

INFORMATION TECHNOLOGY SUPPORT SERVICES

PERFORMANCE WORK STATEMENT



Western Federal Lands Highway Division

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

1.0 Description of Services. The Department of Transportation, U.S. Federal Highway Administration, Western Federal Lands Division (FHWA/WFLHD) provides access to and within national forests, national parks, Indian reservations, and other public lands by preparing plans, letting contracts, supervising construction facilities, and conducting bridge inspections and surveys. The Information Technology section provides network operations and maintenance support, computer automation, and technology support, and communications support to approximately 270 users throughout the states of Alaska, Washington, Oregon, Idaho, Montana, and Wyoming. This support includes a full range of information technology, communications, and infrastructure and other operations and maintenance support services.

2.0 Service Delivery Summary: The FHWA/WFLHD requires network operations and maintenance support, computer automation and technology support, and communications support for agency personnel. This task shall provide computer, computer engineering, and other technical expertise to assist FHWA/WFLHD users in resolving day-to-day technical problems that confront them in the application of their computer hardware and software while performing their assigned duties. The FHWA/WFLHD network servers and desktop software configuration is detailed in section 3.3.

2.1 Support will also include responding to service requests, maintaining records on calls received, customers supported, service level agreements, performance statistics, and any other information necessary for accurate customer billing or reporting as required by the Government. All records and activities associated with support request and resolution shall be entered in the WFLHD's IT Service Center (Service Desk) call tracking database. The Service Desk shall be the user point-of-contact for all service requests.

2.2 Network/LAN Support. The contractor shall provide:

2.2.1 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 FHA 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.

2.2.2 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 expansions options.

- 2.2.3** Maintain computer rooms, telecommunications closets, and network centers in a clean and orderly manner.
- 2.2.4** Respond to service requests related to problems with cabling, file servers, communication servers, print servers, and other LAN devices
- 2.2.5** Support the current and future office automation platform and electronic mail systems.
- 2.2.6** Analyze processing malfunctions in cooperation with Government personnel to determine causes and take appropriate corrective action. Notify the Network Manager, IT Team Leader or Contracting Officer's Technical Representative (COTR) immediately if unable to solve a problem.
- 2.2.7** Perform standard operator preventative maintenance on all hardware as defined by the equipment vendor and/or WFLHD established procedures.
- 2.2.8** Monitor usage of equipment (i.e., ports, disks, CPU, workstations, and printers) using system tools and provide statistical utilization reports upon request.
- 2.2.9** Perform system maintenance (backup, restore, optimize, etc.) in accordance with established WFLHD procedures.
- 2.2.10** All communication lines shall be kept operational; respond to all user problems; and place service calls as necessary.
- 2.2.11** Responsible for the creation, setup, and management of network user accounts; including meeting WFLHD security plan requirements.
- 2.2.12** 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.
- 2.2.13** 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.
- 2.2.14** 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 desktop height.
- 2.2.15** Initiate trouble call reports with applicable Government agencies or manufacturers on warranted items to replace or repair failed components.
- 2.2.16** Perform system backups and restores utilizing the appropriate backup software and archival maintenance as required, and on an emergency basis.
- 2.2.17** 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 including but not limited to Cisco 1721 routers, and Cisco Aironet Wireless Access Points.
- 2.2.18** Support will also include the installations of cables, and minor construction type work like 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 abandoned equipment racks and cables.

2.3 CADD Systems Software Support. The contractor shall provide:

2.3.1 Software development and applications support for CAD systems users within the organization.

2.3.2 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.

2.3.3 Provide and maintain technical documentation for custom software installation.

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

2.3.5 Create and maintain custom workspaces for the CAD environment.

2.3.6 Provide training for CAD users as required.

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

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

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

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

2.3.11 Serve as the WFLHD Projectwise electronic document management administrator.

2.3.12 Coordinate CAD software licensing.

2.3.13 Create and or maintain the following CAD application standard files for use in the three FLH Division offices (EFLHD, CFLHD, and WFLHD).

2.3.13.1 Bentley Microstation Level Library

2.3.13.2 Bentley Custom Line Style file

2.3.13.3 Bentley Cell Library

2.3.13.4 Bentley Digital Interplot set files

2.3.13.5 Bentley Digital Interplot pen tables

2.3.13.6 Bentley ProjectWise XM Administrator

2.4 Computer Operations. The contractor shall:

2.4.1 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 WFLHD Property Manager, or the COTR. Support services shall be in accordance with agency guidelines and paragraph 4.2 below.

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

2.4.3 Perform inventory control procedures.

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

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

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

2.4.7 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).

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

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

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

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

2.4.12 Collect and report usage statistics

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

2.4.14 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.

2.5 Service Desk Support. The contractor shall:

2.5.1 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. Duties to be performed on an 8 hour per day, 5-day per week basis. 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. One technician will 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. If required, the performer 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.” Limited 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). Every service call must be owned by the Service Desk until resolved so that there is always a clear path to resolution.

2.5.2 Appoint a lead technician responsible for coordinating Service Center (Service Desk) support activities.

2.5.3 In conjunction with the WFLHD Service Desk Manager, develop and implement IT Service Center (Service Desk) improvements and procedures based on, but not limited to, principles outlined by the Information Technology Infrastructure Library.

2.5.4 In conjunction with the WFLHD Service Desk Manager, develop and maintain IT Service Center (Service Desk) Standard Operating Procedures, such as standard build documentation, pc troubleshooting procedures, service call escalation procedures, etc.

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

2.5.6 Receive service requests, log them and determine request priority and route request to appropriate source for resolution.

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

2.5.8 Service Desk operation, record service requests and messages, track and resolve service requests using Remedy or similar government provided service center (Service Desk) support software.

2.5.9 Receive and respond to user service request calls relating to hardware, software and connectivity. A continuous presence must be maintained at the Information Technology Service Center (Service Desk) during duty hours.

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

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

2.5.12 Perform system maintenance (backup, restore, optimize, etc.) in accordance with established WFLHD IT Service Center (Service Desk) procedures.

2.5.13 Keep communication lines operational; respond to user problems; and place service calls as necessary (including warranty calls, third party service providers, etc).

2.5.14 Respond to user problems involving all computer hardware, software, and telecommunications equipment. This may require going to users’ work area to resolve or troubleshoot a problem.

2.5.15 Analyze processing malfunctions in cooperation with local personnel (or remote personnel) to determine causes and take appropriate corrective action. Notify the WFLHD Service Desk Manager or the WFLHD IT Team Leader immediately, if unable to solve a problem.

2.5.16 Perform new software install and loads as well as reloads.

- 2.5.17** 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.
- 2.5.18** 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.
- 2.5.19** Ensure all software operating on Government computers supported under this task order is legal and, if applicable, licensed. Report any licensing discrepancies to the Service Desk Manager or the IT Team Leader.
- 2.5.20** Initiate trouble call reports with applicable Government agencies or manufacturers on warranted items to replace or repair failed components.
- 2.5.21** Perform system backups utilizing the appropriate backup software as required.
- 2.5.22** Install and/or relocate network computer drops as required. This includes running cables; marking of cables/patch panels and RJ-45 faceplates; and testing installations.
- 2.5.23** Provide user training in the general usage and operation of LAN workstations as well as in the use of various software applications.
- 2.5.24** Support will also include 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.
- 2.5.25** Maintain computer rooms, telecommunications closets, and network centers in a clean and orderly manner.
- 2.5.26** Respond to calls related to problems with network or telecommunications cabling.
- 2.6** Telecommunications Support. The contractor shall provide support for the FHWA/WFLHD Nortel Meridian 1 Option 11c Public Branch Exchange system (PBX), and include the following:
- 2.6.1** Inspect existing and/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 telecommunication equipment and systems.
- 2.6.2** Collect data concerning the operating environment, capacity, and efficiency of installed equipment.
- 2.6.3** Monitor the performance of the operating telecommunication facilities to isolate, correct, and improve operational efficiency.
- 2.6.4** 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.
- 2.6.5** Perform adds, moves, and changes as required.
- 2.6.6** Administer user accounts (both PBX and Voicemail)
- 2.6.7** Respond to service requests related to telephone and voicemail service.
- 2.6.8** Perform system maintenance such as system backups and restoration as required.

2.7 Web Development and Web Application Support. The contractor shall provide:

2.7.1 Web site design, development, implementation, and maintenance.

2.7.2 Analysis and definition of customer requirements.

2.7.3 Contractor shall provide estimates on the time and resources required to develop cost proposals.

2.7.4 Operate and maintain systems in accordance with agency guidelines, using but not limited to the following software: Novell, Microsoft Windows NT 4.0, Microsoft Windows 2000, Microsoft Windows XP Professional, Microsoft .Net, Apache, and IIS web servers.

2.7.5 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.

2.7.6 Develop all applications, databases, and functions required to deliver the proposed design. Development shall use at a minimum, MS SQL Server, MS Access, Oracle, Cold Fusion, ASP, CSS and PHP.

2.7.7 All work shall be reviewed by contractor quality assurance personnel 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 cookies, site is section 508 compliant; and meets the client requirements.

2.7.8 All work shall be submitted to the WFLHD's Web Manager or IT Team Leader for approval prior to delivery to the client.

2.7.9 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.

2.7.10 Develop software documentation, user guides, and user training as specified by agency guidelines and as addressed in paragraph 2.2 below.

2.7.11 Maintain Web Servers and associated software to ensure that non-active sites or applications are archived and removed from the server.

2.7.12 Ensure all software operating on Government computers supported by this task is legal and, if applicable, licensed. All software not licensed will be reported to the COTR or IT Team Leader for appropriate agency action.

2.8 Computer Systems Application Development and Oracle Database Maintenance. The contractor shall provide:

2.8.1 Define inputs and, as appropriate, interactive displays.

2.8.2 Define standard outputs and, as appropriate, ad hoc inquiry requirements.

2.8.3 Identify all required data elements.

2.8.4 Define and document operating constraints.

2.8.5 Define and document external constraints.

2.8.6 Identify and document control requirements.

- 2.8.7** Evaluate file and/or access methods.
- 2.8.8** Develop data storage requirements.
- 2.8.9** Design logical data relationships.
- 2.8.10** Define operating procedures.
- 2.8.11** Define hardware/software environments.
- 2.8.12** Define subsystem specifications.
- 2.8.13** Define security and integrity measures.
- 2.8.14** In designing the custom software, the following must be documented: ADP functions and flows required to relate all inputs, outputs and data element groups outlined in customer requirements (this does not necessarily imply identification to the module level).
- 2.8.15** Conceptual design summary.
- 2.8.16** Description of the major components of the subsystem and their relationships to each other.
- 2.8.17** All work shall be reviewed by contractor quality assurance personnel for functionality and quality.
- 2.8.18** All work shall be submitted to the WFLHD's IT Team Leader for approval prior to delivery or implementation.
- 2.8.19** All completed applications will be reviewed and approved prior to release or implementation.
- 2.9** Oracle Database Management and Support. The contractor shall:
 - 2.9.1** 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.
- 2.10** Program Analysis and Software Development Support. The contractor shall:
 - 2.10.1** Maintain legacy software systems and applications as required, (primarily finance, administration, and engineering estimates).
 - 2.10.2** Serve as Remedy Administrator. Maintain and modify Remedy Helpdesk support software as need to insure the efficient operation of the WFLHD IT Service Center (Service Desk).
- 2.11** Expertise: The contractor shall provide personnel with expertise in the areas identified in paragraph 3.3 below.
 - 2.11.1** The contractor shall provide personnel providing Service Center (Service Desk), Network Support, or Computer repair and support duties with one or more of the following certifications (This requirement may be waived by the COTR):
 - 2.11.1.1** MCSE

2.11.1.2 MSCP

2.11.1.3 A+ Certification

2.11.1.4 CISCO Router Configurations

2.11.1.5 ITIL Foundation Certification

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

2.11.3 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.

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3.0 Government Furnished Property and Services

3.1 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.

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

3.3 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 3
FoxPro Runtime Libraries
FLRNT
Norton Ghost 8
Palm Desktop
Lexis Nexis
Microscope
NS Elite
Dynacom Elite
Remedy
Snag-it
Delphi
Macromedia
QuickTime Player
RealOne Player
Adobe Forms

CADD Applications

Microstation J
Microstation V8
Geopak 2001
Geopak V8
Interplot 10
Georeport 3.42
UltraEdit
Digital Interplot
Projectwise
Signcad
Autoturn
Sitemenu

Operating Systems (OS)

Windows NT 4.0
 Windows 2000
 Windows XP Professional

Standard Applications

Microsoft Office 2000/2003 Suite
 -Microsoft Word
 -Microsoft Excel
 -Microsoft Access
 -Microsoft Powerpoint
 Microsoft Project
 Microsoft Outlook/Exchange
 Diskeeper 8.0 and 10
 Corel Suite 11
 Mozilla
 Easy CD Creator
 Direct CD
 Winzip 9
 Adobe Acrobat 6.0
 Inoculate IT 6.0 and 7.0
 Internet Explorer
 Jinitiator (Web Browser plug-in)

Telecommunications Equipment

Meridian 1 Option 11 Telecom
 System

Field Applications

Catalog
 Earth
 QL-Pay
 Reachout
 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 10.0
 Apache 2 Plus
 Zenworks 6 and 7 Suite
 Legato (Networker) Backup
 Novell Border Manager
 Novell NSure Identity Manager 2.0
 HP Openview
 Etrust Antivirus
 WUS – Windows Update Services
 BPS Project
 MS SQL Server
 Steel Belted Radius
 Oracle Collaboration Suite
 BMC Remedy Discover

4.0 General Information.

4.1 Governmental Supervision of Contractor Employees

The Government will not supervise or otherwise direct contractor employees. The Government will inspect contractor performance IAW the Quality Assurance Surveillance Plan (QASP) and any other clauses included in the contract and/or each respective Task Order

4.2 Deliverables

Provide the following tangible products for the Service Desk support (applies to 2.1.1 Network/LAN Support, 2.1.2 CADD Systems Software Support, 2.1.3 Computer Operations 2.1.4 Service Desk Support, and 2.1.5 Telecommunications Support:

4.2.1 Prompt response to customer service requests

4.2.2 Completion of service requests within established time frames. (time frame is based on expended effort).

~~4.2.2.1 A minimum of 70% of total monthly service requests resolved in 20 minutes or less.~~

~~4.2.2.2 No more than 20% of total monthly service requests resolved in 20 minutes to 60 minutes~~

~~4.2.2.3 No more than 8% of total monthly service requests resolved in 60 minutes to 240 minutes~~

~~4.2.2.4 No more than 2% total monthly service requests exceeding 240 minutes to resolve.~~

~~4.2.2.5 No more than 1% of total monthly service requests resolved in 0 minutes.~~

4.2.3 Service Call Logs

4.2.4 Hardware Inventory and Status Reports

4.2.5 Software Inventory and Status Reports

4.2.6 Supplies Inventory

4.2.7 Programming Deliverables (applies to sections 2.1.7 Web Development and Web Application Support, 2.1.8 Computer Systems Applications Development and Oracle Database Maintenance, 2.1.9 Oracle Database Management and Support, and 2.1.10 Program Analysis and Software Development Support). The contractor shall provide the following tangible products:

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

4.2.7.1.1 Project Requirements.

4.2.7.1.2 Project Schedule (including timeline with milestones).

4.2.7.1.3 Sample Code.

- 4.2.7.1.4 Test procedures and test results.
- 4.2.7.1.5 Statement of maintenance requirements.
- 4.2.7.1.6 System documentation.
- 4.2.7.1.7 User documentation.
- 4.2.7.1.8 Source code.
- 4.2.7.1.9 Completed application (compiled) code.

4.2.8 Monthly Status Report. Representatives of the WFLHD and the Group Manager shall meet on a monthly basis to review performance; to inspect work for compliance with the SOW, the associated contractor proposal, and to accept or reject deliverables completed since the previous review. Reviews shall normally be held monthly at the place of task performance, but may be conducted via video/conference call.

4.2.9 Quality Control Plan.

The Contractor shall develop, maintain, enforce, and document a Quality Control Plan (QCP). The QCP shall ensure that the government receives the level of quality that is consistent with the requirements specified in each task order. The QCP shall be made available for Government review upon request. 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.

4.3 Rights in Data and Computer Software:

4.3.1 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.

4.3.2 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:

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

4.3.4 Use by support service contractors;

4.3.5 Use by nongovernmental and government evaluators and auditors;

4.3.6 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;

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

4.3.8 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.

4.3.9 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.

4.4 Key Personnel/Subcontractor(s): 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.

4.5 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>.

4.6 Security. 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.

4.6.1 Clearances. 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 shall 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

4.6.2 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. The COTR is responsible for determining the need for these devices and coordinating the issue and turn-in with office administration.

4.6.3 Contractor personnel receiving electronic entry devices shall only utilize those devices for entry in support of duties to meet the requirements of this contract. 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 this contract. The electronic entry device shall be returned to the COTR upon the individuals release from the contract or contract completion, whichever occurs first.

4.6.4 Identification. 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.

4.6.5 Privacy Act. 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.

4.6.6 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>.

4.6.7 Access to Sensitive Information. 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.

4.6.8 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.

4.6.9 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.

4.6.10 Information Technology (IT) Services. 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.

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

4.6.12 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.

4.6.13 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.

4.7 Restricted Activities and Standards of Conduct.

4.7.1 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.

4.8 Administrative Considerations.

4.8.1 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.

4.8.2 Quality Assurance Personnel (QAP): The individual(s) that will be performing Quality Assurance for the Government will be designated in writing and report to the COTR. These individuals will implement the Quality Assurance Surveillance Plan.

4.8.3 Invoices

4.8.3.1 All Federal Highway Administration invoices are processed by the FAA in Oklahoma City. Invoices are to be mailed 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).

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

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

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

4.9 Contractor Group Manager and Task Lead.

4.9.1 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.

4.9.2 Upon identification of a Task Lead, the name, address, and phone number of the Task Lead shall be provided to the COTR. The Contractor Task Lead is a designated Contractor employee who is the on-site point of contact with the COTR and GM.

4.10 Hours of Work.

4.10.1 Task support shall be required for 5 days per week, 8 hours per day, excluding federal holidays, from 6:00am to 5:00pm. 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.

4.11 Office Closures/Unforeseen Shutdown.

4.11.1 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.

4.12 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

4.13 Prohibited Political Activity.

4.13.1 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.

4.14 Travel.

4.14.1 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.

4.15 Training.

4.15.1 The Government anticipates the need for training in support of required software/systems. The Government estimates approximately \$5,000.00 per year in training for this task.

4.16 Government Proprietary Rights.

4.16.1 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.

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