16** Perform system backups and restores utilizing the appropriate backup software and archival maintenance as required, and on an emergency basis.

2.17 Set up local networks in remote field offices that have DSL or other high-speed data access. This may entail performing site assessments, network design/layout, setting up switches, routers and other network equipment.

2.18 Perform installations of cables, and minor construction type work such as drilling holes in floor, assembling cabinets and bolting them to the floor and/or wall; disassembling servers, and other rack mounted equipment to gain access for repairs; running fiber and copper wire in ceilings; mounting and connecting wall jacks; terminating fiber and copper connectors; and disassembling and removing equipment racks and cables.

3.0 **CAD Systems Software Support.** The contractor shall:

3.1 Provide software development and applications support for CAD systems users within the organization.

3.2 Develop and implement procedures and applications for use within WFLHD CAD environment including installation and troubleshooting of network and stand-alone systems. This shall include the research and testing of software and hardware upgrades; writing technical instructions; developing detailed project plans including risk assessments, project milestones, and timelines.

3.3 Provide and maintain technical documentation for custom software installation.

3.4 Create and customize CAD pen tables for a wide variety of printers/plotters.

3.5 Create and maintain custom workspaces for the CAD environment.

3.6 Provide training for CAD users as required.

3.7 Perform required duties to ensure daily/weekly/monthly backup of electronic design data.

3.8 Research and test new technologies, applications and improvements relative to the CAD environment.

3.9 Respond to service requests involving all computer hardware and software. This may require going to users' work area to resolve or troubleshoot a problem.

3.10 Provide technical assistance in the use of a variety of civil engineering software, including Bentley Microstation, Bentley Geopak, Bentley Interplot, and Bentley ProjectWise.

3.11 Serve as the WFLHD Projectwise electronic document management administrator.

3.12 Coordinate CAD software licensing.

3.13 Create and or maintain the following CAD application standard files for use. (Files are accessed by the three FLH Division offices (EFLHD, CFLHD, and WFLHD)).

3.13.1 Bentley Microstation Level Library

3.13.2 Bentley Custom Line Style file

3.13.3 Bentley Cell Library

3.13.4 Bentley Digital Interplot set files

3.13.5 Bentley Digital Interplot pen tables

3.13.6 Bentley ProjectWise XM Administrator

4.0 IT Material Control and Peripheral Support. The contractor shall provide:

4.1 Assist in the issue and receipt of IT equipment, materials, and supplies. Work is performed in a mixed environment of both an office setting and a warehouse environment. Support personnel may be required to routinely lift or move objects unassisted up to 70 pounds. Work shall be reviewed for accuracy, timeliness, and conformance to regulatory guidelines and technical specifications as appropriate by the Government Property Manager, or the COTR.

4.2 Input, update, or correct automated/manual inventory control records and databases for the tracking of IT equipment.

4.3 Perform inventory control procedures.

4.4 Perform shipping and receiving of IT hardware and software as required.

4.5 Perform administrative and warehouse support duties to facilitate the accurate tracking and reporting of IT equipment and supplies

4.6 Set-up and or relocate hardware (i.e., workstations, printers, servers) as required.

4.7 Assist in the management of the WFLHD document production environment and services. Including the testing and evaluating of hardware and software solutions specific to the document production environment (i.e., Print, Copy, Scan, Plot and Fax).

4.8 Work with other IT support groups to insure the efficient operation and availability of document production services and equipment.

4.9 Provide printer, copier, fax, scanner support and maintenance as defined by equipment vendor and or WFLHD established procedures.

4.10 Perform preventative maintenance and upgrades to copier, printer, scanner, fax, and computer equipment.

4.11 Perform diagnostic checks and inspections of automation and computer equipment to verify serviceability.

4.12 Collect and report usage statistics

4.13 Coordinate supply and repair services with manufactures and third party vendors where appropriate.

4.14 Provide technical assistance to other technicians and to end users. Insure that copy and print devices are appropriately supplied and are operational at all times.

5.0 Service Desk Support. The contractor shall:

5.1 Provide uninterrupted coverage, (a minimum of two technicians must be available at all times), 5 days per week (Federal holidays excluded), during the hours of 6:00am – 5:00pm. However, due to agency requirements, or network support necessities, occasional changes to these hours may necessitate the use of a flex schedule to support other than normal duty hours.

5.2 Provide one technician will to be on call and available 24 hours per day, 7 days per week, and able to respond to telephonic inquiries within one hour of the time of notification. The technician will be available to report to duty to assist in correcting a user problem within 2 hours of initial notification. The contractor is expected to provide at least one local area pager (telephonic) to be used by the “on call technician.” Additional on-call services (in minimum 4-hour increments) may be required to support agency operational requirements during other times (weekends, holidays, and/or extended hours).

5.3 Maintain every service call at the Service Desk until resolved so that there is always a clear path to resolution.

5.4 Appoint a lead technician responsible for coordinating Service Desk support activities.

5.5 In conjunction with the Government Service Desk Manager, develop and implement Government IT Service Desk Improvements and Standard Operating Procedures based on, but not limited to, principles outlined by the Information Technology Infrastructure Library including procedures such as standard build documentation, pc troubleshooting procedures, service call escalation procedures, etc..

5.6 Test new or unique software and or hardware for compatibility with existing systems and services.

5.7 Receive service requests, log them and determine request priority and route request to appropriate source for resolution. Record service requests and messages, track and resolve service requests using Remedy or similar Government provided Service Desk support software.

5.8 Provide over-the-phone problem resolution as appropriate.

5.9 Receive and respond to user service request calls relating to hardware, software, connectivity, and telecommunications equipment. This may require going to users’ work area to resolve or troubleshoot a problem, however a continuous presence must be maintained at the Information Technology Service Desk during duty hours.

5.10 Perform standard preventive maintenance on all hardware as defined by the equipment vendor and/or WFLHD established procedures.

5.11 Monitor usage of equipment (i.e., ports disks, CPU, Workstations, and printers) using systems tools. Provide statistical utilization reports upon request.

5.12 Perform system maintenance (backup, restore, optimize, etc.) in accordance with established Government IT Service Desk procedures.

- 5.13 Keep communication lines operational; respond to user problems; and place service calls as necessary (including warranty calls, third party service providers, etc).
 - 5.14 Analyze processing malfunctions in cooperation with local personnel (or remote personnel) to determine causes and take appropriate corrective action. Notify the Government Service Desk Manager or the Government IT Team Leader immediately, if unable to solve a problem.
 - 5.15 Perform new software install and loads as well as reloads.
 - 5.16 Setup and/or relocate hardware (i.e., workstations, printers, servers, etc.) as required. This requires lifting up to 40 pounds from floor to desktop height.
 - 5.17 Ensure all printing equipment and other peripherals provide responsive service and are functional at all times. This includes troubleshooting printer specific problems; restarting queues; and replacing toner or other consumable supplies.
 - 5.18 Ensure that all software operating on Government computers supported under this task order is licensed to the Government, and if applicable, that the licenses are current and reflect the correct number of nodes or seats. Report any licensing discrepancies to the Government Service Desk Manager or the Government IT Team Leader.
 - 5.19 Initiate incident reports with applicable Government agencies or manufacturers on warranted items to replace or repair failed components.
 - 5.20 Install and/or move network computer drops as required. This includes running cables; marking of cables/patch panels and RJ-45 faceplates; and testing installations.
 - 5.21 Provide user training in the general usage and operation of LAN workstations as well as in the use of various software applications.
 - 5.22 Perform minor construction type work like drilling holes in floor, assembling cabinets and bolting them to the floor and/or wall; disassembling and removing abandoned equipment racks and cables.
 - 5.23 Maintain computer rooms, telecommunications closets, and network centers in a clean and orderly manner.
 - 5.24 Respond to calls related to problems with network or telecommunications cabling.
- 6.0 Telecommunications Support.** The contractor shall:
- 6.1 Provide support for the FHWA/WFLHD Nortel Meridian 1 Option 11c Public Branch Exchange system (PBX).
 - 6.2 Inspect existing and/or newly installed telecommunications equipment and facilities to locate problems; verify work of vendors or maintenance personnel; or approve materials, procedures, and techniques used in the construction, assembly, and maintenance of sophisticated electronic telecommunication equipment and systems.
 - 6.3 Collect data concerning the operating environment, capacity, and efficiency of installed equipment.
 - 6.4 Monitor the performance of the operating telecommunication facilities to isolate, correct, and improve operational efficiency.

- 6.5 Train other technical personnel in the use of diagnostic equipment, electronic test equipment, and the methods of repair, relocation, or modification of telecommunication network components.
- 6.6 Perform adds, moves, and changes as required.
- 6.7 Administer user accounts (both PBX and Voicemail)
- 6.8 Respond to service requests related to telephone and voicemail service.
- 6.9 Perform system maintenance such as system backups and restoration as required.
- 7.0 **Web Development and Web Application Support**. The contractor shall:
 - 7.1 Provide web site design, development, implementation, and maintenance.
 - 7.2 Provide analysis and definition of customer requirements.
 - 7.3 Provide estimates on the time and resources required to develop cost proposals.
 - 7.4 Operate and maintain systems in accordance with agency guidelines, using but not limited to the following software: Apache, and IIS web servers.
 - 7.5 Design and develop custom graphics and images for customer sites using Dreamweaver, Adobe PhotoShop and other state-of-the-art applications in accordance with agency guidelines.
 - 7.6 Develop all applications, databases, and functions required to deliver the proposed design. Development shall use server-side processing and database systems specified by the Government.
 - 7.7 Have all work reviewed by contractor quality control representative for functionality and quality. At a minimum, the quality review will confirm that all functions are operational; all of the links work; there are no persistent cookies, the site is section 508 compliant; and meets the client requirements.
 - 7.8 Submit all work to the Government Internet Services Manager or the Government IT Team Leader for approval prior to delivery to the client.
 - 7.9 Maintain all software developed and hosted by WFLHD. Perform a quality review monthly to ensure no problems have developed and all of the links are functional.
 - 7.10 Develop software documentation, user guides, and user training as specified by agency guidelines and as detailed in paragraph 14.0 below.
 - 7.11 Maintain Web Servers and associated software to ensure that non-active sites or applications are archived and removed from the server.

8.0 Computer Systems Application Development. The contractor shall:

- 8.1 Define inputs and, as appropriate, interactive displays.
- 8.2 Define standard outputs and, as appropriate, ad hoc inquiry requirements.
- 8.3 Identify all required data elements.
- 8.4 Define and document operating constraints.
- 8.5 Define and document external constraints.
- 8.6 Identify and document control requirements.
- 8.7 Evaluate file and/or access methods.
- 8.8 Develop data storage requirements.
- 8.9 Design logical data relationships.
- 8.10 Define operating procedures.
- 8.11 Define hardware/software environments.
- 8.12 Define subsystem specifications.
- 8.13 Define security and integrity measures.
- 8.14 Document the following: ADP functions and flows required to relate all inputs, outputs and data element groups outlined in customer requirements (this does not imply identification to the module level).
- 8.15 Provide a conceptual design summary.
- 8.16 Provide a description of the major components of the subsystem and their relationships to each other.
- 8.17 Have all work reviewed by the contractor quality control representative for functionality and quality.
- 8.18 Submit all work to the Government's IT Team Leader for approval prior to delivery or implementation.

9.0 Oracle Database Management and Support.

9.1 The contractor shall manage all corporate Oracle hardware, software and applications/maintenance and reporting tool assets. The contractor shall manage and support current and future migration and upgrade efforts, develop, design, implement, test, and certify Oracle software applications and reporting requirements.

10.0 Program Analysis and Software Development Support. The contractor shall:

- 10.1 Provide legacy software systems and applications maintenance as required, (primarily finance, administration, and engineering estimates).
- 10.2 Serve as Remedy Administrator. Maintain and modify Remedy Helpdesk support software as need to insure the efficient operation of the Service Desk.

11.0 Control of Work.

11.1 Contractor Group Manager. The Contractor Group Manager (GM) is the Contractor's representative responsible for the day-to-day contractor management of the task order. The GM has full authority to commit the contractor on this task order. The name, address, and phone number of the assigned Group manager shall be included in the task proposal. The Group Manager shall be responsible for the administration and supervision of the contractor personnel. This shall be at no direct cost to the client agency.

11.2 Contractor Task Lead: The Contractor Task Lead is a designated Contractor employee who is the on-site point of contact for the COTR and GM. The Task Lead may act as the contractor's Quality Control Representative. Upon the Government's acceptance of the contractor's recommended Task Lead, the name, address, and phone number shall be provided to the COTR.

11.3 Monthly Status: The COTR and the Contractor Group Manager shall meet on a monthly basis to review performance and to accept or reject deliverables completed since the previous review. Reviews shall normally be held monthly at WFLHD, but may be conducted via video/conference call.

11.4 Governmental Supervision of Contractor Employees: The Government will designate a Contracting Officer's Technical Representative responsible for administration of the Task Order. The Government will not supervise or otherwise direct contractor employees. The Government will inspect contractor performance in accordance with the Quality Assurance Surveillance Plan and any other clauses included in the contract and/or this Task Order.

11.5 Contracting Officer's Technical Representative (COTR): The COTR will be designated in writing and has the authority to administer the task order as described in TAR Clause 1252.242-73 and TAM 1242.7004-1(a)(1 through 6) and the delegation letter. The COTR is WFLHD's primary contact with the Contractor. The COTR does not have the authority to change the terms and conditions of the contract.

11.6 Government Furnished Property and Services: Facilities, supplies, and services. The Government shall provide, at no cost to the contractor, workspace, a telephone, (for official use only), data terminal/emulator as required, and access to computer hardware/peripherals and software resources necessary for the proper performance of this task.

11.7 Information: The Government shall provide applicable written procedures and any hardware and software documentation necessary for the proper performance of this task.

11.8 Travel: The Government anticipates travel to Idaho, Montana, Oregon, Washington, Wyoming, Lakewood Colorado, and the Washington DC Metropolitan area. Further, it is estimated that travel will typically involve two contract employees per trip with an average of two trips per month in support of system maintenance, service requests or training. The Government estimates approximately \$15,000.00 per year for travel.

11.9 Training: The Government anticipates the need for training in support of required non-standard software/systems. This training is not intended for contractor personnel to maintain certifications as indicated in section 1.0. The Government estimates approximately \$5,000.00 per year in training for multiple training requirements.

12.0 Quality Assurance and Quality Control

12.1 Quality Assurance Surveillance Plan (QASP): The Government's written plan that identifies the performance standards the contractor must meet and the methods the Government will use to measure the performance of the contractor and the performance standards for the tasks stated in the Performance Work Statement. Technical Exhibit 1, the QASP, contains the following significant sections:

12.1.1 Procedures for Customer Complaints and Contract Discrepancy Reports (page TE-2).

12.1.2 Performance Requirements Summary (page TE-3).

12.1.3 Customer Complaint driven standards table (page TE-5 & 6).

12.1.4 Metrics driven standards tables (page TE-7 through TE-11).

12.1.5 Sample Contract Discrepancy Report (page TE-13 & 14).

12.1.6 Sample Customer Complaint Record (page TE-15).

12.2 Quality Assurance Personnel (QAP): The Government individual(s) that will be performing performance inspections for the Government will be designated in writing. These individuals will commonly utilize the processes and criteria indicated in the Quality Assurance Surveillance Plan for their inspections. NOTE: The contractor is SOLELY responsible for quality control and performance.

12.3 Contractor Quality Control Plan: Within 30 days of Task Order award, the Contractor shall develop a Quality Control Plan and submit it to the Contracting Officer for review and acceptance. Once accepted, the Government may update the Quality Assurance Surveillance Plan.

12.3.1 The Quality Control Plan shall ensure that the government receives the level of quality that is consistent with the requirements specified in this PWS and the final Quality Assurance Surveillance Plan (QASP). The plan may list and address Performance Objectives and Metrics in addition to those identified in the Governments QASP.

12.3.2 The Contractor shall be responsible for overall responsiveness, cost control, adherence to schedules, responsible and cooperative behavior, technical quality of work, management of Contractor team's efforts including level of commitment to customer satisfaction.

12.3.3 Modifications to the accepted Quality Control Plan must be requested in writing to the Contracting Officer. The Government may accept or reject modifications to an accepted plan.

12.4 Contractor Quality Control Representative. The Contractor Quality Control Representative is the Contractor's representative responsible for implementing the contractor's Quality Control Plan and is the primary point of contact on quality issues. The Task Lead may also act as the Contractor Quality Control Representative.

13.0 Current Systems and Equipment:

13.1 ADP/Networking Equipment. The following list identifies current equipment and systems to be supported under this task order. Equipment and systems may be added or removed as required by the Government.

Network Operating Systems (NOS)

Novell Netware 5, 6, and 6.5
Windows NT 4.0
Windows 2000 Server
Windows 2003
Solaris 2.6, 8, 9, and 10

Network Equipment

Dell SAN
Cisco 2500, 2600, 2821, 3845, 871, 1721 and 3700 routers
Cisco Catalyst 4507R Switch
Cisco Aironet Wireless Access Points
IBM FastT500 Storage Area Network
IBM FastT700 Storage Area Network
Baystack 450
Centillion ATM Network Switches
Trimble Acutime 2000
APC Uninterruptible Power Supplies
IBM Xseries Servers
Sun Netra

Sun AC200
SunFire 280R

SunFire V240
Storage Tek L40 Tape Library
Cisco 3030 VPN Concentrator
Fluke Network Analyzer
Nortel 8000 Remote Access Concentrator

Supporting Applications

Sure Track
FoxPro Runtime Libraries
FLRNT
Symantec Ghost
Palm Desktop
Lexis Nexis
Microscope
NS Elite
Dynacom Elite
Remedy

Snag-it
Delphi
Macromedia
QuickTime Player
RealOne Player
Adobe Forms

CAD Applications

Bentley Microstation 2004
Bentley Geopak Civil Suite 2004
Bentley Interplot
Bentley Projectwise

UltraEdit-32
Signcad
Autoturn
Sitemenu
Axiom Office Importer

Operating Systems (OS)

Windows 2000
Windows XP Professional

Standard Applications

Microsoft Office 2003 Suite
-Microsoft Word
-Microsoft Excel
-Microsoft Access
-Microsoft PowerPoint
Microsoft Project
Microsoft Outlook/Exchange
Diskeeper
Corel Suite 11
Mozilla
Easy CD Creator
Direct CD
WinZip 9
Adobe Acrobat
eTrust AntiVirus
Internet Explorer
Jiniator (Web Browser plug-in)
Adobe eForms

Telecommunications Equipment

Meridian 1 Option 11 Telecom
System

Field Applications

Catalog
Earth
QL-Pay
Adobe PhotoShop Elements
Progress Estimate
Random
T&A
Translate
Xview
Account Table
Engineer's Estimate
EQ Budget
Coma
Mileage program
PeBudget
Purchase Order Program
Promisys
Dafis
Facts and Figures

Network Tools/Applications

Oracle 8.17, 9.2 and 10.0g
Apache 2 Plus
Zenworks 6 and 7 Suite
Legato (Networker) Backup

Novell Border Manager
Novell NSure Identity Manager 2.0
HP Openview
Etrust Antivirus
WSUS – Windows Update Services
BPS Project
MS SQL Server
Steel Belted Radius
Oracle Collaboration Suite
BMC Remedy Discover

14.0 Deliverables

14.1 Service Desk Support: The contractor shall provide the following products for the services indicated in sections 2.0 Network/LAN Support, 3.0 CAD Systems Software Support, 4.0 IT Material Control and Peripheral Support, 5.0 Service Desk Support, and 6.0 Telecommunications Support:

14.1.1.1 Service Call Logs.

14.1.1.2 Hardware Inventory and Status Reports.

14.1.1.3 Software Inventory and Status Reports.

14.1.1.4 Supplies Inventory.

14.1.2 Programming support: For the services indicated in sections 7.0 Web Development and Web Application Support, 8.0 Computer Systems Applications Development, 9.0 Oracle Database Management and Support and 10.0 Program Analysis and Software Development Support the contractor shall:

14.1.2.1 Provide all program (project) related documentation to the Government IT Team Leader, or the COTR on CD-ROM or DVD media. Program documentation shall include but is not limited to the following items:

14.1.2.1.1 Project Requirements.

14.1.2.1.2 Project Schedule (including timeline with milestones).

14.1.2.1.3 Sample Code.

14.1.2.1.4 Test procedures and test results.

14.1.2.1.5 Statement of maintenance requirements.

14.1.2.1.6 System documentation.

14.1.2.1.7 User documentation.

14.1.2.1.8 Source code.

14.1.2.1.9 Completed application (compiled) code.

15.0 Key Personnel/Subcontractor(s)

15.1 Within 10 workdays of task order award the contractor shall provide the COTR with a resume for personnel proposed to fill the following Key Positions:

Key Positions
Task Lead/Lead Technician (PC Software Specialist III)
Oracle Database Management and Support (Senior Computer Systems Analyst)
Computer Systems Application Development (Client Server Analyst II)

15.2 The Contractor shall obtain the Contracting Officer's written consent before making any substitution for the Key Positions identified below. If the Contractor proposes an addition or substitution, a “resume” listing the individual’s qualifications, training and experience will be submitted to the Contracting Officer for evaluation and approval.

16.0 Rights in Data, Information Security, and Clearances

16.1 Rights in Data and Computer Software:

16.1.1 This contract may require data, including computer software, to be produced, furnished, acquired, or specifically used in meeting contract performance requirements. The Government will have proprietary and unlimited rights to any documentation, software, work products, and knowledge management or other tools produced under the contract.

16.1.2 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:

16.1.3 Use by Federal employees for Government purposes, including but not limited to access from remote terminals;

16.1.4 Use by support service contractors;

16.1.5 Use by nongovernmental and government evaluators and auditors;

16.1.6 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;

16.1.7 Use by other contractors in the performance of a concurrent, subsequent or follow-on contract of similar, partial, or greater scope.

16.1.8 As an aid in determining the Government's need for limited rights data and/or restricted computer software, the Rights in Data – General Clause FAR 52.227-14 applies. The Additional Data Requirements Clause FAR 52.227-16, the Privacy Act Clause FAR 52.224-2, and the Privacy Act Notification Clause FAR 52.224-1, also apply.

16.1.9 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.

16.2 Clearances:

16.2.1 All personnel with access to DOT computer systems shall pass a background security check. Each contractor employee shall furnish a completed SF 85P, Questionnaire for Public Trust Positions, and a completed fingerprint chart. These documents shall be submitted in a sealed envelope directly to the Contracting Officer and should not be reviewed by the Contractor. The Government/DOT will perform the

background security check. Upon submission of all necessary forms a DOT Contractor Identification Badge will be issued to the contract employee. The DOT identification badge shall remain in the possession of the individual it is assigned to and shall not be “loaned” to any other person. Any contractor personnel abusing the use of the identification badge may be removed from the task. The DOT identification badge shall be returned to the COTR upon the individual’s release from the task or task completion, whichever occurs first. The Contractor shall be notified via the COTR when an employee is determined unsuitable and shall be required to remove the employee from all duties under this task order.

16.2.2 Access to the Western Federal Lands Highway Division facility is strictly controlled requiring non-federal personnel entering to wear either visitor badges or contractor provided employee identification badges. Electronic entry devices are available for contractor employees whose workstation is located within the WFLHD facility. Requests for contractor personnel to be issued the electronic device must be requested by letter to the COTR. The letter must include the individual’s name, their position, and the reason a pass is required. Contractor personnel receiving electronic entry devices shall only utilize those devices in support of duties to meet the requirement of this task. These electronic entry devices shall remain in the possession of the individual it is assigned to and shall not be “loaned” to any other person. Any contractor personnel abusing the use of these devices may be removed from the task. The electronic entry device shall be returned to the COTR upon the individual’s release from the task or task completion, whichever occurs first.

16.3 Identification:

16.3.1 The Contractor shall furnish its employees a durable photo identification (ID) badge that clearly states that the individual works for the Contractor. Each badge shall, at a minimum, include: Company name (prominently displayed), employee name and photo.

16.4 Privacy Act:

16.4.1 Work on this Task Order requires that personnel have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

16.4.2 Contractor personnel shall receive, as a minimum, initial training on protection of information and the implications of the Economic Espionage Act of 1996 (Sections 1831 thru 1839) and the Privacy Act. Documentation of the training shall reflect the date of the training and the names of the individual(s) in attendance and forwarded to the Contracting Officer. The Economic Espionage Act can be found at <http://www4.law.cornell.edu/uscode/18/1831.html>.

16.5 Access to Sensitive Information:

16.5.1 Work under this contract may involve access to sensitive information* which shall not be disclosed by the contractor unless authorized by the contracting officer. To protect sensitive information, the contractor shall provide training to any contractor employee authorized access to sensitive information and, upon request of the Government, provide information as to an individual’s suitability to have such

authorization. Contractor employees found by the Government to be unsuitable or whose employment is deemed contrary to the public interest or inconsistent with the best interest of national security, may be prevented from performing work under the particular contract when requested by the contracting officer.

16.5.2 The contractor shall ensure that contractor employees are: (1) citizens of the United States of America or an alien who has been lawfully admitted for permanent residence or employment (indicated by immigration status) as evidenced by Immigration and Naturalization Service documentation; and (2) have background investigations in accordance with DOT Order 1632.2B, Personnel Security Management.

16.5.3 The contractor shall include the above requirement in any subcontract awarded involving access to Government facilities, sensitive information, and/or resources.

*Sensitive Information is proprietary data or other information that, if subject to unauthorized access, modification, loss or misuse could adversely affect national interest, conduct of Federal programs, or privacy of individuals specified in the Privacy Act, but has not been specifically authorized to be kept secret in the interest of national defense or foreign policy under an Executive Order or Act of Congress.

16.6 IT Security:

16.6.1 The contractor shall be responsible for IT* security for all systems operated by or connected to a DOT network, regardless of location. This includes any IT resources or services in which the contractor has physical or electronic access to DOT's sensitive information that directly supports the mission of DOT (e.g., hosting DOT e-Government sites or other IT operations). If necessary, the Government shall have access to contractor and any subcontractor facilities, systems/networks operated on behalf of DOT, documentation, databases and personnel to carryout a program of IT inspection (to include vulnerability scanning), investigation and audit to safeguard against threats and hazards to DOT data or IT systems.

16.6.2 The contractor shall follow and implement the approved Security Plan as indicated in contract clause 1252.239-70 and provision 1252.239-71.

16.6.3 The contractor shall screen their personnel requiring privileged access or limited privileged access to systems operated by the contractor for DOT or interconnected to a DOT network in accordance with DOT Order 1630.2b, Personnel Security Management and ensure contractor employees are trained annually in accordance with OMB Circular A-130, GISRA, and NIST requirements with a specific emphasis on rules of behavior.

16.6.4 The contractor shall include the above requirements in any subcontract awarded for IT services.

*IT means any equipment or interconnected system or subsystem of equipment used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information and as further defined in OMB Circular A-130 and the Federal Acquisition Regulation Part 2.

17.0 Administrative Considerations

17.1 Contractor Performance System: 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). Notify the Contracting Officer upon completion of the registration process. You can log into the system at <https://cpscontractor.nih.gov>.

17.2 Restricted Activities and Standards of Conduct: The Contractor and its employees shall conduct only business covered by this order during periods paid for by the Government and shall not conduct any other business on Government premises. In performance of work under this contract, personnel assigned by the Contractor shall conduct themselves in a professional manner. It is understood that any personnel assigned by the contractor to the performance of the work hereunder, if in conflict with the best interests of the Government, shall be immediately removed from the assigned position.

17.3 Invoices: All Federal Highway Administration invoices are processed by the FAA in Oklahoma City. Invoices are to be delivered to Oklahoma City on a monthly basis for the previous months service in one of three methods:

1. Regular Mail:
Western Federal Lands A/P Branch, AMZ -150,
PO Box 25710,
Oklahoma City, OK 73125
2. Commercial Courier (i.e. FedEx, UPS etc.):
Western Federal Lands A/P Branch, AMZ -150,
ATTN: Wm. Scott Parker, Phone: (405) 954-5100
6500 S. MacArthur Blvd
Oklahoma City, OK 73169
3. E-mail:
WFLInvoices@faa.gov

NOTE: In order to use this method, invoice must be in .pdf format.

If choosing e-mail, please be sure the Contract Number, Task Order Number, and Invoice Number are both in the subject line. Orders *other* than Net 30, should also add the following to the subject line: Prompt Net ## (use the number shown in Block 12 of the order).

17.3.1 Invoices must include the contract number, the task order number, the invoice period, and clearly indicate the item number from the schedule.

17.3.2 Invoices that include billings for travel expenses shall include the individual name and a detail of all expenses being billed.

17.3.3 Invoices shall be on official company letterhead and only original documents can be accepted.

17.4 Office Closures/Unforeseen Shutdown: Administrative leave with pay will be granted for days when WFLHD personnel are granted special administrative leave such as snow days, extra holidays granted by Presidential Order, or other short time work stoppages. Long-term work stoppages resulting from catastrophic happenings, which preclude normal operations, will be separately negotiated as to cost and payment as the situation dictates. Administrative leave will not be granted for long term (greater than two (2) days) work stoppages.

17.5 Legal Holidays: The Federal Government observes the following holidays:

- New Year's Day
- Martin Luther King's Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

17.6 Prohibited Political Activity: Contractor personnel shall not engage in any political activity while at the WFLHD facility or while working under this contract. Such activity includes the wearing of campaign paraphernalia, discussing partisan political issues, campaigning, or soliciting funds or votes.

17.7 Government Proprietary Rights: All work produced in connection with this order shall become the property of the Government in accordance with the Federal Acquisition Regulation and no information or documents shall be transmitted or transported outside the physical limits of any Government site without approval of the COTR or Alternate COTR.

TECHNICAL EXHIBIT 1

QUALITY ASSURANCE SURVEILLANCE PLAN FOR WESTERN FEDERAL LANDS HIGHWAY DIVISION

INFORMATION TECHNOLOGY SUPPORT SERVICES



Date

IN ACCORDANCE WITH THE PERFORMANCE WORK STATEMENT SECTION 12.0

DEFINITIONS

Contract Discrepancy Report (CDR) – Government document used to coordinate contract discrepancies and corrective actions through the Contracting Officer.

Contracting Officer (CO) – The only individual authorized to obligate the Government and make changes to the Performance Work Statement (PWS) and Quality Assurance Surveillance Plan (QASP).

Contracting Officer's Technical Representative (COTR) – The COTR is WFLHD's primary contact with the Contractor. The COTR does not have the authority to change the terms and conditions of the Task Order.

Contractor Performance System – The on-line program for reporting and reviewing contractor performance information with the National Institute of Health.

Performance Work Statement (PWS) – The Task Order document that specifies the services required.

Quality Assurance Personnel (QAP) – The designated Government individual(s) that monitor specific elements of work.

Quality Assurance Surveillance Plan (QASP) – The Government's written plan that identifies the methods the Government will use to measure the performance of the contractor and the performance standards for the tasks stated in the Performance Work Statement.

Quality Control Representative (QCR) – Contractor individual responsible for implementation of the contractor's Quality Control Plan. (May also be the designated team leader)

Quality Control Plan (QCP) – The contractor's deliverable that defines how Quality Control will be implemented to ensure acceptable services are provided.

Team Leader – Contractor's on-site representative and is the contractor's primary point of contact for the COTR.

INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate contractor performance and state performance standards for implementing the IT Support Services contract at Western Federal Lands Highway Division (WFLHD).

The QASP provides a list of service standards and common methods the Government will utilize in evaluating contractor performance.

This QASP is based on the premise the government requires the contractor to maintain a quality standard in the operation of the Information Technology Support Services and that a service contract to provide the service is the best means of achieving that objective.

The contractor, and not the government, is responsible for management and quality control actions to meet the terms of the contract. The role of the government is quality assurance and performance evaluation.

In this contract the contractor's quality control program is the driver for the quality of services. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a "self-correcting" contract is to ensure that the quality control program approved at the beginning of the contract provides the measures needed to lead the contractor to success.

**FOR
INFORMATION TECHNOLOGY SUPPORT SERVICES**

SURVEILLANCE:

The Government Quality Assurance Personnel (QAP) will receive complaints from WFLHD personnel and pass them to the contractor's Quality Control Representative (QCR) for correction.

STANDARD:

The contractor's performance shall not violate the performance standards cited for each performance objective and performance metric. The COTR may initiate a Contract Discrepancy Report (CDR) and notify the contracting officer for appropriate action in accordance with FAR 52.212-4, Contract Terms and Conditions-Commercial Items or the appropriate Inspection of Services clause, if any of the performance standards violating the established thresholds.

PROCEDURES:

Customer Complaints: Any WFLHD employee that observes unacceptable services, either incomplete or not performed, for any of the performance standards may submit a customer complaint to the QAP.

- The QAP will consider the customer complaint valid upon receipt from the customer. The QAP will consider customer complaints as resolved unless notified otherwise by the customer.
- The QCR will be notified by the QAP that a customer complaint has been received. The QCR will be given two hours after verbal notification to correct the unacceptable performance. If the QCR disagrees with the complaint after investigation and challenges the validity of the complaint, the QCR will notify the QAP. The QAP will conduct an investigation to determine the validity of the complaint.
 - If the QAP determines the complaint as invalid, he/she will document the written complaint of the findings and notify the customer. The QAP will retain the annotated copy of the written complaint for his/her files.
 - If after investigation the QAP determines the complaint as valid, the QAP will inform the QCR and the QCR will be given an additional hour to correct the customer complaint.
- A customer complaint will not be recorded if proper and timely correction of the unacceptable condition(s) is accomplished.
- The QCR shall return the written customer complaint document, properly completed with actions taken, to the QAP, who will file the complaint for monitoring future recurring performance.
- Recurring customer complaints may be a sign of service problems. If a repeat customer complaint is received indicating the same deficiency during the service period (month, quarter, etc.), the QAP should contact the Contracting Officer's Technical Representative (COTR) for appropriate action.

Contract Discrepancy Report (CDR): The COTR will submit the CDR to the Contracting

Officer (CO).

- The CO will forward the CDR to the contractor for review and response to the CO.
- The CO will review the contractor's response and corrective actions (if any) and will either close out the CDR or take additional steps.
- The contractor will be provided a copy of the completed CDR for their records.

PERFORMANCE REQUIREMENTS SUMMARY

The following performance standards will be used to measure the performance of the contractor. These standards are applicable to the functional areas of the Performance Work Statement (PWS). The WFLHD QAP and the WFLHD COTR will monitor contractor performance.

The contractor is responsible for performing within the specified standards. The Government will utilize the surveillance methods to monitor contractor performance.

Tasks include, but are not limited to: IT facilities management and IT physical security; telecommunications/network engineering services; network administration; network configuration, installation, maintenance, repair, and upgrades; firewall management and maintenance; server platform administration; server installation, maintenance, repair, and upgrades; system back-ups and restores; applications system administration; emergency preparedness; inventory control; maintenance, support, and service agreement management; audio, video, and web conferencing; user support/help desk; workstation management; wireless services; and voice and data services.

Incentive/Disincentive for Performance:

Incentive: Positive performance evaluation report to the Contractor Performance System.

Disincentive: Negative performance evaluation report to the Contractor Performance System, option periods not exercised, or termination actions.

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CUSTOMER COMPLAINT DRIVEN PERFORMANCE OBJECTIVES**General IT Support Services:**

Performance Objective	PWS Section	Performance Standard
IT Material Control and Peripheral Support. All computer systems, accessories, and peripherals are accounted for. Computer equipment is not relocated, removed, or replaced without appropriate authorizations.	4.0	No more than 3 customer complaints monthly.
PC Troubleshooting and Repair. All desktop and notebook computers function properly using approved software and standard configurations.	3.0 4.0 5.0	No more than 3 customer complaints monthly.
Document Production Printers, plotters, copiers, scanners and facsimile machines work properly, consumables are replenished in a timely manner, and maintenance is performed to minimize device failure. Repairs are initiated as needed to insure efficient operation.	3.0 4.0 5.0	No more than 5 customer complaints monthly.
Telecommunications Telephone handsets, call features, and voicemail function correctly. The phone system is adequately protected against infiltration or unauthorized access. PBX data is sufficiently protected from system failure or disaster.	6.0	No more than 3 customer complaints monthly.
CAD Systems Software Support CAD systems (hardware and software) operate efficiently, with minimal errors. Customized applications, uniform configurations, and automated tools and routines are used to improve the WFLHD CAD environment.	3.0	No more than 3 customer complaints monthly.
Application Development Application change requests are documented in writing.	8.0 9.0 10.0	No more than 3 customer complaints monthly.
Network/LAN Support. LAN/WAN is operating 99% of normal work schedule hours. All computer stations are connected to the WAN/LAN. Users can access the WAN/LAN from remote locations. All users have access to their applicable network drives. All data is sufficiently protected from system failure or disaster.	2.0.	No more than 5 customer complaints monthly.

CUSTOMER COMPLAINT DRIVEN PERFORMANCE OBJECTIVES

Performance Objective	PWS Section	Performance Standard
<p>WFL Internet/Intranet Development Services. The web pages are maintained and updated as specified. Requests for routine changes and updates to web pages shall be completed within 2 business days. The web pages adequately support customer communications. Web pages will be maintained with 100% accuracy. All users have access to the Internet/Intranet. The system is adequately protected against infiltration or unauthorized access.</p>	7.0	No more than 5 customer complaints monthly.
<p>Software Applications. All computers have the latest approved version of software installed. Software configuration follows standard procedures and configuration requirements are strictly adhered to. Software installations and updates will have no or minimal disruption to business operations.</p>	3.0 2.0 5.0	No more than 5 customer complaints monthly.
<p>User Support. All users have adequate access to the Service Desk in order to effectively report problems, request information, and receive assistance in using computer equipment, and related systems.</p>	3.0 2.0 5.0	No more than 5 customer complaints monthly.

TECHNICAL/METRICS DRIVEN PERFORMANCE OBJECTIVES**Tier 1 - Service Desk, General Operation**

PWS Section	Performance Metric	Performance Standard	Surveillance Method	
5.0	Staffed Support (Availability) ¹	2 deep coverage, 6 a.m. to 5 p.m. (11 x 5).	Monthly Review of Reports and Observations	
5.0	First Contact Resolution Rate ²	30% or more of monthly service requests		
4.0 3.0 4.0 5.0 6.0	Incident reporting	99% of incidents entered in service logs		
4.0 5.0 6.0	Incident Management ³	A minimum of 70% of total monthly service requests are resolved in 20 minutes or less. No more than 20% of total monthly service requests resolved in 20 minutes to 60 minutes No more than 8% of total monthly service requests resolved in 60 minutes to 240 minutes No more than 2% total monthly service requests exceeding 240 minutes to resolve. No more than 1% of total monthly service requests resolved in 0 minutes. ⁴		
4.0 5.0 6.0	Response Times	See Tier 2 Table		See Tier 2 Table

Note 1: Applies to service desk as a whole, i.e., Tier 1 and Tier 2 combined, may also be accomplished by incorporating Tier 3 support.

Note 2: First Contact resolution rate applies to all issues that can be resolved via phone/remote tools/e-mail/web.

Note 3: Completion of service requests within established periods. Resolution time is based on expended effort, (i.e., actual time expended on resolving service request).

NOTE 4: Level 0 indicates a service request that has become “lost” or “not tracked”. The minimum resolution time possible is one minute; therefore it is impossible to resolve a service request in zero minutes. Zero minute requests result from either a system processing error or a data input error.

TECHNICAL/METRICS DRIVEN PERFORMANCE OBJECTIVES**Tier 2 Service Desk Response Times**

PWS Section	Performance Metric ¹	Performance Standard		Surveillance Method
		Response Time ²	Elapsed Resolution Time ³	
4.0 5.0 6.0	Critical -Complete loss of service -Multiple customer service failure -Virus contamination -Media contamination	<5 minutes from incident	≤2 hours	Reports. Customer Feedback and Observations
4.0 5.0 6.0	High -Service loss for multiple/single customer (deadlines in jeopardy)	≤10 minutes	≤4 hours	
4.0 5.0 6.0	Medium -Single user unable to accomplish a task with no “work around”	≤30 minutes	≤4 hours	
4.0 5.0 6.0	Low -Single user unable to use their IT services without a “work around” -User request for information or asks a how-to question without immediacy -Software or hardware training/inquiry	Respond to or schedule appointment ≤1 hour	≤4 days	

Note 1: Performance Metrics are examples only and should not be considered all-inclusive. The contractor shall make the first assessment of criticality based on the criteria provided by the COTR.

Note 2: Response Time means customer has consultation with support staff. In some cases, the resolution may require further research and/or additional resources/coordination with other providers. The contractor shall make at least two attempts within the allotted response time leaving a voice message each time they are unsuccessful. If there is no response from the customer in the allotted time frame, the priority will be lowered one level.

Note 3: Elapsed Resolution Time, (the length of time a service request is “open”) is dependent upon the nature and severity of the ticket. The standard will be achieved for 90% of incidents. All tickets will be handled by a consultation from Tier 1 support to determine the appropriate steps to resolve the ticket. In some cases, the resolution may require further research and/or additional resources, coordination and/or support of external vendors or support groups. All measured times are business minutes, hours, days and weeks per a 6:00 am – 5:00 pm workday or as otherwise required by the COTR. These metrics exclude organizationally unique or unsupported legacy applications (e.g., customer developed applications).

TECHNICAL/METRICS DRIVEN PERFORMANCE OBJECTIVES**Tier 3 - Network Services & CAD Support**

PWS Section	Performance Metric	Performance Standard	Surveillance Method
4.0	Network Availability ¹	99% 11x5	Periodic Review of Reports and Customer Feedback
4.0	Internet Access Availability ¹	99% 11x5	
4.0	Email Service Availability ¹	99% 11x5	
4.0	All Media Backed Up per Disaster Recovery Plan	95% of backups are completed successfully	
4.0	Significant/Non-maintenance O/S and Software Patches Tested and Applied	Within 5 days of notification from COTR unless otherwise agreed upon by the COTR	
4.0	Disk Storage Capacity	Maintain 15% available free space of total storage capacity daily	
4.0	Restoration time for All Server Related Outages	≤4 hours to restore service	
4.0	Account Administration -Email, network, account privileges, and COTS/GOTS applications -Password Reset/Account Unlock	≤4 hours from receipt of request for administrative change	Periodic Review of Reports and Customer Feedback
3.0	CAD Plotting Availability	99% 11x5	Periodic Review of Reports and Customer Feedback
3.0	CAD Data Availability	99% 11x5	Periodic Review of Reports and Customer Feedback
4.0 3.0	Infrastructure Change Management	100 % of infrastructure changes are approved in advance with appropriate risk analysis.	Periodic Review of Reports and Customer Feedback

Note 1: Excluding scheduled maintenance.

TECHNICAL/METRICS DRIVEN PERFORMANCE OBJECTIVES**Other IT Support Operations**

PWS Section	Performance Metric	Performance Standard	Surveillance Method
6.0	Voice Services -Service Availability	≥99% 24x7	Periodic Review of Reports, and Customer Feedback
5.0	Audio, Video, & Web Conferencing -Service Delivery	≥95% during business hours or as scheduled	
7.0	WEB and Internet/Intranet Development -Content errors corrected -Functional errors corrected	≤2 business days	Periodic Review, and Customer Feedback

Cyber Security

The following table outlines specific performance metrics, performance standards, and surveillance methods pertaining to Cyber Security. Furthermore, this portion of the Performance Requirements Summary describes the standards by which the contractor shall meet the task assignments. Tasks include, but are not limited to, cyber resource protection, cyber security planning, and cyber risk management.

PWS Section	Performance Metric	Performance Standard	Surveillance Method
4.0 5.0	Malicious Code Identification and Prevention (e.g., virus, Trojan horses)	>99% Servers >95% All Other Devices	Periodic Review of Reports, Customer Feedback
4.0	Critical/Non-maintenance Security Related Patches Tested and Applied	Within 5 day of notification or as directed by the COTR	
4.0	Ability to Report Current Configuration and Vulnerabilities of contractor Supported Systems	≤8 hours	
4.0 5.0	Incident Responses ¹ -Response Time -Notify COTR of incident	≤1 hour ²	
4.0	Access Administration -Detect, Disconnect and Terminate access rights for unauthorized users	99.9% of all contractor supported accounts within 24 hours	
All	Compliance with Applicable Security Regulations (Per section 4.6 of PWS and contractor Security Plan)	100% Compliance	

Note 1: From log of incident.

Note 2: The one-hour standard represents a time limit to respond to the incident(s) and notify the COTR.

TECHNICAL/METRICS DRIVEN PERFORMANCE OBJECTIVES**IT Material Control and Peripheral Support**

The following table outlines specific performance metrics, performance standards, and surveillance methods pertaining to IT Property Management. Furthermore, this portion of the PRS describes the standards by which the contractor shall meet the task assignments. Tasks include, but are not limited to the issue, receipt and inspection of computer hardware, software, and other information technology devices.

PWS Section	Performance Metric	Performance Standard	Surveillance Method
4.0	Equipment moves between employees located in Vancouver WA. (a) Completed FHWA 1363 submitted & processed prior to relocation of equipment. (b) Physical relocation accomplished within 3 business days of submission of FHW A1363.	100% Compliance	Periodic Review of Reports, Customer Feedback
4.0	Preparing equipment for shipment to field offices (a) Assures all shipments are addressed correctly (b) Assures packaging appropriately protects equipment from damage.	100% Compliance	
4.0	Returning equipment to Depot (a) Useable returned equipment is stored in the IT Equipment Cage for reissue or; (b) Unusable equipment is stored for evaluation.	100% Compliance	
4.0	Evaluate returned equipment for serviceability (a) Returned equipment will be accumulated until there is a lot of 10 units. At which time the "lot" will be evaluated and either repair will be made and equipment will be transferred to the IT Equipment Cage, or equipment will be reclassified and readied for disposal. (b) Evaluation time period allotted will be 5 days.	100% Compliance	
4.0	Maintenance of storage areas (a) Maintains clean, hazard free, and organized work and storage areas.	100% Compliance	

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Contract Discrepancy Report

1. CONTRACT NUMBER DISCREPANCY REPORT NUMBER:
2. TO: (SERVICE PROVIDER & MANAGER'S NAME)
3. FROM: (NAME OF COTR)
4. DATES
4a. PREPARED: _____
4b. ORAL NOTIFICATION: _____
4c. RETURNED BY SERVICE PROVIDER: _____
4d. ACTION COMPLETE: _____
5. DISCREPANCY OR PROBLEM (DESCRIBE IN DETAIL. INCLUDE PWS REFERENCES. ATTACH CONTINUATION SHEET IF NECESSARY):
6. SIGNATURE OF QAP:

SAMPLE

7. TO: (CONTRACTING OFFICER) FROM (SERVICE PROVIDER)

8. SERVICE PROVIDER RESPONSE AS TO CAUSE, CORRECTIVE ACTION AND ACTIONS TO PREVENT RECURRENCE (ATTACH CONTINUATION SHEET IF NECESSARY. CITE APPLICABLE QC PROGRAM PROCEDURES OR NEW QC PROCEDURES):

9. SIGNATURE OF SERVICE PROVIDER REPRESENTATIVE: DATE:

10. GOVERNMENT EVALUATION (ACCEPTANCE, PARTIAL ACCEPTANCE, REJECTION. ATTACH CONTINUATION SHEET IF NECESSARY):

11. GOVERNMENT ACTIONS (SERVICE PROVIDER DEFICIENCY REPORT, CURE NOTICE, SHOW CAUSE, OTHER):

CLOSE OUT

NAME: _____ DATE _____
Contracting Officer

SERVICE PROVIDER NOTIFIED:
Date _____ CO Initials _____

QAP:
Date _____ CO Initials _____

COTR:
Date _____ CO Initials _____

Customer Feedback Record

Date/Time of Incident or Complaint: _____

Source of Incident or Complaint: _____

Organization: _____

Individual: _____

Nature of Incident or Complaint: _____

Contract Reference: _____

QAP: _____

Validation: _____

Date/Time contractor Informed Incident or Complaint: _____

Action Taken by contractor: _____

Received/Action Validated: _____

Determination: Complaint Valid Complaint Invalid

TE-18

RESERVED