

**U. S. ENVIRONMENTAL PROTECTION AGENCY
REGION 7**

PERFORMANCE WORK STATEMENT FOR IT SERVICES

GENERAL INFORMATION

1.1 Scope of Work

This Performance Work Statement (PWS) describes, in general terms, the types of contracted information technology (IT) support required by the U. S. Environmental Protection Agency's Region 7 office (Region 7). Among the key elements to be contracted out include support for telecommunication (network infrastructure for local, agency wide and internet connectivity), network support (telephony, LAN and WAN), desktop, business applications, web development, data base administration, data entry services, and the Regional Emergency Operations Center (REOC) in Region 7 in support of EPA's National and Regional objectives. Responsibilities include support for printers, desktop/laptop computers and peripherals, servers, network switches, network routers, telephone switch, voice mail and telecommunications equipment that network this site with other EPA offices and Region 7 States; operating system, national and regional software support; Continuity of Operations Plan (COOP), as well as special regional needs. There are approximately 750 users at the Region 7 locations.

1.2 Background

Region 7 covers the four state area of Missouri, Kansas, Iowa, and Nebraska. The Information Resources Management Branch (IRMB) supports and coordinates all telecommunication, and network activities in Region 7 in support of EPA's National and Regional program objectives.

Locations of performance are the Region 7 Headquarters Office at 901 N. 5th Street, Kansas City, KS 66101; the Region 7 Science and Technology Center (STC) at 300 Minnesota Avenue, Kansas City, KS 66101; and the Region 7 Continuity of Operations Plan Site (COOP) at Hunt Midwest SubTropolis, 8600 NE Underground Drive, Pillar 253, Kansas City, Missouri 64161. On occasion, it may be necessary to perform services at alternate Region 7 locations including, but not limited to, field Offices located in Des Moines, IA, Iowa City, IA, Jefferson City, MO, Springfield, MO, St. Louis, MO, Fenton, MO, and Lincoln, NE.

1.3 Hours of Operation

Region 7's hours of operation are from 6:15 a.m. to 6:15 pm, Monday through Friday except Federal holidays and days designated by the Region 7 Regional Administrator, Executive Order, or President's Proclamation. On occasion, services may be required outside normal business hours. When scheduled in advance, the services outside business hours are subject to the special project limits defined in section 2.0. On occasion, the contractor may be contacted by the PO after duty hours and requested to report to the

Regional Office for unscheduled work. For these emergency situations, the contractor may be eligible for the quoted overtime rates. The emergency work must be approved by the project office or alternate project officer prior to the commencement of work in order to be eligible for payment for overtime work.

1.4 Security

Contractor personnel may have access to sensitive data in the performance of assigned work. Contractor staff is prohibited from releasing any information about EPA files, data processing activities or functions, user identifications, passwords, or any other knowledge of EPA operations or data unless authorized by the PO. Employees working on this contract will be required to sign confidentiality agreements to ensure sensitive data is not released.

The government will provide the contractor with Region 7 identity badges and building access cards. Contractor will adhere to established Region 7 policies and procedures for employee and visitor access the Government facilities.

Background investigations will be conducted on all contractor personnel. The current guidance for the investigations is Homeland Security Directive 12. The investigations will be at EPA expense.

The contractor is required to take annual security training that is provided by EPA.

1.5 Travel

Some travel will be required in the performance of this order. Travel costs will be reimbursed on a cost incurred basis in accordance with the Joint Travel Regulations (JTR). The contractor must provide the PO with a travel estimate at least a week in advance of the commencement of travel. The contractor must obtain the POs approval prior to commencing any travel. Travel may also be necessary within the local commuting area. Local travel will not be reimbursed. Local travel is defined as travel within a 50 mile radius of the Regional Office.

1.6 Facilities and Environment

The government will provide the contractor with workspace, personal computers, telephones, pagers, and other equipment as needed and authorized by the PO. The government will not provide cellular telephones or Blackberry devices except for the purpose of testing. The contractor may be required to sign property receipts for equipment provided.

Contractors are encouraged to recycle products following the guidelines of Region 7's in-house recycling program and comply with Region 7s Environmental Management System (EMS).

Contractor is responsible for ensuring any work areas under their control, including the computer room, PC training room, and storage areas, are kept clean and free of debris.

Contractor will ensure that all equipment in the computer room is properly labeled so that its purpose is easily identifiable.

1.7 Reports and Deliverables

All deliverables will be written so as to be easily understood, and meet all requirements set forth in this contract. All material (i.e., documentation, user guides, programs, graphics, etc.) produced by the contractor under this task order will become the sole property of the U.S. Environmental Protection Agency.

IT Checklist

The contractor will develop an IT Checklist which will document their routine daily, weekly, monthly tasks for all areas [ie; LAN, VOIP, Telephones, Network, Business Center, equipment tracking (checklist format similar to Appendix M)]. The contractor will work with the Project Officer to establish the priorities areas for documentation and establishing reasonable deadlines for the completion of each part. The entire documentation should be completed within 6 months of the commencement of the contract.

Quarterly Reports

Maintain an accurately inventory of equipment in Region 7 computer rooms and switch closets. The report will be provided to the COTR by the 5th day of the next month or upon request if needed.

Monthly Reports

All revisions to the Region 7 network diagram will be completed and provided to the Network and Security COTR by the last day of each month (electronically). The COTR will review the diagram and any problems the COTR notes will be corrected within 5 working days of the notification.

Maintain an accurate inventory of all IT equipment and produce a monthly inventory status report by the 5th day of the next month or upon request to the COTR.

A monthly report is required by the 1st of the month to provide a summary of the previous month's activities on all incentive/disincentive categories and how they were met or not met.

Weekly Reports

A report is required every Tuesday morning on the previous week's activities and upcoming activities. If Tuesday falls on a holiday or after a Monday holiday, the report will be due Wednesday morning.

This report should provide a summary of the previous week's activities in all the major task categories. Among those items that should be noted are:

- Actions taken on CISIRCs
- Software and Hardware upgrades or installs
- General desktop pushes
- Changes to in-house developed systems (the COTR for Business Application Support can change this to a monthly requirement if determined to be more efficient)
- Outages within any of the task categories
- Status on all outstanding projects

In addition to this summary, any scheduled activities for the current week should be noted.

A weekly internet usage report (Web Proxy Report) is due every Tuesday by 6:15 pm. If Tuesday falls on a holiday or after a Monday holiday, the reports will be due by 6:15 pm on Wednesday. The report should detail the internet usage of Region 7 employees for the proceeding week.

A weekly Bindview report to verify compliance with EPA network security standards is due every Tuesday by 6:15 pm. The reports will be maintained in the Region 7 IT Operations Report Log.

The Region 7 IT Operations Report Log will be updated weekly with records/logs regarding critical activity such as LAN server, systems statistics, and security incidents.

As Required Reports

Several different types of reports may be required at various times during the life of the contract but will not be required with any regularity. A Visual Help Desk ticket (ticket) will be entered by the PO or a COTR requesting a report and may be in any of the following areas: traffic analysis and management reports of the NEC PBX and voice processing system indicating grade of services provided, project plans detailing implementation schedules for major projects, maintenance and service logs for all voice telecommunications equipment, voice and network data system utilization reports, network vulnerability reports, and hardware and software evaluations. These reports will be submitted in accordance with the information provided in the service request ticket.

After a system failure, the PO may request an after action report. The report will describe the cause of the failure, the remedy used to correct the situation, the effect of the failure, and steps taken to prevent future failures. This includes a report of failed backups. The report is due by 6:15 pm the day after the request.

The Contractor will provide a report of any changes made to structures and objects within Regional Oracle database system including reasons for change and report on implementation plans for change to a configuration of regional systems on the Oracle platform as well as plans for implementing updates to the Oracle RDBMS software.

The contractor will provide trip reports and/or briefings for all travel paid out of EPA funds when requested by the PO.

1.8 Special Project Limits

Any projects/tasks in the following categories that are estimated to take more than 4 man-hours to complete will be limited to 125 hours per month. The contractor will inform the PO when assigned a project/task that is expected to take more than 4 man-hours to complete and will not proceed until authorized by the PO. The contractor will provide the PO with a cost estimate for any projects that will exceed the 125 hours per month. The costs must be approved by the PO. Projects must be tracked with a detailed project plan using software designated by the PO.

- Computer training room/conference room/audio-visual setups
- Travel outside the KC area
- Data cabling
- Printer support
- Setup, prepare, configure, and update LAN and web servers
- New hardware/software evaluations
- Setup, installation and moving of equipment due to major purchases or moves
- Review of an individual's hard drive or computer usage
- Preparing equipment for disposal
- Work outside normal duty hours
- Any other project/task not specifically outlined in this document

1.9 Tasks

There are 8 major tasks to be performed under this contract:

- Task 1 – Desktop Services – Appendix A
- Task 2 – Network and Security – Appendix B
- Task 3 - Telecommunications – Appendix C
- Task 4 – Business Applications and Database Administration – Appendix D
- Task 5 – Data Entry – Appendix E
- Task 6 – COOP – Appendix F
- Task 7 – Web Maintenance (Intranet & Internet) Appendix G
- Task 8 – REOC – Appendix H

2.0 Definitions

Executive Level Service is defined in this clause as service provided to the Regional Administrator (RA), Deputy Regional Administrator (DRA), and Assistant Regional Administrator (ARA).

Level One Service is defined as service provided on problems that cause employee work stoppage. Examples of such problems are the failure of a computer to boot, connect to the network, or access network resources such as print, internet and email.

Level Two Service is defined as all other problems not included in Executive Level of Service, Level One Service, Time Specific Service, or Projects.

Time Specific Service includes employee moves, new hires, terminations, equipment checkout, installation of equipment and software, review of new or proposed applications and hardware, reviews of an individual's hard and/or network usage, and audio visual setups.

Projects are input into the Visual Help Desk (VHD) ticket system. They are defined as an activity (or, usually, a number of related activities) carried out according to a plan in order to achieve a definite objective within a certain time and which will cease when the objective is achieved. It generally involves more than one user and/or is larger and longer in scope than a level two task.

Response Time is defined as the time it takes desktop services staff to contact the customer to provide initial support on a case. Response times are only implemented when the issue is not resolved during the initial reporting of the ticket.

Resolution Time is defined as the number of hours between the time the ticket is opened and the time the issue is resolved.

APPENDICES:

- Appendix A - Task 1, Desktop Services
- Appendix B - Task 2, Network and Security
- Appendix C - Task 3, Telecommunications
- Appendix D - Task 4, Business Applications and Database Administration
- Appendix E - Task 5, Data Entry Services
- Appendix F - Task 6, Continuity of Operations Plan and Emergency Response Center
- Appendix G – Task 7, Web Maintenance (Intranet and Internet)
- Appendix H – Task 8, REOC Support
- Appendix I – Incentive Calculation
- Appendix J – EPA Key Personnel
- Appendix K – EPA Region 7 Environment
- Appendix L – Qualifications/Certifications Required
- Appendix M – Checklist Example - Lotus Notes Administration Daily, Weekly, Monthly Tasks

TASK 1: DESKTOP SERVICES

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<p>1.1 Call Center and Region 7 Business Center</p>	<p>All help requests are entered within the 15 minutes of initial contact by customer. The contractor will be courteous to all customers.</p>	<p>Surveys and customer feedback will be reviewed to ensure the tickets are entered timely. The PO will discuss any customer complaints about service with the Contractor's site manager.</p>	<p>No specific incentives/disincentives for this standard. We will review any tickets that are determined to have not been entered timely. If the ticket was not completed on time based on the time the ticket should have been entered, it will be treated as a late ticket.</p>
<p>➤ The call center phone will be answered between the hours of 7:00 am and 4:00 pm on normal workdays. Between 6:15 am – 7:00 am and between 4:00 pm - 6:15 pm, all calls will be forwarded to a voicemail box giving callers the option to leave a message or be transferred to a technician if the urgency of the situation demands immediate attention such as the user not being able to log into the network or other work stoppage situation. Region 7 employees will contact the call center when they need assistance that is covered under the terms of this contract. The call center will be located in the Region 7 Business Center.</p> <p>➤ The Business Center hours will be 7:00 am to 4:00 pm. The contractor will provide assistance to walk in customers in the Business Center. The contractor must maintain a current, accurate inventory of all consumable automation supplies and request replacement of these supplies in a timely manner. The procedures for inventory and checkout will be provided by the PO.</p>			

TASK 1: DESKTOP SERVICES		
Desired Function / Objective	Performance Standard	Incentives/Disincentives for Performance Standard
	<p>➤ The Business Center will house, as a minimum, the following equipment and services.</p> <ul style="list-style-type: none"> ❖ Equipment: <ul style="list-style-type: none"> • Computer workstations • Color printer • Multifunctional device (printer, scanner, copier) • Plotter • Fax machine • CD duplicator/printer • DVD burner • CD/DVD Destroyer • Laminator ❖ Services: <ul style="list-style-type: none"> • Distribution of toner and ink • Laptop checkout • Projector checkout • Digital camera checkout • PC Training Room reservations • Distribution of mice, keyboards, recording media, and other IT supplies 	
	<p>➤ When a customer contacts the call center by telephone, email, or in person, the contractor will enter a ticket into the Region 7 help desk software. Currently we use Visual Help Desk (VHD). Tickets must be entered within 15 minutes of the initial contact. An attempt must be made to resolve the problem at the time of the initial contact. If the issue can not be resolved on first contact, the contractor must respond and resolve the issue within the timeframes set out in the applicable task.</p>	

TASK 1: DESKTOP SERVICES			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
1.2 Desktop Services	95% of tickets are completed within the timeframe specified in the ticket.	VHD tickets will be reviewed to ensure the appropriate level of service is assigned. The PO or COTR will change the service level if the wrong level was assigned. Monthly reports will be generated that will compute the percentage of timely tickets.	For each full percentage of timely tickets over 95%, an incentive of 1% will be earned. For each full percentage below 95% of timely tickets, a disincentive of 1% will be charged. The maximum incentive/disincentive for this task is 5%
Required Service / Definitions <ul style="list-style-type: none"> ➤ Includes planning, analysis, troubleshooting, resolution, and maintenance for desktop and employee support. ➤ Includes, but is not limited to, software, operating systems, personal computers, peripherals, PDA's, and Blackberrys. ➤ E-mail support will consist of installation and troubleshooting of Lotus Notes client software on the user desktop and installation and troubleshooting of PDA/Blackberry e-mail and calendar synchronization. Lotus Notes support that requires action by the EPA Notes administrator will be referred within the timeframes of the ticket. ➤ Includes troubleshooting and minor repairs of printer hardware problems. Minor repairs consist of clearing paper jams, replacing fusers, and replacing other minor parts. If an employee cannot print because of the non-functioning printer, the technician will route the employee to another printer within the timeframe of a level 1 ticket. Any parts that need to be ordered will be identified and an email will be sent to the PO with the part number(s), and a recommended source, prior to the due date on the ticket. Network printers will be labeled in a manner that makes identification easy for the users and support staff. ➤ Contractor will maintain an executive hotline and respond immediately to the Regional Administrator, Deputy Regional Administrator, and Assistant Regional Administrator. 			

TASK 1: DESKTOP SERVICES

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
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<ul style="list-style-type: none"> ➤ Executive level services – Response is immediate, resolution within 2 hours <ul style="list-style-type: none"> • All calls received from the Regional Administrator, Deputy Regional Administrator, and Assistant Regional Administrator. The contractor should respond immediately to fix any reported problems. Resolutions should not be attempted over the telephone unless the caller specifically requests. If the caller requests a specific time to provide the requested service, it can extend beyond the 2 hour response time, but must be scheduled at the executive’s convenience. The ticket will be changed to time specific in these cases. ➤ Level 1 services – Response is within 1 hour, resolution within 4 hours. <ul style="list-style-type: none"> • User cannot log into the network • User’s computer will not boot up • User’s telephone is out of service • User cannot print • User cannot access email • User cannot access internet • Equipment malfunction (keyboard, mouse, monitor or other peripheral critical to the employee’s work) • Any other item that results in a work stoppage ➤ Level 2 services – Response is within 4 hours, resolution within 48 hours. <ul style="list-style-type: none"> • All problems not included in executive level services, level 1 services, time specific services, or projects. 			
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TASK 1: DESKTOP SERVICES			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
1.3 Install computer hardware, peripherals, and software Required Service / Definitions <ul style="list-style-type: none"> ➤ Desk visits are normally required for software and hardware installation. This includes computers, printers, scanners, PDA's, Blackberrys, as well as the software and drivers to run the devices. EPA procured and authorized software is also included. ➤ Support of non-EPA equipment and software is excluded from the contract. Although limited use of personal equipment/software is allowed with IRMB approval, the contractor will not be responsible for supporting the equipment/software. Occasionally the PO or Contracting Officer Technical Representative (COTR) may have a question regarding the installation or troubleshooting of a personal device, but direct support to EPA personnel will not be required. ➤ Contractor is responsible for initiating warranty calls and equipment disposal. ➤ Maintain an accurate inventory of all IT equipment and produce a monthly inventory status report by the 5th day of the next month or upon request to the COTR. ➤ The tickets will be time specific. 	95 % of installations are completed within the timeframe specified in the ticket.	Monthly VHD reports will be generated that will compute the percentage of timely tickets.	The tickets will be included in the calculation shown for task 1.1.
1.4 Audio/visual setups	100% of all audio visual setups will be complete prior to the start of the event.	VHD tickets and employee feedback will be reviewed to determine if the setup was completed prior to the start of the event. The completion time on an audio/visual ticket does not reflect the timely setup since the ticket includes cleanup after the setup.	Any setups which are not completed on time will be considered late, even though the entire task shows as timely. The tickets will be included in the calculation shown for item 1.1.
Required Service / Definitions <ul style="list-style-type: none"> ➤ Contractor will identify hardware and software needs and be available if a problem occurs during the event. ➤ AV service includes but is not limited to setting up microphones, video projection, audio equipment, LCD projection, network connections, integration of computer output via built-in equipment or user provided laptops, manual overhead projectors, video teleconference units, etc. ➤ The tickets will be time specific. 			

TASK 1: DESKTOP SERVICES			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
1.5 Provide impact of new applications and hardware and review implementation plans.	100% of applications and hardware reviewed and recommended by the contractor will perform properly on EPA equipment.	PO or COTR will test applications/hardware and review any employee feedback.	These tickets are not included in the incentive calculation; however, the actual cost of any applications/hardware purchased by the EPA at the contractor's recommendation that do not perform properly on EPA equipment will be deducted from the contractor's monthly invoice and the applications/hardware will be turned over to the contractor.
Required Service / Definitions			
	<ul style="list-style-type: none"> ➤ Review impact of new applications and hardware and review or prepare implementation plans to ensure system resources are available to support these applications and hardware and that they are compatible with EPA systems. ➤ Provide recommendations for new hardware and software when requested. ➤ Tickets will normally be initiated by the PO or COTR and will be time specific. 		
1.6 Maintain the Region 7 PC Training Room	All equipment needed for a conference and/or training session will be operational and software installed and working properly prior to the start of a scheduled conference, providing the contractor has been given at least 48 hours advance notice.	VHD tickets and employee feedback will be reviewed to determine if the setup was completed prior to the start of the event. The completion time on a PC Training Room ticket does not reflect the timely setup since the ticket includes cleanup after the setup.	Any setups which are not completed on time will be considered late, even though the entire task shows as timely. The tickets will be included in the calculation shown for item 1.1.

TASK 1: DESKTOP SERVICES			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<ul style="list-style-type: none"> ➤ Maintain schedule for use of PC Training Room ➤ Coordinate schedule of adjacent training room when the PC training needs to be expanded to include both rooms ➤ Keep PCs updated with latest patches and updates ➤ Install software as needed for training sessions ➤ Power on all equipment prior to the start of a training session ➤ Maintain a clean and orderly environment in the training room ➤ Provide instruction to trainers on use of equipment 			

TASK 2: NETWORK AND SECURITY

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<p>2.1 Provide complete & accurate Information Assurance services, security analyses and recommendations on proposed changes.</p>	<p>99% of patches and updates are installed timely. All detected vulnerabilities will be addressed in a timely manner as agreed between the COTR/ISO and contractor. Critical updates will be completed by time established by CSIRC.</p>	<p>Monthly reports will be generated that will compute the percentage of timely updates.</p>	<p>If 100% of patches and updates are installed timely, an incentive of 1% will be earned. If the timeliness is 98% or less, a disincentive of 1% will be charged.</p>
<p>Required Service / Definitions</p> <ul style="list-style-type: none"> ➤ Develop, document, implement and maintain plans and procedures that comply with EPA Information Security Guidance to handle incidents with the structured ability to audit, detect, isolate, react and recover from intrusions, service disruptions and incidents that threaten the security of EPA. ➤ Implement proactive network security controls. Monitor, filter, administer and log network activity using EPA security standards and Information Security Guidance. Recommend improvements to network security posture, provide implementation recommendations, and report discrepancies to the EPA Information Security Officer and Project Officer. ➤ Perform regular vulnerability tests at different levels of all network-connected devices on the Regional network to ensure system configurations and patches are being maintained. Run and review all EPA standard Bindview reports for Region 7 systems weekly to insure their compliance with EPA security standards. Review Patchlink reports to obtain status of vulnerability patches and software deployments. ➤ Check support sites for installed network software of latest revision and security patches. Ensure no unregistered or unlicensed software is stored on Region 7 systems. ➤ Operate and maintain a comprehensive suite of detection, prevention, recovery, and reaction services to protect the EPA technology infrastructure and data stores. ➤ Review all networked systems and security logs daily. Notify COTR and take immediate corrective action on all discrepancies, as directed by the COTR. ➤ Take immediate action to mitigate, track, and log threat with EPA Network Operations Center (NOC) and work with NOC until threat has been identified or mitigated. ➤ Provide weekly report on internet activity and network usage. ➤ Provide report on contents of a PC hard drive when requested. This may include searching for specific types of files, making copies of the hard drive, and discussing the contents with EPA managers. 			

TASK 2: NETWORK AND SECURITY

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<p>2.2 Provide complete & accurate network maintenance and administration services.</p>	<p>During business hours, all networks will be available at least 99% of the time unless the disruption of service is documented to be out of the contractor's control.</p>	<p>LAN reports will be reviewed to determine the percentage of time the network was available. After action reports will be reviewed to determine if any of the outages were out of the contractor's control.</p>	<p>If the networks are available for 100% of business hours, an incentive of 1% will be earned. For each full percentage below 99% that the network is not available, a disincentive of 1% will be charged. For each day services are not up and running by 6:15 am, a disincentive of 1% will be charged. The maximum disincentive for this task is 5%</p>
<p>Required Service / Definitions</p> <ul style="list-style-type: none"> ➤ Provide services and support processes for network operations & maintenance, network administration and management services to include traffic analysis, maintenance of cable plants and configuration drawings. ➤ Maintain an accurate inventory of equipment in Region 7 computer rooms and switch closets. Provide quarterly report to COTR by 5th day of the next month or upon request. ➤ Notify the COTR when consumable network supplies are needed. ➤ Provide reports of uptime, downtime, network traffic, along with an explanation of the cause of any major network problems. ➤ Perform scheduled preventive maintenance activities, and maintain a log of equipment changes. ➤ Maintain current set of network operations documentation and reports in accordance with Agency procedures. ➤ Maintain itemized network maintenance, troubleshooting, script changes and network patch log. ➤ Operate & monitor consoles, various hardware components of the network, and equipment located in the Regional / STC computer rooms, and various remote offices. ➤ Maintain an orderly and safe physical environment in the regional computer rooms and switch closets. ➤ Assure that only PO or COTR approved items are pushed to Region 7 desktops and that the objects created on the desktop work correctly. ➤ Remove software applications no longer used in Region 7. ➤ Respond to network outages after business hours if the contractor determines the outage will not be resolved by 6:15 am otherwise. 			

TASK 2: NETWORK AND SECURITY			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
2.3 Provide complete & successful network backup.	Maintain 100% performance of scheduled back-up program.	All cases where files cannot be recovered from backup media will be reviewed.	This task is not included in the incentive calculation; however, the actual cost of any recovery necessitated by failure to perform proper backups will be deducted from the contractor's monthly invoice.
Required Service / Definitions			
<ul style="list-style-type: none"> ➤ Provide services and support processes for network backup, verification, and recovery on demand. ➤ Monitor the backup logs daily. ➤ Notify COTR of any problems or failures in the backup process. 			

TASK 3: TELECOMMUNICATIONS			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<p>3.1 Operate and maintain telephone services for Regional office, STC and COOP site..</p>	<p>During business hours, all telephone service will be available at least 99% of the time unless the disruption of service is documented to be out of the contractors control. Outside business hours, the contractor must respond within two hours to service disruptions.</p>	<p>The length of time that telephone services are not available during normal business hours will be tracked.</p>	<p>If the telephone services are available for 100% of business hours, an incentive of 1% will be earned. For each full percentage below 99% that telephone services are not available, a disincentive of 1% will be charged. The maximum disincentive for task 3.1 and 3.3 combined is 5%</p>
<p>Required Service / Definitions</p> <ul style="list-style-type: none"> ➤ Relocate telephones and cables. ➤ Respond to all requests for assistance on telephone/voice processing problems, make diagnosis of fault and resolve problems by equipment repair/replacement, reprogramming, providing additional user training, or coordinating with local/long distance service providers and FTS personnel located at RTP. ➤ Provide all employees one-on-one training in the use of voice telecommunications equipment and software, including Visual Messenger or similar software for VoIP. All newly hired employees will be given training on Visual Messenger or the current equivalent as part of the new hire process. ➤ Immediately notify the PO or COTR of any PBX equipment and/or VoIP equipment failure and specify what parts need replacement. After securing PO/COTR approval, contractor will contact the parts maintenance vendor, acquire and install new parts. If the parts are not provided under warranty, the contractor will send a request to the COTR to purchase the parts. ➤ When requested by the PO or COTR, the contractor will monitor traffic/use, compile and analyze data, and make recommendations for improving the efficiency or effectiveness of the Region's telecommunication service. ➤ The Contractor will perform system backups on the PBX and VoIP servers, Maintenance Administration Terminal (MAT), and Voice Processing System (VPS). ➤ Maintain records of PBX, VoIP servers and/or Octel programming and maintenance actions ➤ System backups are performed daily on the PBX, VoIP servers and weekly for the Maintenance Administration Terminal and Voice Processing System. ➤ The contractor will ensure VoIP availability and ensure IP network connectivity is available. 			

TASK 3: TELECOMMUNICATIONS

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
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- The contractor will ensure the DNS and DHCP Servers are available in regards to VoIP.
- The contractor will maintain current and accurate documentation of all telecommunications systems, including inventories of equipment, cable records, system manuals, traffic studies, data system configurations, data records related to system performance and maintenance, user training schedules, and service orders processed.

<p>3.2 Installation and setup of telecommunications equipment, fax machines, and cabling.</p>	<p>Installations will be accomplished within the timeframe stated in the help desk ticket. Due dates will be time specific.</p>	<p>Monthly reports will be generated that will compute the percentage of timely tickets.</p>	<p>The tickets will be included in the calculation shown for task 1.1.</p>
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Required Service / Definitions

- Install all internal cable and telephone sets
- Program or reprogram the PBX, VoIP servers, Voice Processing System, and Open Worx systems to establish new service or make changes to existing stations.
- Install, configure, test and provide user training as appropriate for any new telephone or voice processing equipment, service or applications that the Region acquires.
- Provide support services for video teleconference systems.
- Telephone moves, additions and changes are completed within the time specified on the Help Desk ticket.
- Telephone sets are thoroughly cleaned, tested and keypad labels replaced before being reassigned to Regional users.
- New applications, upgrades to existing applications, and installation of new equipment are completed with no interruption of service to Regional users during normal business hours.
- The contractor will install and test wiring to support the video equipment, pretest equipment and ISDN connection prior to each scheduled video teleconference and provide on-site training and technical assistance to video teleconference attendees as needed. The video and teleconferencing equipment in the ERC is included under task 6.
- Provide and maintain support services and maintenance for all fax machines. Provide user training, line testing, re-locations, and programming of fax machines.

TASK 3: TELECOMMUNICATIONS

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<p>3.3 Operate and maintain voice processing services</p>	<p>Normal operations are restored within 12 working hours of a service-affecting event.</p>	<p>The number of outages in excess of 12 hours will be tracked.</p>	<p>A disincentive of 1% will be charged for each outage in excess of 12 hours. The maximum disincentive for task 3.1 and 3.3 combined is 5%.</p>
<p>Required Service / Definitions</p>			
<p>➤ The contractor will provide routine and emergency maintenance services for the Avaya voicemail server and Octel Overture 250 housed in the Computer Room of the Region 7 office and the COOP.</p> <p>➤ Routine tasks include: daily inspection of status log with subsequent investigation and resolution of errors, daily check of available message storage capacity, weekly tape backups of all system and message data, weekly download of Call Detail Recording (CDR) data and user record changes to Decision Pro (includes loading new user data and purge of old data), Preparation of management reports.</p> <p>➤ Written reports of service-affecting system malfunctions and the steps taken to resolve the malfunctions will be provided to the COTR within two working days of restoration of service.</p> <p>➤ Emergency service: Contractor will provide fault diagnosis and take all steps necessary to restore full service including repair or replacement of parts.</p> <p>➤ Daily oral report of system status, including non-service-affecting alarms and storage capacity, is provided to the COTR.</p>			
<p>3.4 Perform problem isolation, diagnosis and minor repair or replacement of voice and data network cabling, modems and other telecommunications equipment.</p>	<p>Tasks will be accomplished within the timeframe stated in the help desk ticket. Due dates will be time specific.</p>	<p>Monthly reports will be generated that will compute the percentage of timely tickets.</p>	<p>The tickets will be included in the calculation shown for task 1.1.</p>
<p>Required Service / Definitions</p> <p>➤ The contractor will install or relocate equipment.</p> <p>➤ The contractor will maintain an inventory of cabling, modems, communications boards and miscellaneous data connectors and equipment.</p> <p>➤ The contractor will install and test new wire drops to Region 7 offices or desktops as needed.</p>			

TASK 4: BUSINESS APPLICATIONS AND DATABASE ADMINISTRATION

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<p>4.1 Maintain current systems which were developed in-house and provide application advice.</p>	<p>During business hours applications will be available at least 99% of business hours.</p>	<p>Monthly reports will be reviewed.</p>	<p>If DFS and R7LIMS are available for 100% of business hours, an incentive of 1% will be earned. For each accumulation of four hours per month that either system is down during business hours a disincentive of 1% will be charged. The maximum disincentive for task 4.1 and 4.3 combined is 5%.</p>
<p>Required Service / Definitions</p>			
<ul style="list-style-type: none"> ➤ The contractor will perform maintenance programming of EPA software applications to enhance capabilities or correct deficiencies. EPA maintains these applications but will call upon the contractor from time to time to modify, fix, and troubleshoot these applications. ➤ Examples of existing applications: <ul style="list-style-type: none"> Daily flex Schedule (DFS) using Visual Basic and Oracle (14,068 lines, 36 code files, .95 Mb executable) Human Resource (HR) system, one executable for HR awards, employee, SF-52, security (18,446 lines, 50 code modules, 2.02 Mb executable); and R7 Database using Visual Basic/Developer-designer/S-designer and ORACLE. Customer Service Representative Application (CSRA) using Visual Basic and ORACLE (13616 lines, 62 code files, 1.82Mb executable) R7 Laboratory Information Management System (R7LIMS) using Oracle Forms/Reports and ORACLE (93.880 lines, 143 form files, 78.8 Mb executable Site index for Superfund Data Management System (SDMS)/Regional Data Management System (RDMS)(1,745 lines, 3 code files, 140 Kb executable); Various Visual FoxPro, MS Access Lotus Approach and Lotus Notes applications ➤ Ongoing maintenance of the applications includes upgrading the application to perform on new operating systems or enhancements to the overall application. ➤ The contractor will troubleshoot any problems identified with an application, diagnose and recommend corrective action, and perform correction as directed. ➤ The contractor will monitor the performance of databases or applications and make changes as directed to maximize performance of the application on EPA platforms. ➤ The business applications may reside on various platforms such as ORACLE, Lotus Approach, Visual Net, Visual Basic, Visual FoxPro, Microsoft Access and other software platforms that may enter the EPA realm. ➤ The contractor will provide advice on business applications to be developed and provide database management services for any EPA platform. This includes the creation of standards and requirements for the development of new systems. 			

TASK 4: BUSINESS APPLICATIONS AND DATABASE ADMINISTRATION

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<ul style="list-style-type: none"> ➤ The contractor will support EPA's efforts to collect, organize, analyze, store, retrieve, and present data, records, and information. Advice on the development of electronic systems, forms, and documents will be provided in accordance with EPA standards. ➤ The contractor will perform unit level and system level testing and debugging of applications developed by EPA and other contractors. ➤ The contractor will develop and present initial training on major changes to applications produced. For applications that require on-going training, the contractor will provide training materials after the initial session. 			
<p>4.2 Advise EPA on new systems design and create small applications.</p>	<p>Applications perform at least to 95% as designed and are delivered ahead of or on schedule</p>	<p>Monthly VHD reports will be generated that will compute the percentage of timely tickets.</p>	<p>The tickets will be included in the calculation shown for task 1.1.</p>
<ul style="list-style-type: none"> ➤ The contractor will assist and advise EPA in the design, development, implementation and maintenance of EPA Region 7 developed applications, including applications developed under this or other contract. ➤ <u>System Specification Review</u> - The contractor will conduct system specification reviews to explore alternative concepts for implementing applications throughout EPA program offices. Cost/benefit analysis for each alternative will be completed. As part of the analysis, the contractor will validate existing requirements, define new requirements, define preliminary software requirement specifications, and define preliminary interface requirement specifications. EPA will review and approve alternative configurations prior to system development. A System Specification Review Technical Product will be delivered at the completion of this task. ➤ <u>System Development Plan</u> - The contractor will prepare a system development plan which will define the requirements/ enhancements to be incorporated and describe: (1) the system components and their respective functions; (2) a system concept of operation to include a description of interfaces with other EPA systems; (3) a list of hardware and software required; (4) description of documentation to be developed, and (5) a system development schedule and any other related documents as described in the standard system life-cycle application development document. Established configuration management procedures will be followed to ensure accountability and control of all changes to software configurations. ➤ <u>Data Validation and Transfer</u> - The contractor will receive and extract data from a variety of EPA sources, analyze the data, and input selected information into various databases. Data analysis will include review of EPA standard forms for accuracy and completeness, comparison of outputs from various systems (databases) to ensure accurate data entry, data consistency, and completeness between systems. The contractor will be responsible for correcting errors to ensure data integrity. Deliverables will include: (1) Technical products detailing the study environment, methodology, analysis and findings, and conclusions and recommendations for data analysis and validation performed. (2) System Performance Reports based on data validation performed identifying results of data discrepancies, and recommended system 			

TASK 4: BUSINESS APPLICATIONS AND DATABASE ADMINISTRATION

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
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<ul style="list-style-type: none"> ➤ enhancements to correct discrepancies including a cost-benefit analysis. 	<ul style="list-style-type: none"> ➤ <u>Acceptance Testing</u> - The contractor will develop an acceptance test plan that details the criteria for acceptance of the system designed, developed/enhanced. The plan will be delivered in draft and final forms for EPA comment or approval, prior to submission in final form. ➤ <u>Report Generation</u> - The contractor will develop standard and ad hoc reports (to include data, text, and graphics) from various computer systems in accordance with established schedules and as requested by authorized EPA representatives. Reports will include information gathered during user interviews with EPA personnel and a log to track user response. Reports submitted will be accurate and complete and will be delivered in accordance with established priorities. ➤ <u>Small Applications</u> - The contractor may be asked to develop simple/small applications to meet the needs of the Agency. If requested by the 	<p>COTR to develop an application the contractor will review the needs and recommend the direction to take with the application. This effort will be limited to 125 hours per application. Current estimate there will be no more than five request per year. If application is deemed to take greater than 125 hours the application will be farmed out. Once complete the application will become a supported regional application.</p>	
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TASK 4: BUSINESS APPLICATIONS AND DATABASE ADMINISTRATION

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
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<p>4.3 Support Region 7 Oracle RDBMS</p>	<p>During business hours, regional Oracle database systems will be available at least 99% of the time unless the disruption of service is documented to be out of the contractors control.</p>	<p>Monthly reports will be reviewed.</p>	<p>If the Oracle database systems are available for 100% of business hours, an incentive of 1% will be earned. For each full percentage below 99% that the databases are not available, a disincentive of 1% will be charged. The maximum disincentive for task 4.1 and 4.3 combined is 5%.</p>
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Required Service / Definitions

- Install, configure and upgrade Oracle server software and related products.
- Evaluate Oracle features and Oracle related products
- Establish and maintain sound backup and recovery policies and procedures.
- Implement and maintain database security (create and maintain user roles and assign privileges)
- Provide advice on design, development and deployment and of Oracle systems. Implement the design and troubleshoot those systems.
- Provide reports on data within Oracle databases as requested through the COTR or PO.
- Interface with Oracle Corporation for technical support.
- Perform database and application tuning and performance monitoring..

TASK 5: DATA ENTRY SERVICES

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<p>5.1 Process Grant/Cooperative Agreements/ IAG awards and amendments</p> <p>Required Service / Definitions</p> <ul style="list-style-type: none"> ➤ Receive and administratively process all awards and amendments for Grants, Cooperative Agreements and Interagency Agreements (IAG). ➤ Enter data in the EPA's Integrated Grants Management System (IGMS) assuring quality of data in accordance with written procedures. ➤ Estimated number of grant/cooperative agreement/IAG files per year is approximately 300 to 350. ➤ Estimated number of all actions including new awards 500 to 600 per year. 	<p>Documents must be processed within 24 hours of receipt</p>	<p>Tickets will be entered in VHD for all tasks.</p>	<p>The tickets will be included in the calculation shown for task 1.1.</p>
<p>5.2 Maintain official grant files</p> <p>Required Service / Definitions</p> <ul style="list-style-type: none"> ➤ Maintain official grant files and retire files in compliance with records management procedures. ➤ Mailing of grant documents, including General Grantee Correspondence, Final Determination, Enforcement Warning and Compliance Letters. 	<p>Documents must be mailed within 24 hours of receipt</p>	<p>Tickets will be entered in VHD for all tasks.</p>	<p>The tickets will be included in the calculation shown for task 1.1.</p>
<p>5.3 Scan and transmit procurement documents</p> <p>Required Service / Definitions</p> <ul style="list-style-type: none"> ➤ Scan and transmit procurement documents provided by the Contracts Unit. ➤ Record transmittals in the PR Tracking Log. ➤ Estimated number of all actions is 1000 to 2000 documents per year. 	<p>Documents must be scanned, recorded and transmitted within 24 hours of receipt</p>	<p>Tickets will be entered in VHD for all tasks.</p>	<p>The tickets will be included in the calculation shown for task 1.1.</p>
<p>5.4 MBE/WBE Quarterly Reports</p> <p>Required Service / Definitions</p> <ul style="list-style-type: none"> ➤ Receive and input data on Grantee MBE/WBE Quarterly Reports to automated Grants' GICS system. ➤ Estimated number of actions per quarter is 300 to 400. 	<p>Data will be provided 30 days after the end of the Federal Quarter, input must be completed within 15 calendar days of receipt</p>	<p>Tickets will be entered in VHD for all tasks.</p>	<p>The tickets will be included in the calculation shown for task 1.1.</p>

TASK 6: CONTINUITY OF OPERATIONS PLAN (COOP)

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<p>6.1 Operation of COOP during an emergency</p>	<p>The contractor will be present at the COOP site within the timeframes set out below.</p>	<p>The time of the initial call to the contractor will be recorded by to PO or COTR who makes the call.</p>	<p>If the contractor does not arrive at the COOP site within two hours of the initial call, the monthly invoice will be reduced by \$1,000 for each 15 minute period the contractor is late beyond the two hours unless circumstances are documented that prove the late arrival was beyond the control of the contractor.</p>
<p>Required Service / Definitions</p>	<p>This facility has the following capabilities which require contractor support on an emergency basis: EPA Wide Area Network connectivity provided by XO Communications; direct T-1 line to the Regional Office; ISDN to Secure Room; DSL lines, Cisco Wireless Local Area Network (WLAN); Satellite TV; cell and satellite phone coverage; hardwired connections for data and VOIP; backup system to restore data from backup tapes stored on-site; audio-visual and videoconferencing equipment.</p> <p>In the event of an emergency, the contractor will arrive at the COOP site within 2 hours of the time they are notified that assistance is needed. The contractor will be paid overtime rates for any time they are required to respond after duty hours with advance approval from the PO or Alternate PO. The PO or Alternate PO normally contacts the contractor in these emergency situations, and such call constitutes approval for overtime.</p>		
<p>6.2 Ongoing COOP Support</p>	<p>The COOP will be fully operational prior to the start of all planned exercises. The contractor will be present at the COOP site within the timeframes set out below.</p>	<p>Monthly reports will be generated that will compute the percentage of timely tickets.</p>	<p>The tickets will be included in the calculation shown for task 1.1.</p>
<p>Required Service / Definitions</p>	<p>There will be up to 6 planned COOP exercises per year. These will all be during duty hours. The contractor will be notified of an exercise by the PO or COTR at least 48 hour in advance. The contractor will ensure that all computer equipment and network connections is operational prior to the start of the exercise and will be available as needed to resolve any problems that arise during the exercise.</p> <p>There will be up to 2 unannounced exercises per year. If the unannounced exercise is during duty hours, the contractor will arrive at the COOP site within 30 minutes of the time notified that assistance is needed. If the unannounced exercise is after duty hours, the contractor will arrive at the COOP site within 2 hours of the time they are notified that assistance is needed. The contractor will be paid overtime rates for any time they are required to respond after duty hours with advance approval from the PO or Alternate PO. The PO or Alternate PO normally contacts the contractor in these unannounced exercises, and such call constitutes approval for overtime.</p> <p>The contractor must provide the PO and COTR with a 24/7 telephone number(s) and a call down list of contractor management/staff.</p> <p>At least once per month the contractor will visit the COOP site and conduct an inventory check, ensure that all laptops there are operational, update and test other equipment as necessary, ensure backup system is working and that data can be restored, and test telecommunications,</p>		

TASK 6: CONTINUITY OF OPERATIONS PLAN (COOP)			
Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard

VOIP and AV equipment to ensure operational readiness.

TASK 7: WEB MAINTENANCE (Intranet & Internet)

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<p>9.1 Provide web support for time critical postings.</p>	<p>95% of tickets are completed within the timeframe specified in the ticket.</p>	<p>Monthly reports will be generated that will compute the percentage of timely updates.</p>	<p>The tickets will be included in the calculation shown for task 1.1.</p>
<p>➤ This task refers only to time critical web postings. Postings will follow current web guidelines and all tickets will be time specific. Following are the time critical postings and the normal timeframes that will be assigned for completion.</p> <ul style="list-style-type: none"> ❖ Fact Sheets – 4 to 24 hours ❖ Clean Water Act (CWA) violations – 4 to 24 hours ❖ Consent Agreements & Decrees – 4 to 24 hours ❖ Grant Opportunities – 4 to 48 hours ❖ Total Maximum Daily Load (TMDL) – 4 to 48 hours ❖ Region 7 Main page adjustments & photo blurbs – 4 to 6 hours 			
<p>➤ Items will be placed in the standard Region 7 template and follow established procedures.</p>			
<p>➤ Information will be staged on the kodiak.r07.epa.gov by the due date on the ticket and will be reviewed by EPA personnel for accuracy, functionality, appearance, and other criteria to be identified. After approval, the contractor will FTP the file to the EPAPUB national server within one hour of approval notification.</p>			
<p>➤ There are no known time critical postings for the Intranet at this time. Files will be uploaded via FTP to the intranet in the timeframe specified in the ticket. The contractor will be given a minimum of 24 hours for at least 90% of intranet postings.</p>			
<p>➤ In the event of an emergency (so deemed by the PO or COTR) after hours web page modifications may be necessary. The contractor will have the capability to modify web pages remotely and post live. Standard or modified approval procedures will be followed. Any emergency after hours work will be subject to the overtime provisions in this PWS.</p>			

TASK 7: WEB MAINTENANCE (Intranet & Internet)

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
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<p>9.2 Provide routine web support and maintenance.</p>	<p>95% of tickets are completed within the timeframe specified in the ticket.</p>	<p>Monthly reports will be generated that will compute the percentage of timely updates.</p>	<p>The tickets will be included in the calculation shown for task 1.1.</p>
<p>➤ This task refers to routine web postings on both the Internet and Intranet.</p> <p>➤ These postings cover routine web maintenance which includes additions, changes, modifications and other assignments. Depending on the size and complexity of the request a Level 2 turnaround will be the default unless identified as time specific.</p> <p>➤ Examples include, but not limited to, updating contact pages, area index pages, fix or remove bad links.</p> <p>➤ The standard 404 error report will be reviewed no less than monthly for both the Internet and Intranet. 404 errors will be fixed on both the Internet and Intranet. This task is always ongoing and there will never be 0 errors. Internal link errors (Internet & Intranet) should be kept to a minimum (less than 3% as compared to the total number of pages on the site).</p> <p>➤ Once the maintenance on the staging server has been completed by the contractor and reviewed by EPA, the contractor will upload to the live sites (Internet or Intranet) within 24 hours of notification by EPA that the review is complete.</p>			

TASK 7: WEB MAINTENANCE (Intranet & Internet)

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
<p>9.3 Provide web support for project postings.</p>	<p>95% of tickets are completed within the timeframe specified in the ticket.</p>	<p>Weekly report identifying status of project.</p>	<p>The tickets will be included in the calculation shown for task 1.1.</p>
<p>➤ A project will be identified and agreed to by the contractor and the COTR. A project will include, but not limited to, the creation of new areas (considered more than five web pages), special request, site conversions, and new requirements required by Regional or National Offices. This would be for both the Internet and Intranet. The appropriate template will be used. A modification to templates is permitted with COTR approval.</p> <p>➤ This task does not apply to Domino applications that are web enabled and access from the Intranet. Examples are Bulletin Board, Directive & Guidance, Standard Operating Procedures (SOP), Monthly Activity Reports (MAR), PopUps (which come up during the system login script, and others. This task also does not apply to Geographic Information System (GIS) systems that are linked from the Intranet. Examples include People Locator and Site Mapper.</p> <p>➤ All EPA Policy, Procedures, Standards and Guidance and Region 7 Policy, Procedures, Standards and Guidance will be followed.</p> <p>➤ The Agency holds Web Workgroup meetings twice a year. This three day event is recommended for contractor attendance to network with other web folks and review current and future direction of the Agency. Travel expenses will be paid by EPA.</p> <p>➤ The contractor will upload new and corrected pages and will delete pages via Samba on the staging server and FTP to the live sites.</p> <p>➤ All pages (Internet or Intranet) will be reviewed for accuracy, functionality, appearance and additional criteria identified. The contractor will document approval received from the Office of External Programs (Internet or Intranet) or Division Director (Intranet). Requests to correct misspelled word(s), contact information, bad links, deleting page(s) and/or other corrections to posted information do not require normal EPA approval. These corrections will be time specific and normally have a two hour timeframe for completion. All changes will be documented by the contractor.</p> <p>➤ This task addresses maintenance and development of web pages. This task will use established templates and modifications of page content as requested. The design component is not included in this task. Design includes creating a template. Input may be requested from time to time to gather contractor views on topics and web page direction.</p>			

TASK 7: WEB MAINTENANCE (Intranet & Internet)

Desired Function / Objective	Performance Standard	Monitoring Method	Incentives/Disincentives for Performance Standard
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<ul style="list-style-type: none"> ➤ The contractor will not be a member of the Web Council, but may become a member of the Web Workgroup. EPA will coordinate any information from the Web Council to the contractor as needed. ➤ Web Content Management System (CMS) is currently in a pilot phase and may or may not be a factor in this task. If CMS becomes an issue a modification to the task will be made. 			
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**Statement of Work
for
EPA Emergency Response
Operations Technology Services
Position in the Regional Emergency Operations Center**

Line Item 1 – Firm-Fixed Price Monthly

This Statement of Work describes the services, activities, and scope of work for the communications and technical support for EPA Region 7's Regional Emergency Operations Center (REOC), the Continuity of Operations Plan (COOP) site and Regional Emergency Response field deployment activities.

Project Description

1. Implement a comprehensive plan for the REOC Operation Readiness and End user Support. The plan is intended to support Duty Officers, On-Scene Coordinators and Regional Response personnel with computer, communication and video/audio needs. Initial plan to include operability verification log, will be completed within two months. Final plan will be completed within four months. This will include quick start guides that will be created to assist the user in operating equipment in the REOC, COOP, and Mobile Command Unit. All changes are to be documented for future reference. The plan will address:
 - a. Management of the video/audio conference bridge for day-time hours (assume 0700 – 1800 local time)
 - b. Technical management of REOC, alternate REOC, COOP site and associated Conference Rooms for the daily functions
 - route audio, video and computer sources to the appropriate destinations
 - record special events and programs with the VCR and or DVR
 - set up and monitor Video Conferencing calls
 - Visual projector set up
 - Set up computers and initiate access and operation of EPA response software (WebEOC, OSC.net, Scribe, Emergency Response Analyzer)
 - Weekly operability verification and log for each of the audio and visual components for the REOC. (microphones, speakers, video displays, phone.)
 - c. Support of Duty Officers, On-Scene Coordinators and Regional response personnel with computer, communication and video/audio needs. Such tasks include but are not limited to; routing video, audio and computer sources, computer modeling support, recording live video, video conferencing management, conference bridge management, communications support (satellite, HF, VHF), EPA response software operation and data management in general.

Task 8: Position in the REOC

- d. Data management support to the REOC manager and Duty Officer for day-to-day and response operations.
 - e. Coordination with EPA Headquarters Emergency Operations Center and other Regional Emergency Operations Centers for data management and video conferencing consistency and accuracy.
 - f. Coordination with EPA Headquarters Emergency Operations Center Communication technician for communication testing, support and training.
 - g. Maintenance (monitors, PCs, laptops, speakers, phones, microphones, projectors, faxes, printers, copiers, PDAs, radios, satellites, etc.) and management of information processing, display, and transmission systems in the REOC and field assets (mobile command posts, trailers, field communications, and field data collection devices).
 - h. Staffing the REOC round the clock during major events and mobilizing to the field temporarily to assist with setup of field information processing, display, and transmission systems at the EOC, or designated alternate location or in the field as necessary. Individual will be stationed where most needed during response. Mobilization will be initiated by the REOC supervisor. COTR and PO must be notified of mobilization as soon as possible. COTR and PO must be notified when 85% of travel, overtime, or Line Item 2 funds have been used.
2. Travel
- a. Travel multiple times per year for training on IT best practices and issues in the Emergency Response program.
 - b. Travel on short notice, up to 160 but not limited to 160 hours per incident, to support emergency responses assets a few times per year (set up mobile command posts, trailers, field communications, and field data collection devices).

Note: Holding an Extra, General Radio, or Technical Class FCC Amateur Radio License is required within 6 months. Holding a Commercial Class FCC Radio License is a plus but not a requirement. Holding an FCC Marine Radio Operator Permit is a plus but not a requirement. Applicant should have some VHF/UHF/HF radio communication experience and be willing to obtain one or more of the aforementioned licenses.

- 3. Develop a Training Plan on the technology of the REOC to Regional response staff
- 4. Provide monthly status reports to REOC Manager and the Project Officer.
- 5. Each region has been assigned an individual project code. Charges incurred for each region must be tracked separately.

Task 8: Position in the REOC

Project Location

USEPA Region 7 (IA, KS, MO, NE)
Environmental Protection Agency
901 North 5th Street
Kansas City, KS 66101

Line Item 2 – Fixed Hourly Rate Option

- Additional hours or person to cover incidents and / or to travel on short notice to support emergency responses assets multiple times per year (set up mobile command posts, trailers, field communications, and field data collection devices).
- REOC hours not covered by IT contract if required during an emergency response and REOC position is in the field or more than one person is needed.

Incentive Calculation

The incentives/disincentives are based on employee survey results, timeliness of tickets and the additional items identified in this PWS. Employee surveys will range from a 5% incentive to a 5% disincentive. Other factors are listed by each task. Timeliness applies to all tasks entered in VHD.

Employee surveys will be sent out after tickets are closed. Surveys will not be completed by employees of this contract. The surveys will include between 2 and 5 questions and the employee receiving the survey will be asked to rate each question on a scale of 1 to 5, with 5 being the highest rating. Surveys will be conducted on no less than 20% of closed tickets. The contractor must obtain an average employee survey score of 4.0 or higher on all completed surveys, rounded to one decimal place. The incentive for employee surveys will be computed as follows:

<u>Average Rating</u>	<u>Incentive</u>
Below 3.0	5% disincentive
3.0 – 4.0	No incentive/disincentive
4.1	1% incentive
4.2	2% incentive
4.3	3% incentive
4.4	4% incentive
4.5 or above	5% incentive

The incentives and disincentives will be totaled at the end of each month to determine the total incentive/disincentive. The maximum incentive for each month will be 10% of the monthly invoice amount. The maximum disincentive for each month will be a reduction of 10% of the monthly invoice amount. In addition, tasks 1.4, 2.3, 6.1, and 6.3 have penalty provisions for failure to meet the performance standard.

Attached is an example of the calculation method for the incentive/disincentive each month.

EPA KEY PERSONNEL

Contracting Officer: Nathan Mires
Project Officer: Diann Sandridge
Assistant Project Officer: Jude Bruce

Contract Officers Technical Representatives (COTRs):

TASK	DESCRIPTION	PRIMARY	ALTERNATE
1	Desktop Services	Diann Sandridge	Tri Knoke
2	Network and Security	Henry Rylko	Tri Knoke (Security) Jude Bruce (Security and Network)
3	Telecommunications	Jude Bruce	Tri Knoke
4	Business Applications and Database Administration	Jeff Wandtke	Diann Sandridge
5	Data Entry	Diann Sandridge	Tbd
6	COOP/ERC	Henry Rylko	Jude Bruce
7	Web	Jeff Wandtke	Diann Sandridge
8	REOC	Jude Bruce	Diann Sandridge

Telephone Numbers:

Bruce, Jude (913) 551-7672
Knoke, Tri (913) 551-7484
Mires, Nathan (913) 551-7330
Rylko, Henry (913) 551-7327
Sandridge, Diann (913) 551-7153
Wandtke, Jeff (913) 551-7300

EPA REGION 7 ENVIRONMENT

In most cases, EPA procures equipment on a competitive basis. Because of this, brands may change. EPA has a blanket purchase agreement with Dell for personal computers and servers, so most of those items are Dell. We do have a small number of other computer brands for special purpose needs. The purpose of this attachment is to provide an idea of the scope of the equipment and software that needs to be supported, but support is not limited to the items listed.

Current EPA Equipment:	Current EPA Software/Applications:
<p>Servers: Dell Servers (NetWare 6/WIN200x) SUN Servers (UNIX) Dell/EMC CX400 SAN Adaptec SnapServer 550</p> <p>Telephony: NEC NEAX 2400 IPX (8500, R12) PBX NEC Open Worx Octel Overture 250 Voice Processing System (R3.x) Octel Visual Messenger Conference Phones dTerm Phones Wireless dTerm Phones Video Teleconference Systems</p> <p>Other Computer Room Equipment: Robotic Tape Backup Systems Mass Storage Arrays SCSI Controllers/Drives xStore DiscZerver CD cache APEX Console Management System T-1/PRI/BRI/ISDN CSU/Modem Video Processors Video Combiners Television Channel Processors APC Infrastruxture and Smart Uninterruptible Power Systems Cisco Switches</p> <p>Personal Computers: Dell Optiplex Desktop Computers Dell Latitude Laptop Computers Sony Mini-Computers Toshiba Mini-Computers Panasonic Laptop Computers</p> <p>PC Peripherals Optical Scanners/Bar Code Readers PDAs – Blackberry, Palm, HP Printers: HP, Canon, Dell, Lexmark, Ricoh</p>	<p>Server: Octel Visual Messenger Octel DecisionPro AimWorX Telemanagement System UNIX (Solaris and UNIX) Linux Novell NetWare 6.x and related products Windows 2000/2003 Workstation and Server Oracle 8/9i Microsoft SQLServer 2000 Patchlink Bindview 8 Cisco ACS Cisco Switch Internet APC PowerChute Syncsort BackupExpress Apache WebServer ESRI ArcIMS Samba VMWare Infrastructure Enterprise</p> <p>Personal Computer: Windows 2000/XP/VISTA Microsoft Office Professional Suite Corel WordPerfect Lotus Notes Lotus Notes Domino Visual Help Desk Visual Basic Microsoft Project Internet Explorer Mozilla FireFox Adobe Products AutoCAD Smartdraw PaintShop Pro Symantec Anti Virus ESRI ARCGIS Products SAS/MiniTab/SPSS Sonic Foundry Vegas Video/Audio</p>

QUALIFICATIONS/CERTIFICATIONS REQUIRED

(IN ADDITION TO THOSE SPECIFIED IN THE GSA CONTRACT)

TASK 1 - Desktop Services

- A minimum of two years computer troubleshooting experience and Desktop support experience
- Demonstrate good working knowledge of Microsoft Windows operating platforms
- Demonstrate good working knowledge of Microsoft Office Suite Applications and WordPerfect software
- Demonstrate good verbal, interpersonal and written communication skills

TASK 2 - Network and Security

- At least five years demonstrated work experience and possess a current Novell NetWare 5/6.x Certified NetWare Administrator certification
- Windows 200x Systems administrators will have at least five years demonstrated work experience, not as student or teacher's assistant in an educational environment. Work experience must show Windows 200x in a networked environment consisting of 10 or more servers, operating a variety of networked applications.
- Unix/Linux Systems Administrators will have at least five years demonstrated work
- Network/Network Security Administrator/management specialist will have at least three years demonstrated experience in network administration. They will have extensive knowledge in the installation, configuration, troubleshooting and management of Cisco hardware (routers, switches, firewalls, etc.), Internet Operating Systems (IOS), Management Systems and security systems (TACACS). They will possess a working knowledge for the setup and deployment of ISDN router and modems for remote access and intrusion detection systems. They will possess functional knowledge of all network operating systems (Novell NetWare 6.x, WIN200x, Unix, Linux, DOS) and the security mechanisms employed by these operating systems
- Oracle database administrator will have an Oracle 8 certification or higher
- All administrators will have work experience that demonstrates a clear functional knowledge of network security, the ability to read systems logs, and identify ambiguities. Administrators will have demonstrated the ability to identify systems (O/S, applications, hacks, etc.) security issues and resolve them with minimal impact to the user community.

TASK 3 - Telecommunications

- Have experience in system administration of 2400 IPX, including DCS remote and wireless applications, T-1 and ISDN services
- Successfully complete the following classes:
 - Install and Initialize S8300 Media Server Solutions (2 hours)
 - Install and Initialize S8300 Media Server Solutions (Assessment) (.5 hours)
 - Avaya Communications Manager Basic Administration (40 hours)
 - Communication Manager: Networking (5 hours)
 - Communication Manager: Networking (Assessment) (1 hour)
 - Communication Manager- Configuring IP for Implementation (8 hour)
 - Avaya Modular Messaging for end users (2)
 - Avaya Modular Messaging for end users (Assessment) (1 hour)

TASK 4 - Business Applications and Database Administration

- At least three years of specialized system analyst experience in system design for Oracle, Visual Basic, Lotus Domino
- Demonstrated experience in Access, XML, SQL and Lotus Notes desirable
- Demonstrated experience in using the above-mentioned applications
- Oracle database administrator - Oracle 8 (OCP) certification or higher

TASK 5 - Data Entry Services

No certification required.

TASK 6 - Continuity of Operations Plan and Emergency Response Center

Certifications as identified in this Statement of Work for required services.

Recommended Plan for Administration Duties

The Kansas City EPA office has a Lotus Notes environment with 8 Domino servers. 2 Mail Internal, 1 Mail external, 1 Application server, 1 Sametime server, 1 Dom.Doc server, 1 Archive server, and 1 eForms server. These servers support approximately 750 users.

Administration duties for this size of Domino environment should be at least 1 FTE and 1 PTE. The EPA office has a 3 person Domino team to support this infrastructure. With this team, they have allocated resources as 1 FTE and 2 PTE. With these resources, the suggested team duties could possibly be divided as follows:

1 Full Time Domino Administrator

Suggested Duties:

Daily

- Check to make sure servers are up
- Check log for errors on overnight processing (Compact, Indexing, or any database errors etc.)
- Run Log Analysis for problems
- Check mail.box for undelivered mail
- Monitor Replication for problems
- Help Desk tickets and delegation to PT administrators

Weekly

- Monitor mail database quotas and archiving
- Monitor disk usage
- Monitor Administration Request database for errors and approvals

As Needed

- Domino Updates and Patches
- Upgrades and Migrations to new versions of Domino
- Responsibilities for template customizations

1 Part Time Domino Administrator

Suggested Duties:

- Register Users
- Recertify Users
- Rename Users
- Password Recovery
- Monitor Administration Requests database (weekly)
- Troubleshoot User Problems

(Optional) 1 Part Time Domino Administrator

- Mail/Calendar related User Problems
- Mail Quotas (weekly)
- Monitor Archiving (weekly)
- Message Tracking

Miscellaneous Notes

Administration of Domino in a Team Environment

Necessary personnel for administering a Domino environment are normally 1 FTE for every 750-1,500 users plus at least 1 part time backup person to be available for vacations, sick time, etc.

Westar Energy 2 FTE for 3,000 users (includes Domino, BES, Sametime, Quickplace, Fax Server, Domino.Doc, and over 500 customized applications)

KCMO 2 FTE for 3,500 users (includes BES, Sametime, Websphere, Portal and 150 customized applications)

With the disk space issues, suggest to not allow Full-Text Indexing for mail files will help on space. Mail file quotas maybe around 500 Mb. Turn off Save Sent Mail, or turn on Prompt For Save.

Archiving Solutions may help store the archived data in a more compressed format, saving space on the server. Suggestions are:

- AXS-One Archiving Solution. Using file system as storage. Replaces documents in mail files with points to this storage place. (http://www.axsone.com/solutions_emailmgt_faq.shtml)
- DB2 Content Manager (development involved to get it to work) (http://www-306.ibm.com/software/data/cm/solution_emailarchive.html).
- Zantaz Solution, (backend xml with domino) (<http://www.zantaz.com/eas-product-family>).