AWARD/CONTRACT

1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 350) | RATING | PAGE 1 | 47

2. CONTRACT (Proc. Inst. Ident.) NO. DTFAAC-04-D-00123

3. EFFECTIVE DATE 10/01/04

4. REQUISITION/PURCHASE REQUEST/PROJECT NO. 0401323

5. ISSUED BY CODE
FAA. NAS Acquisition Contracting Team (AMQ-210)
6500 South MacArthur Boulevard
P.O. Box 25082
Oklahoma City, OK 73125-4929

6. ADMINISTERED BY (If olher than Item 5) CODE
FAA, NAS Acquisition Contract Mgmt Team (AMQ-240)
6500 South MacArthur Boulevard
P.O. Box 25082
Oklahoma City, OK 73125-4929

7. NAME AND ADDRESS OF CONTRACTOR (No., street, city, county, State and ZIP Code)
Chickasaw Nation Industries, INC.
7100 N. Classen, Suite 400
Oklahoma City, OK 73116

8. DELIVERY
Reference F.4
FOB ORIGIN OTHER (See below)

9. DISCOUNT FOR PROMPT PAYMENT
Net 30

10. SUBMIT INVOICES (4 copies unless otherwise specified) TO THE ADDRESS SHOWN IN: ITEM BLOCK 12.

CODE | FACILITY CODE

11. SHIP TO/MARK FOR CODE
FAA/MM Aeronautical Center
6500 S. MacArthur Blvd., P. O. Box 25082
Oklahoma City, OK 73169

12. PAYMENT WILL BE MADE BY: CODE
FAA, Financial Operations Division (AMZ-100)
P.O. Box 25710
Oklahoma City, OK 73125-4913 (405) 954-4304

13 RESERVED

14. ACCOUNTING AND APPROPRIATION DATA
To be shown on delivery order(s) issued hereunder.

15A. ITEM NO.	15B. SUPPLIES/SERVICES	15C. QUANTITY	15D. UNIT	15E. UNIT PRICE	15F. AMOUNT

Accepted as to contract line items 1.through 5, inclusive, in Dart I, Section B, Base Contract Year only. Amendment A001 incorporated herein.

ESTIMATED
15G. TOTAL AMOUNT OF CONTRACT $1,987,998.53

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CONTRACTING OFFICER WILL COMPLETE ITEM 17 OR 18 AS APPLICABLE

17. x CONTRACTOR'S NEGOTIATED AGREEMENT (Contractor is required to sign this document and return 1 copies to issuing office.) Contractor agrees to furnish and deliver all items or perform all the services set forth or otherwise identified above and on any continuation sheets for the consideration stated herein. The rights and obligations of the parties to this contract shall be subject to and governed by the following documents: (a) this award/contract, (b) the solicitation, if any, and (c) such provisions, representations, certifications, and specifications, as are attached or incorporated by reference herein. (Attachments are listed herein.)

18. AWARD (Contractor is not required to sign this doc.) Your offer on Solicitation Number _____ including the additions or changes made by you which additions or changes are set forth in full above, is hereby accepted as to the items listed above and on any continuation sheets. This award consummates the contract which consists of ihe following documents: (a) the Government's solicitation and your offer, and (b) this award/contract. No further contractual document is necessary.

19A. NAME AND TITLE OF SIGNER (Type or print)
Deryl Wright, Chief Executive Officer

20A. NAME OF CONTRACTING OFFICER
PHYLLIS TOWNSLEY

19B. NAME OF CONTRACTOR
BY _____
(Signature of person authorized to sign)

19C. DATE SIGNED
08/20/04

20B. UNITED STATES OF AMERICA
BY _____
(Signature of Contracting Officer)

20C. DATE SIGNED
8/27/04

PART I - SECTION B
SUPPLIES OR SERVICES AND PRICES/COSTS

B.1(a) The contractor shall furnish all personnel and when required, space, materials, equipment and supplies to provide Customer Service Center Support Services in accordance with the terms, conditions and provisions set forth herein and in the attached Performance Work Statement (PWS). The contractor shall be paid for services performed in accordance with the following price schedule:

CLIN	Supplies/Services	Quanity	Unit	Unit Price	Amount
1.	PHASE-IN	1	JOB	XXX	$ XXXXXXX

(Not applicable to Option Years)

BASE YEAR—(October 1, 2004 through September 30.2005)

2. DISCIPLINE (SKILL):	Estimated Annual Requirements	Unit	Hourly Composite Rate	Amount
2.1 Help Desk				
2.1A Help Desk Specialist, III (Regular Hrs)	1,950	Hr	$ 38.79	$ 75,640.50
2.1AA Help Desk Specialist, III (Premium Hrs)	25	Hr	$ 38.79	$ 969.75
2.1B Help Desk Specialist II (Regular Hrs)	4,880	Hr	$ 26.39	$ 128,783.20
2.1BB Help Desk Specialist II (Premium Hrs)	120	Hr	$ 26.39	$ 3,166.80
2.1C Help Desk Specialist I (Regular Hrs)	1	Hr	$ 19.07	$ 19.07
2.1CC Help Desk Specialist I (Premium Hrs)	1	Hr	$ 19.07	$ 19.07
2.2 Office Automation				
2.2A Office Automation Specialist, Level N (Regular Hrs)	1	Hr	$ 46.09	$ 46.09
2.2AA Office Automation Specialist, Level N (Premium Hrs)	1	Hr	$ 46.09	$ 46.09
2.2B Office Automation Specialist, Level III (Regular Hrs)	1	Hr	$ 43.16	$ 43.16
22BB Office Automation Specialist, Level III (Premium Hrs)	1	Hr	$ 43.16	$ 43.16
2.2C Office Automation Specialist, Level II (Regular Hrs)	22,968	Hr	$ 37.66	$ 864,974.88
2.2CC Office Automation Specialist, Level II (Premium Hrs)	300	Hr	$ 37.66	$ 11,298.00
2.2D Office Automation Specialist, Level I (Regular Hrs)	1,980	Hr	$ 35.14	$ 69,577.20
2.2DD Office Automation Specialist, Level I (Premium Hrs)	20	Hr	$ 35.14	$ 702.80
2.3 Computer Operator				
2.3A Computer Operator, Level N (Regular Hours)	1	Hr	$ 37.28	$ 37.28
2.3AA Computer Operator, Level IV (Premium Hours)	1	Hr	$ 54.24	$ 54.24
2.3B Computer Operator, Level III (Regular Hours)	19,500	Hr	$ 32.98	$ 643,110.00
2.3BB Computer Operator, Level III (Premium Hours)	500	Hr	$ 47.88	$ 23,940.00
2.3C Computer Operator, Level II (Regular Hours)	5,850	Hr	$ 25.42	$ 148,707.00
2.3CC Computer Operator, Level II (Premium Hours)	150	Hr	$ 36.52	$ 5,478.00
2.3D Computer Operator, Level I (Regular Hours)	1	Hr	$ 22.41	$ 22.41
2.3DD Computer Operator, Level I (Premium Hours)	1	Hr	$ 31.86	$ 31.86

PART 1 - SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS (Continued)

2.4	System Analyst and Programmer					
2.4A	System Analyst/Programmer, Level V (Regular Hrs)	1	Hr	$ 55.03	$ 55.03	
2.4AA	System Analyst/Programmer, Level V (Premium HIS)	1	Hr	$ 55.03	$ 55.03	
2.4B	System Analyst/Programmer, Level N (Regular Hrs)	1	Hr	$ 48.50	$ 48.50	
2.4BB	System Analyst/Programmer, Level N (Premium Hrs)	1	Hr	$ 48.50	$ 48.50	
2.4C	System Analyst/Programmer, Level III (Regular Hrs)	1	Hr	$ 41.52	$ 41.52	
2.4CC	System Analyst/Programmer, Level III (Premium Hrs)	1	Hr	$ 41.52	$ 41.52	
2.4D	System Analyst/Programmer, Level II (Regular Hrs)	1	Hr	$ 38.35	$ 38.35	
2.4DD	System Analyst/Programmer, Level II (Premium HIS)	1	Hr	$ 38.35	$ 38.35	
2.4E	System Analyst/Programmer, Level I (Regular Hrs)	1	Hr	$ 32.00	$ 32.00	
2.4EE	S[illegible] Analyst/Programmer, Level I (Premium Hrs)	1	Hr	$ 32.00	$ 32.00	
2.5	Data Base and System Administrator					
2.5A	Data Base Administrator, Level III (Regular Hrs)	1	Hr	$ 56.87	$ 56.87	
2.5AA	D B Administrator, L [illegible] III P [illegible] Hrs)	1	Hr	$ 56.87	$ 56.87	
2.5B	Data Base Administrator, Level II (Regular Hrs)	1	Hr	$ 49.31	$ 49.31	
2.5BB	Data Base Administrator, Level II (Premium Hrs)	1	Hr	$ 49.31	$ 49.31	
2.5C	Data Base Administrator, Level I (Regular Hrs)	1	Hr	$ 45.14	$ 45.14	
2.5CC	Data Base Administrator, Level I (Premium Hrs)	1	Hr	$ 45.14	$ 45.14	
2.5D	System Administrator, Level N (Regular Hrs)	1	Hr	$ 57.13	$ 57.13	
2.5DD	System Administrator, Level N (Premium Hours)	1	Hr	$ 57.13	$ 57.13	
2.5E	System Administrator, Level III (Regular Hrs)	1	Hr	$ 49.81	$ 49.81	
2.5EE	System Administrator, Level III (Premium Hours)	1	Hr	$ 49.81	$ 49.81	
2.5F	System Administrator, Level II (Regular HIS)	1	Hr	$ 45.33	$ 45.33	
2.5FF	System Administrator, Level II (Premium Hours)	1	Hr	$ 45.33	$ 45.33	
2.5G	System Administrator, L [illegible] I (Regular Hrs)	1	Hr	$ 35.62	$ 35.62	
2.5GG	System Administrator, Level I (Premium Hours)	1	Hr	$ 35.62	$ 35.62	
2.6	Technical Support					
2.6A	Technical Writer, Level II (Regular Hrs)	1	Hr	$ 43.14	$ 43.14	
2.6AA	Technical Writer, Level II (Premium Hrs)	1	Hr	$ 43.14	$ 43.14	
2.6B	Technical Writer, Level 1 (Regular Hrs)	1	Hr	$ 37.66	$ 37.66	
2.6BB	Technical Writer, Level I (Premium Hrs)	1	Hr			

CLINS 2.1C, 2.2A, 2.2B, 2.3A, and 2.3D through 2.6B are labor/skill categories that may/may not be required for performance under this contract *The annual estimated quantity of one (1) hours was provided for the purpose of evaluation.

3. CONTRACTOR FURNISHED ITEMS
The contractor shall furnish space, workstations, associated hardware and software, office equipment/furnishings, materials and supplies when government-furnished items are not available or accessible and-when included in task descriptions. See PWS Section 4 (To be reimbursed at contractor's Cost) . . . . . Estimated $ 5,000.00

*G&A may be applied at a rate not to exceed [redacted]
Profit shall not be applied.

*Offer to propose G&A rate.

4. **TRAVEL :** Costs shall be reimbursed to the contractor in accordance with Clause H.26. . . . . Estimated $ 5,000.00

*G&A may be applied at a rate not to exceed [redacted]
Profit shall not be applied.

*Offer to propose G&A rate.

B.1(b) SPECIAL SUPPORT REQUIREMENTS

5. SPECIAL SUPORT REQUIREMENTS--The special support requirements Items set forth below are not included in the basic work Items in B.1(a). The work called for under these items shall be accomplished when nnd as directed by the Contracting Officer in accordance with Section H (Clauses H.5 and H.6) nnd PWS paragraph 4.4.

G&A may be applied at a mte not to exoeed [redacted]
Profit may be applied nt a rate not to exceed [redacted]

*Offer to propose G&A and profit rates.

B.1(b)(1) Fixed Price Items. For nccompiishment of work set forth in these Items, see H.6(d)(i) and (e)

5.A SPECIAL SUPPORT REQUIREMENTS. . . . . To be Negotiated

B.1(b)(2) Fixed Hourly Rate Items. For accomplishment of work set forth in these Items, see H.6(d)(ii).

5.B SPECIAL SUPPORT REQUIREMENTS.. . . . . To be Negotiated

NOTES: A guaranteed minimum of $500,000 wil be awarded during the period of the base year performance.

Payment for CLINS 2 through 4 will be in accordance with contract clause entitled "Payments Under Time-and-Materials and Labor-Hour Contracts." Payment for CLIN 1 and 5 will be made in accordance with either contract clauses entitled "Payments" and "Payments Under Time-and-Materials and Labor-Hour Contracts."

PART I - SECTION B
SUPPLIES OR SERVICES AND PRICES/COSTS

B.1(a) The contractor shall furnish all personnel and when required, space, materials, equipment and supplies to provide Customer Service Center Support Services in accordance with the tams, conditions and provisions set forth herein and in the attached Performance Work Statement (PWS). The contractor shall be paid for services performed in accordance with the following price schedule:

CLIN	Supplies/Services	Quanity	Unit	Unit Price	Amount
1.	RESERVED	XX	XXX	XXXX	$ XXXX

(Not applicable to Option Years)

SECOND YEAR (OPTION I) – (October 1,2005 through September 30,2006)

2. DISCIPLINE (SKILL):	Estimated Annual Requirements	Unit	Hourly Composite Rate	Amount
2.1 Help Desk				
2.1A Help Desk Specialist, III (Regular Hrs)	1,950	Hr	$ 40.35	$ 78,682.50
2.1AA Help Desk Specialist, III (Premium Hrs)	25	Hr	$ 40.35	$ 1,008.75
2.1B Help Desk Specialist II (Regular Hrs)	4,880	Hr	$ 27.58	$ 134,590.40
2.1BB Hel Di k Specialist II (P it Hrs)	120	Hr	$ 27.58	$ 3,309.60
2.1C Help Desk Specialist I (Regular Hrs)	1	Hr	$ 20.06	$ 20.06
2.1CC Help Desk Specialist I (Premium Hrs)	1	Hr	$ 20.06	$ 20.06
2.2 Office Automntion				
2.2A Office Automation Specialist, Level N (Regular Hrs)	1	Hr	$ 47.90	$ 47.90
2.2AA Office Automation Specialist, Level N premium Hrs)	1	Hr	$ 47.90	$ 47.90
2.2B Office Automation Specialist, Level III (Regular Hrs)	1	Hr	$ 44.90	$ 44.90
2.2BB Office Automation Specialist, Level III (Premium Hrs)	1	Hr	$ 44.90	$ 44.90
2.2C Office Automation Specialist, Level II (Regular Hrs)	22,968	Hr	$ 39.19	$ 900,115.92
2.2CC Office Automntion Specialist, Level II (Premium Hrs)	300	Hr	$ 39.19	$ 11,757.00
2.2D Office Automation Specialist, Level I (Regular Hrs)	1,980	Hr	$ 36.59	$ 72,448.20
2.2DD Office Automation Specialist, Level I (Premium Hrs)	20	Hr	$ 36.59	$ 731.80
2.3 Computer Operntor				
2.3A Computer Operator, Level IV (Regular Hours)	1	Hr	$ 37.80	$ 37.80
2.3AA Computer Operator, Level IV (Premium Hours)	1	Hr	$ 54.76	$ 54.76
2.3B Computer Operator, Level III (Regular Hours)	19,500	Hr	$ 33.47	$ 652,665.00
2.3BB Computer Operator, Level III (Premium Hours)	500	Hr	$ 48.37	$ 24,185.00
2.3C Computer Operator, Level II (Regular Hours)	5,850	Hr	$ 25.91	$ 151,573.50
2.3CC Computer Operator, Level II (Premium Hours)	150	Hr	$ 37.01	$ 5,551.50
2.3D Computer Operntor, Level I (Regular Hours)	1	Hr	$ 22.89	$ 22.89
2.3DD Computer Operator, Level 1 (Premium Hours)	1	Hr	$ 32.38	$ 32.38

PART 1 - SECTION B -SUPPLIES OR SERVICES AND PRICE/COSTS (Continued)

2.4 System Annlyst nnd Progrnmmer					
2.4A System Analyst/Programmer, Level V (Regular Hrs)	1	Hr	$ 57.10	$ 57.10
2.4AA System Analyst/Programmer, Level V (Premium Hrs)	1	Hr	$ 57.10	$ 57.10
2.4B System Analyst/Programmer, Level IV (Regular Hrs)	1	Hr	$ 50.38	$ 50.38
2.4BB S Analyst/Programmer, I I IV (Premium s)	1	Hr	$ 50.38	$ 50.38
2.4C System Analyst/Programmer, Level III (Regular HIS)	1	Hr	$ 43.18	$ 43.18
2.4CC System Analyst/Programmer, Level III (Premium Hrs)	1	Hr	$ 43.18	$ 43.18
2.4D System Analyst/Programmer, Level II (Regular HIS)	1	Hr	$ 39.93	$ 39.93
2.4DD System Analyst/Programmer, Level II (Premium HIS)	1	Hr	$ 39.93	$ 39.93
2.4E System Analyst/Programmer, Level I (Regular Hrs)	1	Hr	$ 33.37	$ 33.37
2.4EE System Analyst/Programmer, Level I (Premium Hrs)	1	Hr	$ 33.37	$ 33.37
2.5 Data Base and System Administrator				
2.5A Data Base Administrator, Level III (Regular Hrs)	1	Hr	$ 59.00	$ 59.00
2.5AA Data Base Administrator, Level III (Premium Hrs)	1	Hr	$ 59.00	$ 59.00
2.5B Data Base Administrator, Level 11 (Regular Hrs)	1	Hr	$ 51.20	$ 51.20
2.5BB Data Base Administrator, Level II (Premium Hrs)	1	Hr	$ 51.20	$ 51.20
2.5C Data Base Administrator, Level I (Regular Hrs)	1	Hr	$ 46.93	$ 46.93
2.5CC Data Base Administrator, Level I (Premium Hrs)	1	Hr	$ 46.93	$ 46.93
2.5D System Administrator, Level N (Regular HIS)	1	Hr	$ 59.27	$ 59.27
2.5DD System Administrator, Level N (Premium Hours)	1	Hr	$ 59.27	$ 59.27
2.5E System Administrator, Level III (Regular Hrs)	1	Hr	$ 51.72	$ 51.72
2.5EE System Administrator, Level III (Premium Hours)	1	Hr	$ 51.72	$ 51.72
2.5F System Administrator, Level II (Regular HIS)	1	Hr	$ 47.11	$ 47.11
2.5FF System Administrator, Level II (Premium Hours)	1	Hr	$ 47.11	$ 47.11
2.5G System Administrator, Level I (Regular Hrs)	1	Hr	$ 37.11	$ 37.11
2.5GG System Administrator, Level I (Premium Hours)	1	Hr	$ 37.11	$ 37.11
2.6 Technical Support				
2.6A Technical Writer, Level II (Regular Hrs)	1	Hr	$ 44.88	$ 44.88
2.6AA Technical Writer, Level II (Premium Hrs)	1	Hr	$ 44.88	$ 44.88
2.6B Technical Writer, Level I (Regular Hrs)	1	Hr	$ 38.18	$ 38.18
2.6BB Technical Writer, Level I (Premium HIS)	1			$ 55.34

CLINS 2.1C, 2.2A, 2.2B, 2.3A, and 2.3D through 2.6B are labor/skill categories that may/may not be required for performance under this contract. The annual estimated quantity of one (I) hours was provided for the purpose of evaluation.

3. CONTRACTOR FURNISHED ITEMS
The contractor shall furnish space, workstations, associated hardware and software, office equipment/furnishings, materials nnd supplies when government-furnished items are not available or accessible and when included in task descriptions. See PWS Section 4 (To he reimbursed at contractor's Cost) ..... Estimated $ 5,000.00

*G&A may be applied at a rate not to exceed [redacted]
Profit shall not be applied.

*Offer to propose G&A late.

4. TRAVEL: Costs shall he reimbursed to the contractor in accordance with Clause H.26. ..... Estimated S 5,000.00

*G&A mny be applied at a rate not to exceed [redacted]
Profit shall not he applied.

'Offer to propose G&A rate.

B.1(b) SPECIAL SUPPORT REQUIREMENTS

5. SPECIAL SUPORT REQUIREMENTS—Thespecial support requirements Items set forth below are not included in the basic work Items in B:1(a). The work coiled for under these items shall be accomplished when and as directed by the Contracting Officer in accordance with Section H (Clauses H.5 and H.6) nnd PWS paragraph 4.4.

G&A may be applied at a rnte not to exceed [redacted]
Profit may be applied at a rate not to exceed [redacted]

'Offer to propose G&A and profit rates.

B.1(b)(1) Fixed Price Items. For accomplishment of work set forth in these Items, see H.6(d)(i) and (e)

5A SPECIAL SUPPORT REQUIREMENTS.. ..... To be Negotiated

B.1(b)(2) Fixed Hourly Rate Items. For accomplishment of work set forth in these Items, see H.6(d)(ii).

5.B SPECIAL SUPPORT REQUIREMENTS.. ..... To be Negotiated

NOTES: A guaranteed minimum of $500,000 wil he nwarded during the period of the hnse year performance.

Payment for CLINS 2 through 4 will he in accordance with contract clause entitled "Payments Under Time-and-Mnterinls and Labor-Hour Contracts." Payment for CLIN 1 and 5 will be made in accordance with either contract clauses entitled "Payments" nnd "Payments Under Time-and-Materinls nnd Labor-Hour Contracts."

PART I - SECTION 4
SUPPLIES OR SERVICES AND PRICES/COSTS

B.1(a) The contractor shall furnish all personnel and when required, space, materials, equipment and supplies to provide Customer Service Center Support Services in accordance with the terms, conditions and provisions set forth herein and in the attached Performance Work Statement (PWS). The contractor shall be paid for services performed in accordance with the following price schedule:

CLIN	Supplies/Services	Quanity	Unit	Unit Price	Amount
1.	RESERVED	XX	XXX	XXXX	$ XXXX

(Not applicable to Option Years)

THIRD YEAR (OPTION III) - (October 1,2006 through September 30,2007)

2. DISCIPLINE (SKILL):	Estimated Annual Requirements	Unit	Hourly Composite Rate	Amount
2.1 Help Desk				
2.1A Help Desk Specialist, III (Regular Hrs)	1,950	HI	$ 41.97	$ 81.841.50
2.1AA Help Desk Specialist, III (Premium Hrs)	25	HI	$ 41.97	$ 1.049.25
2.1B Help Desk Specialist II (Regular Hrs)	4,880	HI	$ 28.82	$ 140,641.60
2.1BB Help Desk Specialist II (Premium Hrs)	120	Hr	$ 28.82	$ 3,458.40
2.1C Help Desk Specialist I (Regular Hrs)	1	HI	$ 21.09	$ 21.09
2.1CC Help Desk Specialist I (Premium Hrs)	I	HI	$ 21.09	$ 21.09
2.2 Office Automation				
2.2A Office Automation Specialist, Level N (Regular Hrs)	1	Hr	$ 49.77	$ 49.77
2.2AA Office Automation Specialist, Level N (Premium Hrs)	1	Hr	$ 49.77	$ 49.77
2.2B Office Automation Specialist, Level III (Regular Hrs)	1	HI	$ 46.68	$ 46.68
2.2BB Office Automation Specialist, Level III (Premium Hrs)	1	Hr	$ 46.68	$ 46.68
2.2C Office Automation Specialist, Level II (Regular Hrs)	22,968	HI	$ 40.77	$ 936,405.36
2.2CC Office Automation Specialist, Level II (Premium Hrs)	300	Hr	$ 40.77	$ 12,231.00
2.2D Office Automation Specialist, Level I (Regular Hrs)	1,980	HI	$ 38.10	$ 75,438.00
2.2DD Office Automation Specialist, Level I (Premium Hrs)	20	HI	$ 38.10	$ 762.00
2.3 Computer Operator				
2.3A Computer Operator, Level IV (Regular Hours)	1	HI	$ 38.35	$ 38.35
23AA Computer Operator, Level IV (Premium Hours)	1	Hr	$ 55.32	$ 55.32
2.3B Computer Operator, Level III (Regular Hours)	19,500	HI	$ 34.00	$ 663,000.00
2.3BB Computer Operator, Level III (Premium Hours)	500	Hr	$ 48.90	$ 24,450.00
2.3C Computer Operator, Level II (Regular Hours)	5,850	Hr	$ 26.44	$ 154,674.00
2.3CC Computer Operator, Level II (Premium Hours)	150	HI	$ 37.54	$ 5,631.00
2.3D Computer Operator, Level I (Regular Hours)	1	HI	$ 23.44	$ 23.44
2.3DD Computer Operator, Level I (Premium Hours)	1	Hr	$ 32.93	$ 32.93

PART I - SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS (Continued)

2.4	System Annlyst and Progrnrnrner					
2.4A	System Analyst/Programmer, Level V (Regular Hrs)	1	Hr	$ 59.24	$ 59.24
2.4AA	System Analyst/Programmer, Level V (Premium Hrs)	1	Hr	$ 59.24	$ 59.24
2.4B	System Analyst/Programmer, Level N (Regular Hrs)	1	Hr	$ 52.33	$ 52.33
2.4BB	System Analyst/Programmer, Level N (Premium Hrs)	1	Hr	$ 52.33	$ 52.33
2.4C	System Analyst/Programmer, Level III (Regular Hrs)	1	Hr	$ 44.93	$ 44.93
2.4CC	System Analyst/Programmer, Level III (Premium Hrs)	1	Hr	$ 44.93	$ 44.93
2.4D	System Analyst/Programmer, Level II (Regular Hrs)	1	Hr	$ 41.57	$ 41.57
2.4DD	System Analyst/Programmer, Level II (Premium Hrs)	1	Hr	$ 41.57	$ 41.57
2.4E	System Analyst/Programmer, Level I (Regular Hrs)	1	Hr	$ 34.82	$ 34.82
2.4EE	System Analyst/Programmer, Level I (Premium Hrs)	1	Hr	$ 34.82	$ 34.82
2.5	Data Base nnd System Administrator				
2.5A	Data Base Administrator, Level III (Regular Hrs)	1	Hr	$ 61.21	$ 61.21
2.5AA	Data Base Administrator, Level III (Premium Hrs)	1	Hr	$ 61.21	$ 61.21
2.5B	Dan Base Administrator, Level II (Regular Hrs)	1	Hr	$ 53.18	$ 53.18
2.5BB	Data Base Administrator, L :l II (Premium Hrs)	1	Hr	$ 53.18	$ 53.18
2.5C	Data Base Administrator, Level I (Regular Hrs)	1	Hr	$ 48.76	$ 48.76
2.5CC	Data Base Adminishator, Level I (Premium Hrs)	1	Hr	$ 48.76	$ 48.76
2.5D	System Administrator, Level N (Regular Hrs)	1	Hr	$ 61.47	$ 61.47
2.5DD	System Administrator, Level N (Premium Hours)	1	Hr	$ 61.47	$ 61.47
2.5E	System Administrator, Level III (Regular Hrs)	1	Hr	$ 53.72	$ 53.72
2.5EE	System Administrator, Level III (Premium Hours)	1	Hr	$ 53.72	$ 53.72
2.5F	System Administrator, Level II (Regular Hrs)	1	Hr	$ 48.95	$ 48.95
2.5FF	System Administrator, Level II (Premium Hours)	1	Hr	$ 48.95	$ 48.95
2.5G	System Administrator, Level I (Regular Hrs)	1	Hr	$ 38.65	$ 38.65
2.5GG	System Administrator, Level I (Premium Hours)	1	Hr	$ 38.65	$ 38.65
2.6	Technical Support				
26A	Technical Writer, Level II (Regular Hrs)	1	Hr	$ 46.66	$ 46.66
2.6AA	Technical Writer, Level II (Premium Hrs)	1	Hr	$ 46.66	$ 46.66
2.6B	Technical Writer, Level I (Regular Hrs)	1	Hr	[illegible]	$ 38.74
2.6BB	Technical Writer, Level I (Premium Hrs)	1	Hr		$ 55.89

CLINS 2.1C, 2.2A, 2.2B, 2.3A, and 2.3D through 2.6B are labor/skill categories that may/may not be required for performance under this contract *The annual estimated quantity of one (1) hours was provided for the purpose of evaluation.

3.	CONTRACTOR FURNISHED ITEMS The contractor shall furnish spnce, workstations, associated hardware and software, office equipment/furnishings, materials and supplies when government-furnished items ore not available or accessible nnd when included in task descriptions. See PWS Section 4 (To be reimbursed at contractor's Cost).	*G&A may be applied at n rate not to exceed [redacted] Profit shall not be applied. *Offer to pmpose G&A rate.	Estimated	S 5,000.00
4.	TRAVEL: Costs shall be reimbursed to the contractor in accordance with Clause H.26.	*G&A may be applied at a rate not to exceed [redacted] Profit shall not be applied. 'Offer to propose G&A rate.	Estimated	$ 5,000.00
B.1(b)	SPECIAL SUPPORT REQUIREMENTS			
5.	SPECIAL SWORT REQUIREMENTS—The special support requirements Items set forth below are not included in the basic work Items in B.1(a). The work called for under these items shall he accomplished when and as directed by the Contracting Officer in accordance with Section H (Clauses H.5 nnd H.6) nnd PWS paragraph 4.4. B.1(b)(1) Fixed Price Items. For accomplishment of work set forth in these Items, see H.6(d)(i) nnd (e)	G&A may be applied nt a rate not to exceed [redacted] Pmfit may be applied at a rate not to exceed [redacted] 'Offer to propose G&A and profit rates.		
5.A	SPECIAL SUPPORT REQUIREMENTS.		To be Negotiated	
	B.1(b)(2) Fixed Hourly Rate Items. For accomplishment of work set forth in these Items, see H.6(d)(ii).			
5.B	SPECIAL SUPPORT REQUIREMENTS.		To he Negotiated	

NOTES: A guaranteed minimum of $500,000 wil be nwnrded during the period of the base year performance.

Payment for CLINS 2 through 4 will be in accordance with contract clause entitled "Payments Under Time-and-Materials nnd Lnbor-Hour Contracts." Payment for CLIN 1 nnd 5 will be made in nccordnnce with either contract clauses entitled "Payments" nnd "Payments Under Time-and-Materials nnd Labor-Hour Contracts."

PART I - SECTION B
SUPPLIES OR SERVICES AND PRICES/COSTS

B.1(a) The contractor shall furnish all personnel and when required, space, materials, equipment and supplies to provide Customer Service Center Support Services in accordance with the terms, conditions and provisions set forth herein and in the attached Performance Work Statement (PWS). The contractor shall he paid for services performed in accordance with the following price schedule:

CLIN	Supplies/Services	Quanity	Unit	Unit Price	Amount
1.	RESERVED	XX	XXX	XXXX	$ XXXX

(Not applicable to Option Years)

FOURTH YEAR (OPTION III) – (October 1,2007 through September 30,2008)

2. DISCIPLINE (SKILL):	Estimated Annual Requirements	Unit	Hourly Composite Rate	Amount
2.1 Help Desk				
2.1A Help Desk Specialist, III (Regular Hrs)	1,950	Hr	$ 43.69	$ 85,195.50
2.1AA Help Desk specialist, III (Premium Hrs)	25	Hr	$ 43.69	$ 1,092.25
2.1B Help Desk Specialist II (Regular Hrs)	4,880	Hr	$ 30.12	$ 146,985.60
2.1BB Help Desk Specialist II (Premium Hrs)	120	Hr	$ 30.12	$ 3,614.40
2.1C Help Desk Specialist I (Regular Hrs)	1	Hr	$ 22.20	$ 22.20
2.1CC Help Desk Specialist I premium Hrs)	1	Hr	$ 22.20	$ 22.20
2.2 Office Automation				
2.2A OfficeAutomntlon Specialist, Level N (Regular Hrs)	1	Hr	$ 51.71	$ 51.71
2.2AA OfficeAutomation Specialist, Level IV (Premium Hrs)	1	Hr	$ 51.71	$ 51.71
2.2B Office Automation Specialist, Level III (Regular Hrs)	1	Hr	$ 48.54	$ 48.54
2.2BB OfficeAutomntion Specialist, Level III premium Hrs)	1	Hr	$ 48.54	$ 48.54
2.2C Office Automution Specialist, Level II (Regular Hrs)	22,968	Hr	$ 42.44	$ 974,761.92
2.2CC Office Automation Specialist, Level II (Premium Hrs)	300	Hr	$ 42.44	$ 12.732.00
2.2D Office Automation Specialist, Level I (Regular Hrs)	1,980	Hr	$ 39.68	$ 78,566.40
2.2DD Office Automation Specialist, Level I premium Hrs)	20	Hr	$ 39.68	$ 793.60
2.3 Computer Operator				
2.3A Computer Operator, Level N (Regular Hours)	1	Hr	$ 38.94	$ 38.94
2.3AA Computer Operator, Level N (Premium Hours)	1	Hr	$ 55.90	$ 55.90
2.38 Computer Operator, Level III (Regular Hours)	19,500	Hr	$ 34.56	$ 673,920.00
2.3BB Computer Operator, Level III (Premium Hours)	500	Hr	$ 49.46	$ 24.730.00
2.3C Computer Operator, Level II (Regular Hours)	5,850	Hr	$ 27.01	$ 158,008.50
2.3CC Computer Operator, Level Jl (Premium Hours)	150	Hr	$ 38.10	$ 5,715.00
2.3D Computer Operator, Level I (Regular Hours)	1	Hr	$ 24.04	$ 24.04
2.3DD Computer Operator, Level I (Premium Hours)	1	Hr	$ 33.52	$ 33.52

PART I - SECTION B - SUPPLES OR SERVICES AND PRICWCOSTS (Continued)

2.4 System Analyst and Programmer				
2.4A System Analyst/Programmer, Level V (Regular Hrs)	1	Hr	$ 61.45	$ 61.45
2.4AA System Analyst/Programmer, Level V premium Hrs)	1	Hr	$ 61.45	$ 61.45
2.4B System Analyst/Programmer, Level IV (Regular Hrs)	I	Hr	$ 54.35	$ 54.35
2.4BB System Analyst/Programmer, Level IV (P[illegible] Hrs)	I	Hr	$ 54.35	$ 54.35
2.4C System Analyst/Programmer, Level Ill (Regular Hıs)	1	Hr	$ 46.72	$ 46.72
2.4CC System Analyst/Programmer, Level III (Premium Hrs)	1	Hr	$ 46.72	$ 46.72
2.4D System Analyst/Programmer, Level II (Regular Hrs)	1	Hr	$ 43.26	$ 43.26
2.4DD System Analyst/Programmer, Level II (Premium Hrs)	1	Hr	$ 43.26	$ 43.26
2.4E System Analyst/Programmer, Level I (Regular Hrs)	1	Hr	$ 36.31	$ 36.31
2.4EE System Analyst/Programmer, Level I (Premium Hrs)	1	Hr	$ 36.31	$ 36.31
2.5 Data Base and System Administmtor				
2.5A Data Base Administrator, Level III (Regular Hrs)	1	Hr	$ 63.49	$ 63.49
2.5AA Data Base Administrator, Level III premium Hrs)	1	Hr	$ 63.49	$ 63.49
2.5B Data Base Administrator, Level II (Regular Hıs)	1	Hr	$ 55.22	$ 55.22
2.5BB Data Base Administrator, Level II (Premium Hrs)	1	Hr	$ 55.22	$ 55.22
2.5C Data Base Administrator, Level I (Regular Hrs)	1	Hr	$ 50.67	$ 50.67
2.5CC Data Base Administrator, Level I (Premium Hrs)	1	Hr	$ 50.67	$ 50.67
2.5D System Administrator, Level N (Regular Hrs)	1	Hr	$ 63.76	$ 63.76
2.5DD System Administrator, Level N (Premium Hours)	1	Hr	$ 63.76	$ 63.76
2.5E System Administrator, Level III (Regular Hrs)	1	Hr	$ 55.77	$ 55.77
2.5EE System Administrator, Level III (Premium Hours)	1	Hr	$ 55.77	$ 55.77
2.5F System Administrator, Level II (Regular Hrs)	1	Hr	$ 50.87	$ 50.87
2.5FF System Administrator, Level II (Premium Hours)	1	Hr	$ 50.87	$ 50.87
2.50 System Administrator, Level I (Regular Hrs)	1	Hr	$ 40.26	$ 40.26
2.5GG System Administrator, Level I (Premium Hour.)	1	Hr	$ 40.26	$ 40.26
2.6 Technical Support				
2.6A Technical Writer, Level II (Regular Hrs)	1	Hr	$ 48.51	$ 48.51
2.6AA Technical Writer, Level II (Premium Hrs)	1	Hr	$ 48.51	$ 48.51
2.6B Technical Writer, Level I (Regular Hrs)	1	Hr		
2.6BB Technical Writer, Level I (Premium Hrs)	1	Hr		

CLINS 2.1C, 2.2A, 2.2B, 2.3A, and 2.3D through 2.6B are labor/skill categories that may/may not be required for performance under this contract. *The annual estimated quantity of one (1) hours was provided for the purpose of evaluation.

3.	CONTRACTOR FURNISHED ITEMS The contractor shall furnish space, workstations, associated hardware and software, office equipment/furnishings, materials and supplies when government-furnished items are not available or accessible and when included in task descriptions. See PWS Section 4 (To be reimbursed at contractor's Cost)	*G&A mny be applied at a rate not to exceed [redacted] Profit shall not be applied. *Offer to propose G&A rate.	Estimated	$ 5,000.00
4	TRAVEL: Costs shall be reimbursed to the contractor in accordance with Clause H.26.	*G&A may be applied at a rate not to exceed [redacted] Profit shall not be applied. *Offer to propose G&A rate.	Estimated	$ 5.000.00
B.1(b)	SPECIAL SUPPORT REQUIREMENTS			
5.	SPECW, SUPORT REQUIREMENTS—The special support requirements Items set forth below are not included in the basic work Items in B.1(a). The work called for under these items shall be accomplished when and as directed by the Contracting Officer in accordance with Section H (Clauses H.5 and H.6) and PWS paragraph 4.4. B.1(b)(1) Fixed Price Items. For accomplishment of work set forth in these Items, see H.6(d)(i) and (e)	G&A may be applied at a rate not to exceed [redacted] Profit may be applied at a rate not to exceed [redacted] *Offer to propose G&A and profit rates.		
5.A	SPECIAL SUPPORT REQUIREMENTS.		To be Negotiated	
	B.1(b)(2) Fixed Hourly Rate Items. For accomplishment of work set forth in these Items, see H.6(d)(ii).			
5.B	SPECIAL SUPPORT REQUIREMENTS.		To be Negotiated	

NOTES: A guaranteed minimum of $500,000 wii be awarded during the period of the base year performance.

Payment for CLINS 2 through 4 will be in accordance with contract clause entitled "Payments Under Time-and-Materials and Labor-Hour Contracts." Payment for CLIN 1 and 5 will b made in accordance with either contract clauses entitled "Payments" and "Payments Under Time-and-Materials and Labor-Hour Contracts."

PART I - SECTION B
SUPPLIES OR SERVICES AND PRICES/COSTS

B.1(a) The contractor shall furnish all personnel and when required. space, materials, equipment and supplies to provide Customer Service Center Support Services in accordance with the terms, conditions and provisions set forth herein and in the attached Performance Work Statement (PWS). The contractor shall be paid for services performed in accordance with the following price schedule:

CLIN	Supplies/Services	Quanity	Unit	Unit Price	Amount
1.	RESERVED	XX	XXX	XXXX	$ XXXX

(Not applicable to Option Years)

FIFTH YEAR (OPTION IV) – (October 1,2008 through September 30,2009)

2. DISCIPLINE (SKILL):	Estimated Annual Requirements	Unit	Hourly Composite Rate	Amount
2.1 Help Desk				
2.1A Help Desk Specialist, III (Regular Hrs)	1,950	Hr	$ 45.52	$ 88,764.00
2.1AA Help Desk Specialist, III (Premium HE)	25	Hr	$ 45.52	$ 1,138.00
2.1B Help Desk Specialist II (Regular Hrs)	4,880	Hr	$ 31.57	$ 154,061.60
2.1BB Help Desk Speoialist II (Premium Hrs)	120	Hr	$ 31.57	$ 3,788.40
2.1C Help Desk Specialist I (Regular Hrs)	1	Hr	$ 23.44	$ 23.44
2.1CC Help Desk Specialist I (Premium Hrs)	1	Hr	$ 23.44	$ 23.44
2.2 Office Automation				
2.2A Office Automation Specialist, Level N (Regular Hrs)	1	Hr	$ 53.82	$ 53.82
2.2AA Office Automation Specialist, Level N (Premium Hrs)	1	Hr	$ 53.82	$ 53.82
2.2B Office Automation Specialist, Level III (Regular Hrs)	1	Hr	$ 50.54	$ 50.54
2.2BB Office Automation Specialist, Level III (Premium Hrs)	1	Hr	$ 50.54	$ 50.54
2.2C Office Automation Specialist, Level II (Regular Hrs)	22,968	Hr	$ 44.27	$ 1,016,793.36
2.2CC Office Automation Specialist, Level II (Premium Hrs)	300	Hr	$ 44.27	$ 13,281.00
23D Office Automation Specialist, Level I (Regular Hrs)	1,980	Hr	$ 41.41	$ 81,991.80
2.2DD Office Automation Specialist, Level I (Premium Hrs)	20	Hr	$ 41.41	$ 828.20
23 Computer Operntor				
2.3A Computer Operator, Level N (Regular Hours)	1	Hr	$ 39.66	$ 39.66
2.3AA Computer Operator, Level IV (Premium Hours)	I	Hr	$ 56.60	$ 56.60
2.3B Computer Operator, Level III (Regular Hours)	19,500	Hr	$ 35.24	$ 687,180.00
2.3BB Computer Operator, Level III (Premium Hours)	500	Hr	$ 50.12	$ 25,060.00
2.3C Computer Operator, Level II (Regular Hours)	5,850	Hr	$ 27.68	$ 161,928.00
2.3CC Computer Operntor, Level II (Premium Hours)	150	Hr	$ 38.78	$ 5,817.00
23D Computer Operator, Level I (Regular Hours)	1	Hr	$ 24.75	$ 24.75
2.3DD Computer Operator, Level I (Premium Hours)	1	Hr	$ 34.24	$ 34.24

PART I - SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS (Continued)

2.4	System Analyst and Programmer					
2.4A	System Analyst/Programmer, Level V (Regular Hrs)	1	Hr	$ 63.84	$ 63.84
2.4AA	System Analyst/Programmer, Level V (Premium Hrs)	1	Hr	$ 63.84	$ 63.84
2.4B	System Analyst/Programmer, Level N (Regular Hrs)	1	Hr	$ 56.53	$ 56.53
2.4BB	System Analyst/Programmer, Level N (Premium Hrs)	1	Hr	$ 56.53	$ 56.53
24C	System Analyst/Programmer, Level III (Regular HIS)	1	Hr	$ 48.69	$ 48.69
2.4CC	System Analyst/Programmer, Level III (Premium Hrs)	1	Hr	$ 48.69	$ 48.69
2.4D	System Analyst/Programmer, Level II (Regular Hrs)	1	HI	$ 45.11	$ 45.11
2.4DD	System Analyst/Programmer, Level II (Premium Hrs)	1	HI	$ 45.11	$ 45.11
2.4E	System Analyst/Programmer, Level I (Regular Hrs)	1	Hr	$ 37.96	$ 37.96
2.4EE	System Analyst/Programmer, Level I (Premium Hrs)	1	Hr	$ 37.96	$ 37.96
2.5	Dnta Base and System Administrator				
2.5A	Data Base Administrator, Level 111 (Regular Hrs)	1	Hr	$ 65.94	$ 65.94
2.5AA	DataBase Administrator, Level III (Premium Hrs)	1	Hr	$ 65.94	$ 65.94
2.5B	Data Base Administrator, Level II (Regular Hrs)	1	Hr	$ 57.42	$ 57.42
2.5BB	Data Base Administrator, Level 11 (Premium Hrs)	1	Hr	$ 57.42	$ 57.42
2.5C	Data Base Administrator, Level I (Regular Hrs)	1	Hr	$ 52.75	$ 52.75
2.5CC	Data Base Administrator, Level I (Premium Hrs)	1	HI	$ 52.75	$ 52.75
2.5D	System Administrator. Level IV (Regular Hrs)	1	Hr	$ 66.21	$ 66.21
2.5DD	System Administrator, Level IV (Premium Hours)	1	Hr	$ 66.21	$ 66.21
2.5E	System Administrator, Level III (Regular Hrs)	1	Hr	$ 58.00	$ 58.00
2.5EE	System Administrator, Level III (Premium Hours)	1	HI	$ 58.00	$ 58.00
2.5F	System Administrator, Level II (Regular Hrs)	1	Hr	$ 52.94	$ 52.94
2.5FF	System Administrator, Level 11 (Premium Hours)	1	Hr	$ 52.94	$ 52.94
2.5G	System Administrator, Level I (Regular Hrs)	1	Hr	$ 42.03	$ 42.03
2.5GG	System Administrator, Level I (Premium Hours)	1	Hr	$ 42.03	$ 42.03
2.6	Technical Support				
2.6A	Technical Writer, Level II (Regular HIS)	1	Hr	$ 50.52	$ 50.52
2.6P.A	Technical Writer, Level II (Premium Hrs)	1	Hr	$ 50.52	$ 50.52
2.6B	Technical Writer, Level I (Regular HIS)	1	Hr	$ 40.04	$ 40.04
2.6BB	Technical Writer, Level I (Premium HIS)	1	Hr	$ 57.18	$ 57.18

CLINS 2.1C, 2.24 2.2B, 2.3A, and 2.3D through 2.6B are labor/skill categories that may/may not be required for performance under this contract. The annual estimated quantity of one (1) hours was provided for the purpose of evaluation.

3. CONTRACTOR FURNISHED ITEMS
The contractor shall furnish space, workstations, associated hardware and software, office equipment/furnishings, materials and supplies when government-furnished items are not available or accessible and when included in task descriptions. See PWS Section 4 (To be reimbursed at contractor's Cost) ..... Estimated $ 5,000.00

*G&A may be applied at a rate not to exceed [redacted]
Profit shall nor be applied.

*Offer to propose G&A rote.

4. TRAVEL: Costs shall be reimbursed to the contractor in nccordnnce with Clause H.26. ..... Estimated $ 5,000.00

*G&A may be applied at a rate not to exceed [redacted]
Profit shall not be applied.

*Offer to propose G&A rate.

B.1(b) SPECIAL SUPPORT REQUIREMENTS

5. SPECIAL SUPORT REQUIREMENTS--The special support requirements Items set forth below nre not included in the basic workltems in B.1(a). The work called for under these item shall be accomplished when and as directed by the Contracting Officer in accordance with Section H (Clauses H.5 and H.6) and PWS paragraph 4.4.

G&A may be applied at a rate not to exceed [redacted]
Profit may be applied at a rate not lo exceed [redacted]

*Offer to propose G&A and profit rates.

B.1(b)(1) Fired Price Items. For accomplishment of work set forth in these Item, see H.6(d)(i) and (e)

5.A SPECIAL SUPPORT REQUIREMENTS. ..... To be Negotiated

B.1(b)(2) Fired Hourly Rate Items. For accomplishment of work set forth in these Items, see H.6(d)(ii).

5.B SPECIAL SUPPORT REQUIREMENTS.. ..... To be Negotinted

NOTES: A guaranteed minimum of $500,000 wil be awarded during the period of the base year performance.

Payment for CLMS 2 through 4 will be in accordance with contract clause entitled "Payments Under Time-and-Materials nnd Lnhor-Hour Contracts." Payment for CLM 1 and 5 will be mndc in accordance with either contract clauses entitled "Payments" and "Payments Under Time-and-Materials and Labor-Hour Contracts."

PART I - SECTION C
SCOPE OF WORK

C.1 SCOPE OF WORK

The contractor shall furnish all personnel and when required, space, materials, equipment, and supplies to provide Customer Service Center Support Services (CSC) described in the Performance Work Statement (PWS), at Section J, Attachment 1, and the terms, conditions and provisions included herein. Services shall be ordered by the FAA Contracting Officer in accordance with H.1, herein

C.2 EMERGENCY SITUATIONS AND EXERCISES DURING CONTRACT PERFORMANCE (SEP 2001) CLA.4548

(a) Emergency situations and exercises are temporary exceptions to the prohibition of contractor personnel not being subject to the direction and control of Government personnel when performing non-personal contract services in FAA facilities.

(b) All contractor personnel at a FAA work site or facility during an actual emergency shall conform to the procedures posted or directed by FAA officials responsible for emergency response at that site or facility. Such officials include evacuation wardens/monitors, security personnel, Emergency Readiness Officers, management, etc.

(c) Contractor personnel shall participate in all emergency exercises, including evacuations, as part of performance under this contract. On rare occasions and based on advance arrangements that are then *announced* at *the time of an exercise,* contractor personnel will be excused from evacuations.

(d) Contractor management/supervisors shall ensure that each contractor employee assigned work in FAA facilities possesses a general awareness of emergency and evacuation procedures at all locations where the employees might be during an emergency or exercise. Information on emergency procedures may be requested from the Contracting Officer's Technical Repregentative or a designated FAA contact point at the work site.

C.3 SECTION 508 STANDARDS (Applicable to CLIN 3)

(a) FAA has determined that the following accessibility standards (36 CFR Part 1194) apply to this procurement under Section 508 of the Rehabilitation Act of 1973.

Section 1194.21 Software Application and Operating Systems
Section 1194.22 Web-based internet information and applications
Section 1194.23 Telecommunications Products
Section 1194.24 Video and Multi-media Products
Section 1194.26 Desktop and Portable Computers

(b) The contractor shall deliver products and/or services that provide the features described in the above standards, or equivalent salient characteristics. Additionally, the contractor shall provide product support documentation and services (i.e. help desk and training) in alternate formats in order to accommodate end users with disabilities.

(c) Contractor conformance with this requirement is a material term of the contract.

Note: Copies of standards are available on the internet at www.section508.gov.

PART I - SECTION D
PACKAGING AND MARKING

Not Applicable

PART I - SECTION E
INSPECTION AND ACCEPTANCE

E.1 INSPECTION AND ACCEPTANCE

Inspection and acceptance of the services performed under this contract shall be at destination, Mike Monroney Aeronautical Center, 6500 South MacArthur Boulevard: Oklahoma City, Oklahoma, or as otherwise designated in the specific task order.

3.1-1 Clauses and Provisions Incorporated by Reference (September 2002)

This screening information request (SIR) or contract, as applicable, incorporates by reference one or more provisions or clauses listed below with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make the full text available, or offerors and contractors may obtain the full text via Internet at: (on this web page, select "Contract Writing/Clauses").

3.10.4-4 Inspection of Services— Both Fixed-Price & Cost Reimbursement (April 1996)
3.10.4-5 Inspection--Time-and-Material and Labor-Hour (April 1996)
3.10.4-16 Responsibility for Supplies (April 1996)

PART I - SECTION F
DELIVERIES OR PERFORMANCE

F.1 CHANGE TO INDIVIDUAL DELIVERY ORDER SCHEDULE (JAN 1997) **CLA.1137**

(a) The delivery schedule(s) of all delivery orders issued hereunder shall be established in accordance with the terms of the contract.

(b) In the event that the Contractor fails to deliver in accordance with the established delivery schedule(s) and if such failure is not due to an excusable delay as defined in the Default clause of this contract, the Government and the Contractor may at the Government's option, negotiate a revised delivery schedule(s) in exchange for adequate consideration to the Government. A contract modification will not be required, but the delivery order(s) shall be amended in writing accordingly.

(c) A delivery order change or amendment made pursuant to this clause shall not affect the delivery schedule(s) of any other delivery order(s) issued under this contract.

(d) This clause shall not limit the Government's rights under the Default clause.

F.2 CONTRACT PERIOD CLA.1604

The effective period of this contract is 1 year from date of award.

F.3 PHASE-IN-PERIOD AND PERIOD OF PERFORMANCE

This contract contemplates a phase-in period beginning September 1,2004, and ending September 30,2004, followed by the basic period of performance beginning October 1,2004. The basic period of performance is followed by four I-year option periods to be exercised at the sole discretion of the Government. In the event award is not made as anticipated, the Government may alter the phase-in period, or the Government may reduce the basic contract period, and or/option contract periods.

F.4 DELIVERY SCHEDULE

All deliverables shall be in accordance with the provisions set forth in the Performance Work Statement and as further defined by the individual task assignments issued during the term of the contract.

F.5 PLACE OF PERFORMANCE

The principal place of performance shall be the Mike Monroney Aeronautical Center, 6500 South MacArthur Boulevard, Oklahoma City, Oklahoma, unless otherwise designated by specific task order.

F.6 AUTHORIZED PERFORMANCE (JAN 1997) CLA.0168

The execution of a contract shall not constitute authority for the contractor to commence performance. Performance shall be ordered by the issuance of a formal delivery order by an authorized Contracting Officer of the Mike Monroney Aeronautical Center. Orders issued orally or by written telecommunications shall reference a formal delivery order number and shall be confirmed by issuance of the formal delivery order.

3.1-1 Clauses and Provisions Incorporated by Reference (September 2002)

This screening information request (SIR) or contract, as applicable, incorporates by reference one or more provisions or clauses listed below with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make the full text available, or offerors and contractors may obtain the full text via Internet at: (on this web page, select "Contract Writing/Clauses").

3.10.1-9 Stop-Work Order (October 1996)
3.10.1-11 Government Delay of Work (April 1996)

PART I - SECTION G
CONTRACT ADMINISTRATION DATA

G.1 INVOICING PROCEDURES - GENERAL

(a) In addition to the requirements set forth at AMS Clause 3.3.1-17, Prompt Payment, for the submission of a proper invoice, the contractor shall submit a separate invoice for (1) each month of performance of services, or (2) those items of supplies furnished, as follows:

(1) The original to: FAA, Mike Monroney Aeronautical Center
Financial Operations Division (AMZ-110)
P.O. Box 25710
Oklahoma City, OK 73125-4913

(2) One copy to: FAA, Mike Monroney Aeronautical Center
(COTRs)
P.O. Box 25082
Oklahoma City, OK 73125

(3) One copy to: FAA, Mike Monroney Aeronautical Center
Contract Management Team (AMQ-240)
P.O. Box 25082
Oklahoma City, OK 73125

(b) Each invoice shall highlight the following information:

(1) Contract number and applicable Task/Delivery Order number.

(2) Noun description of services and/or supplies, including applicable line item number(s) and quantity(s) that were provided.

(3) Extended totals for invoiced quantities.

(4) Hours by employee by labor category, with payroll documentation indicating the hourly rate/total wages paid to each employee (time and attendance sheets shall be furnished only to COTRs).

(5) The cumulative hours by category billed and paid on the current Task/Delivery Order.

G.2 OPTION TO EXTEND SERVICES (JAN 1997) CLA.0116

The Government may unilaterally exercise its option to extend the term of the contract for performance of specified services pursuant to Section I, AMS Clause 3.2.4-34, Option to Extend Services, by written notice to the contractor not later than the expiration date of the current contract period.

G.3 IDENTIFICATION/DELIVERY OF GOVERNMENT PROPERTY (JAN 1997) CLA.1401

Within 45 calendar days after award of contract the Government-owned property listed below will be furnished to the contractor for use in the performance of this contract.

Description	Identification Number	Quantity	Acquisition Cost
pager 405 647-4123	SIN-513-E0255268	1	$121.68
pagw 405 647-3432	SIN-513-EI559417	1	$121.68
pager 405 660-1019	SIN 513-E0944120	1	5121.68
pager 405 660-3094	SIN 513-E0944122	1	$121.68
pager 405 690-4307	SIN -513-ED944111	1	$121.68
pager 405 690-4776	SIN -513-E0944113	1	$121.68
pager 405 6906129	S/N -513-ED944104	1	$121.88
pager 405 6906152	SIN -513-E0944105	1	$121.68
pager 405 690-6329	SIN -513-E0946922	1	$121.68
pager 405 770-1053	SIN -513-EI279583	1	$121.68
pager 405 770-4962	SIN -513-E0944099	1	$121.68
pager 405 770-6086	SIN -513-ED944100	1	$121.68
			Total $1,460.16

G.4 GOVERNMENT PROPERTY REPORTS (JAN 1997) CLA.4528

(a) The Contractor shall prepare an annual report of Government property in its possession and the possession of its subcontractors. **(Reference CDRL A001)**

(b) The report shall be submitted to the Contracting Officer not later than September 15 of each calendar year on Form **DOT** F 4220.43, Contractor Report of Government Property.

G.5 DELIVERIES TO THE MIKE MONRONEY AERONAUTICAL (JAN 2002) CLA.4550 CENTER (MMAC)

(a) Security procedures at the MMAC require that all mail, materials, packages or parcels of any kind be delivered to a central screening point, for inspection by the FAA. This affects mail and other deliveries destined for **all** organizations located on MMAC property, including government organizations, contractors and permit holders. After passing security inspection, the mail or material may be handled and delivered by the FAA. FAA will make every reasonable effort to conduct inspections and handle items in a careful manner so as to avoid damage or delay.

(b) This inspection is for the benefit of the FAA only. The FAA makes no representation that any material passing inspection is without hazard, poses no threat, or that it conforms in form, *fit,* function or quantity to the expectations of the intended recipient.

(c) The FAA shall not be liable for any 1) loss, damage or shortage of any mail or materials, 2) injury, or 3) delay in performance resulting from such inspection and handling, unless liable under the Federal Tort Claims Act (28 U.S.C. 2671-2680).

(d) Any item destined for the contractor that fails to pass inspection remains the property of the contractor, who is responsible for its disposition and coordination with law enforcement agencies as necessary.

PART I - SECTION H
SPECIAL CONTRACT REQUIREMENTS

H.1 TASK/DELIVERY ORDER PROCESSING

(a) The Contracting Officer shall issue two task orders (one for Service Desk and one for Desktop Support) for performance of this contract in accordance with the Performance Work Statement (Attachment 1). Additional task/delivery orders may be required and will be issued with a specific Statement of Work Concurrent accomplishment of more than one task at a time may be required.

(b) Task/delivery orders will be issued upon completion of the following sequence of actions:

(1) The Contracting Officer will issue a request for task proposal, with a copy of the Task Statement of Work attached

(2) Contractor will submit a task proposal to the Contracting Officer within 5 workdays including:

(i) A milestone schedule (ifapplicable).
(ii) Proposed completion or delivery date (ifapplicable).
(iii) Proposedtravei costs.
(iv) A breakdown of the proposed labor hours and costs by category of discipline/skill as shown in Part I, Section B of this contract.

(3) Each task will be negotiated by the Contracting Officer and, when mutual agreement is reached, *a* task/delivery order will be issued.

(4) The task/delivery order will be signed, dated and issued by the Contracting Officer. Each task/delivery order will contain the following information:

(i) An appropriate delivery order number and a reference to this contract number.
(ii) A description of the services to be performed presented in a Task Statement of Work format.
(iii) Any special requirements relating to the specific task to be performed.
(iv) Period of performance.
(v) Ceiling Price.

(c) Task/delivery orders may be issued under this contract by the Contracting Officer at any time within *the* term of this contract or any extension under the option clause. The contractor will be given *a* minimum of 20 workdays to commence work under any task order which may be issued.

(d) Whenever, in the opinion of the Contracting Officer, the need for services is an emergency, the Contracting Officer may issue a taswdelivery order, with a copy of the Task Statement of Work attached, directing the Contractor to proceed with performance of the work specified. Such task/delivery order will specify a ceiling price. The contractor will proceed with the performance of the work required by task/delivery order. The contractor will submit a task proposal within 20 calendar days from the date of receipt of the task/delivery order. Following receipt of the contractor's task proposal, negotiations, if required, will be conducted to establish a new ceiling price.

(e) Any completion-type task/delivery order (Statement of Work must state a definite goal of target and specify an end product) issued during the term of this contract and not completed within that term shall be completed by the contractor within the term specified in the task/delivery order. The rights and obligations of the contractor and the FAA respecting that task/delivery order shall be completed during the effective term of this contract. This paragraph (e) does not apply to term or level-of-effort type task

H.2 CEILING PRICE

(a) A "ceiling price" (see H.l, Task/Delivery Order Processing) is applicable to and will be established for each task/delivery order issued hereunder and will vary depending on the work to be performed.

(b) The FAA shall not be obligated to pay the Contractor any amount in excess of the ceiling price set forth in the task/delivery order, and the contractor shall not be obligated to continue performance if to do so would exceed the established ceiling price, unless and until the Contracting Officer shall have notified the Contractor in writing that the ceiling price bas been increased and shall have specified in the notice a revised ceiling that shall constitute the ceiling price for performance under the respective task/delivery order. When and to the extent that the ceiling price set forth in the task/delivery order has been increased, any hours expended and material costs incurred by the Contractor in excess of the ceiling price before the increase shall be allowable to the same extent as if the bows expended and material costs had been incurred after the increase in the ceiling price.

H.3 EMPLOYEE FRINGE BENEFITS

(a) The contract provides critical professional resources necessary for the accomplishment of the Performance Work Statement. Therefore, it is essential that benefits which approximate those of federal employees (e.g., Federal Aviation Administration) be provided. From a cast controlperspective, *only* costs directly associated with benefits *for* positions billed as direct labor on this *contract* will be allowed. Generally, these costs will be limited to the benefit categories listed in paragraph below.

(b) The contractor will utilize service levels of 3-15 year service employees for fringe benefit computation Within **each** category, minimum acceptable levels of benefits would be expected to include:

Leave/Holiday:

For employees with less than 3 years service
120 hours **annual** and sick leave combined
80 hours federal holidays

For employees wit.3-15 years service
160 hours annual and sick leave combined
(Service time with the company and with predecessors contractors' counts towards leave computations)
80 hours federal holidays

For employees with more than 15 years service
200 hours annual and sick leave combined
(Service time with the company and with predecessors contractors counts towards leave computations)
80 hours federal holidays

Taxes and assessments: Required taxes or assessments in addition to Federal Unemployment Tax, State Unemployment Tax, FICA, Medicare. and Workman's Compensation will be as the law requires.

Health insurance: Comparable to either one of the Federal Employee Health Benefit Plans (FEHB) or one offered by comparable private industry information technology firms. For example, 75 percent of the cost is generally absorbed in the contractor's overhead with the employee paying/contributing approximately 25 percent of the policy premium.

H.4 LIMITATION OF FAA'S OBLIGATION -- ALLOTMENT OF FUNDS

(a) The FAA shall not be obligated to pay the contractor any amount in excess of the amount so set forth in each deliveryltask order and the contractor shall not be obligated to continue performance by virtue of which the FAA's obligation hereunder would exceed the amount set forth in each task/delivery order unless and until the Contracting Officer shall have notified the contractor in writing that such amount had been increased and *shall* have specified in such notice a revised amount which shall thereupon constitute the ceiling for performance of the task/delivery order.

(b) The contractor *shall* notify the Contracting Officer in writing at the earliest practicable time, whenever it is expected that costs to be incurred within the succeeding thirty (30) days will exceed 85 percent of the amount stated in the delivery/task order. The contractor will also notify the Contracting Officer in writing at any other time if expected costs to be incurred for items chargeable to each delivery/task order will be substantially greater or less than the amount of the task/delivery order.

(c) The FAA reserves the right to increase or decrease the funds allotted herein for a task/delivery by way of a modification. In no event shall the Contracting Officer decrease funds below the amount incurred by the contractor at the time of the notice of decrease.

H.5 SPECIAL SUPPORT REQUIREMENTS (CLIN 5)

Specialized CSC support requirements which require labor/skill categories not specifically stated in the PWS may arise during the performance period of this contract as a result of the need for special feasibility studies, cost analysis, information business plans, systems architectural designs, etc. Contract Lie Item Number (CLIN) 5 has been established to recognize this type of special support.

H.6 AUTHORIZATION–SPECIAL SUPPORT REQUIREMENTS (CLIN 5)

(a) When the need for special support arises, written authorization to proceed on items set forth in Section B.1(b) must be received from the FAA Contracting Officer. Routine requirements will be accommodated through the issue of a request for task proposal, with a copy of the task work statement attached. Upon receipt of this request for task proposal, the contractor shall submit a task proposal, including any necessary cost and pricing data, to the Contracting Officer, which includes the following information:

(i) Proposed price for accomplishing the work and a description of the basis for the proposed price;

(ii) proposed completion or delivery date; if applicable

(iii) any proposed travel costs involved.

(b) Upon receipt of the contractor's task proposal, the proposal will be negotiated an4 when mutual agreement is reached, a task/delivery order will be issued

(c) Whenever, in the opinion of the Contracting Officer. the need for services is of unusual and compelling urgency, the Contracting Officer may issue a task/delivery order, with a copy of the task statement of work attached, directing the contractor to proceed with performance of the work specified

Such task/delivery order will specify a ceiling price. The contractor shall proceed with performance of the work required by the task/delivery order. The contractor shall submit a task proposal, including any necessary cost and pricing data, within 20 calendar days from the date of receipt of the task/delivery order. Following receipt of the contractor's task proposal, negotiations will be conducted to establish a final price.

(d) Special support requirements may be accommodated through fixed-price items or fixed hourly rate items.

(i) Section B.1(b)(1) – Fixed-Price Items. The Contracting Officer and Contractor may, where appropriate, negotiate a fixed price for certain special support requirements.

(ii) Section B.1(b)(2) – Fixed Hourly Rate Items. Specialized CSC support requirements which require labor/skill categories not specifically stated in the PWS may arise during the performance of the contract (See H.5). Accordingly, the Contracting Officer and Contractor may, where appropriate, negotiate fixed hourly prices for certain special support requirements.

(e) At any time during contract performance, when sufficient data becomes available on a repetitive task being performed in the fixed hourly rate category, either the Contractor or the Contracting Officer may request a negotiation to establish a firm-fixed-price for that item for the remaining life of the contract. Any such change shall be incorporated through contract modification.

H.7 PHASE-IN

(a) To ensure a smooth transition in the change of work effort from the current contractor, this contract contains a phase-in period, the purpose of which is to:

(1) Observe work accomplishment by the incumbent contractor;

(2) Become thoroughly familiar with work requirements, work procedures, and status of all tasks;

(3) Complete training requirements and accomplish necessary training of contractor employees; and

(4) Obtain identification badges for contractor employees.

(b) The contractor will be allowed access to the facilities to familiarize the key personnel with the current operations. Such access, however, must not interfere with the activities of current contract personnel. To preclude such interference, arrangements will be made with the Contracting Officer or the designated representative.

(c) At the beginning of full contract performance, the contractor shall assume responsibility for all tasks.

H.8 PHASE-OUT

(a) In the event that the follow-on contract is awarded to other than the incumbent, the incumbent contractor shall cooperate to the extent required to permit an orderly change over to the successor contractor pursuant to the requirements of AMS Clause 3.8.2-11, Continuity of Services, and PWS paragraph 1.2.11. gar

(b) With re d to a successor contractor's access to incumbent employees, a recruitment notice may be placed in each facility.

H.9 QUALITY CONTROL PLAN

The contractor shall submit a "final" Quality Control Plan (QCP) to the Contracting Officer pursuant to PWS paragraph 1.2.2 within two weeks after contract award. This QCP shall be approved by the Contracting Officer prior to performance of the contract IAW the PWS.

H.10 STRIKE CONTINGENCY PLAN

The contractor shall submit a "final" Strike Contingency Plan (SCP) to the Contracting Officer pursuant to PWS paragraph 1.2.12 within two weeks after contract award. The SCP will ensure continuity of all operations in the event of a strike by contractor personnel. Contractor operations under a SCP shall be at no additional cost to the Government.

H.11 TEAMING/SUBCONTRACT ARRANGEMENTS

(a) As may be applicable, the term "Contractor Team Arrangements (Teaming)" means an arrangement in which—(1) Two or more companies form a partnership or joint venture to act as a potential prime contractor, or (2) A potential prime contractor agrees with one or more other companies to have them act as its subcontractor(s) under this contract. Under a teaming arrangement all labor charges from the prime and subcontractor(s) shall be considered and billed by the prime contractor at the labor categories and rates set forth under CLIN 2. Subcontract effort (see (b) below) resulting from CLINs 3 and 4 incurred by the teaming contractors will also be billed by the prime. (NOTE: ***Should a teaming arrangement result, such an arrangement does not limit the rights of the FAA to–require consent to subcontracts (see AMS Clause 3.10.2-3); determine on the basis of the stated contractor team arrangement, the responsibility of the prime contractor; provide the prime contractor data rights owned or controlled by the FAA; and, hold the prime contractor fully responsible for contract performance, regardless of any team arrangement between the prime contractor and its subcontractor(s).)***

(b) "Subcontract" means, for purpose of this contract, subcontract effort required outside any teaming arrangement.

H.12 STAFFING/RESOURCE UTILIZATION

The contractor shall assure that persons employed on this contract possess the required skills and are assigned duties consistent with the job classifications for which they were employed. Any Department of Labor imposed fine, penalty, or upward salary adjustment resulting from the contractor's failure to properly utilize classified employees, shall be the contractor's responsibility and shall not be allowed for purposes of reimbursement under this contmct.

H.13 TRANSITION REQUIREMENTS

(a) Approximately 43 employees currently working on the Office Automation Support Services contract (Contract No. DTFA-02-00-D-08013) may transition to this follow-on contract as that contract expires or task/delivery orders are completed.

(b) Transition:

(1) Immediately following the contract start date, a period not to exceed 30 days will be allowed for the transition from one contractor to another to be accomplished in a well-planned, orderly, and efficient manner. This transition period will be the time for initial orientation for contract administration and will provide a time for detailed operational orientation for contract supervisory personnel It will include a time for transition of administrative processes from the current contract to the new contract.

(2) The FAA will provide a transition team, which will be used to provide technical and administrative orientation to contractor personnel, familiarize the contractor with required services, and provide other guidance and assistance as mutually determined necessary by the FAA and the contractor.

(3) The contractor is responsible for the transition of their personnel and the assumption of ongoing tasks during the transition period.

(4) The FAA's transition team will remain available to answer technical and administrative questions throughout the transition period After this period, the contractor shall report and/or coordinate efforts in accordance with the PWS and the contract.

H.14 STRIKES OR PICKETING AFFECTING TIMELY COMPLETION OF THE CONTRACT WORK

Notwithstanding any other provision hereof the Contractor is responsible for delays arising out of labor disputes, including but not limited to strikes, if such strikes are reasonably avoidable. A delay caused by a strike or by picketing which constitutes an unfair labor practice is not excusable unless the Contractor takes all reasonable and appropriate action to end such a strike or picketing, such as the filing of a charge with the National Labor Relations Board, the use of other available Government procedures, and the use of private boards or organizations for the settlement of disputes.

H.15 CONTRACTOR TESTIMONY

All requests for the testimony of the Contractor or its employees, and any intention to testify as an expert witness relating to: (a) any work required by, and/or performed under, this contract; or (b) any information provided by any party to assist the Contractor in the performance of this contract shall be immediately reported to the Contracting Officer. Neither the Contractor nor its employees shall testify on a matter related to work performed or information provided under this contract, either voluntarily or pursuant to a request, in any judicial or administrative proceeding unless approved by the Contracting Officer or required by a judge in a final court order.

H.16 DISSEMINATION OF CONTRACT INFORMATION

The Contractor shall not publish, permit to be published or distribute for public consumption, any information, oral or written, concerning the results or conclusions made pursuant to the performance of this contract, without the prior written consent of the Contracting Officer. Two copies of any material proposed to be published or distributed shall be submitted to the Contracting Officer.

H.17 NOTIFICATION OF CRIMINAL ACTIVITY BY CONTRACT EMPLOYEE (JUL 2001) CLA.0069

Upon learning that contractor personnel with authorized access to FAA facilities/resources has been charged by a law enforcement agency for any criminal offense other than minor traffic offense, the contractor shall provide written notification within one workday to the Contracting Officer. The Contracting Officer (CO) shall then notify the FAA Servicing Security Element (SSE) AMC-700 at the Aeronautical Center in writing. A traffic offense will be considered minor when the maximum fine that could be imposed is $300 or less. The contractor will be notified of the impact that the charge or results of the charge have on the contractor's affected personnel as soon as a determination is provided to the CO by the SSE.

H.18 SAFETY AND HEALTH (JUN 2002) CLA.0090

(a) The Contractor shall assure that no person employed on this contract works in surroundings or under conditions that are unsanitary, hazardous, or dangerous to their health or safety. The contractor shall also ensure that all employees received appropriate and required safety, health, environmental, and equipment operational training. In fulfilling these requirements, the Contractor shall comply with:

(1) Department of Labor Safety and Health Standards for Construction under Section 107 of the Contract Work Hours and Safety Standards Act (40 U.S.C. 327 et seq. and CFR 1960).

(2) Occupational Safety and Health Act of 1970, (Public Law 91-598 and 29 CFR 1960) and applicable rules and regulations as may have been delegated to the States.

(3) Supplemental FAA safety and health requirements contained in FAA Order 3900.19B and Order AC3900.21E, Chg 1, M elsewhere in the contract. Other standards used by FAA include the National Fire Codes, American National Standards Institute, American Society of Testing and Materials (ASTM), AC 3940.1C (Procedures for handling injury, illness, or fire at the Mike Monroney Aeronautical Center), etc. This list of standards or laws is not inclusive. Other safety and health FAA regulations can be found in the 3900 classification series entitled, "Employee Health and Safety." Other environmental FAA regulations can be found in the 1000 classification series entitled, "Administration, Management, and Policies – General."

(b) If there are conflicts between any of the requirements referenced in this contract, the more stringent requirement will prevail.

(c) If the Contractor fails or refuses to promptly comply with any safety or health requirement, the Contracting Officer's Technical Representative (COTR) will notify the Contractor of any such noncompliance and the Contractor shall take immediate corrective action. Such notice, whether oral or written, when served on the Contractor or any of its employees at the site of the work, shall be deemed sufficient. If the Contractor fails or refuses to promptly correct the condition, the. COTR may stop all or any portion of the work When satisfactory corrective action has been taken, the contractor shall request permission to resume work from the COTR No time extension or additional costs, resulting from the directive to stop work shall be allowed Failure of the COTR to provide notice of noncompliance or to stop work shall not relieve the Contractor of its responsibility for the safe performance of the work

(d) The Contractor shall require contract personnel to wear personal protective equipment when it is necessary because of the hazards on the job and in most instances will provide the equipment, except that which has been specified to be furnished by FAA. All personal protective equipment worn by contractors shall be equal to or exceed the level of protection provided to Government employees.

(e) Contractors shall include a clause in all subcontracts to require subcontractors to comply with this clause.

H.19 DIRECT HOURLY LABOR RATE (JAN 1997) (CLIN **2)** CLA.0125

The purpose of this clause is to require the contractor to pay the labor rater which were negotiated and set forth in this contract. It is agreed by the parties that such rates represent adequate compensation to attract the competence levels in each labor category necessary for successful contract performance

(a) The contractor agrees to pay all employees a direct hourly labor rate for each labor category required by Section B, Schedule of Supplies/Services and Prices/Costs, whose weighted average is no less than 98 percent of the final negotiated direct labor rate (the direct lahor portion of the negotiated composite/billing rate) for each labor category..

(b) Weighted averages (i.e., labor dollars paid divided by the direct labor hours billed under each labor category) shall be computed by the contractor on a cumulative basis for each billing period and this information provided to the Contracting Officer in three month intervals, as a minimum. (Reference CDRL **A002).**

(c) The contractor shall include a clause substantially the same as this in any subcontract for labor awarded for work under this contract. Wage rates paid to all subcontractor employees performing in the required lahor categories are covered by this clause.

(d) Failure to pay the specified weighted average labor rates for **each** labor category, on a cumulative annual basis, shall constitute a variance from the contract requirements. Any credit to the Government shall be shown on the final invoice for the initial contract term and each renewal option period term. Credits shall be computed for each labor category on which the cumulative weighted average labor rate is less than 98 percent of the final negotiated direct hourly labor rate. No adjustment shall be made if the weighted average direct hourly labor rate for the labor category exceeds 98 percent of the final negotiated rates.

NOTE:

Prospective contractors must complete the attachment entitled "Negotiated Direct Hourly Labor Rates" and return as part of their proposal.

EXAMPLE

(This example assumes a final negotiated direct labor rate of $21.50/hr for Skill I, taken from a separate listing of such rates; and a billing rate of $38.00/hr taken from Section B, Supplies or Services and Prices/Cost. For Skill II, the final negotiated direct labor rate is assumed to be $18.75/hr and a billing rate of $32.00/hr.)

Labor Category	Rate Paid	Actual Labor Worked	Hours Dollars	Total Labor
Contract Skill I		Employee A - $22.00	100	$ 2,200.00
		Employee B - $20.00	100	2,000.00
		Employee C - $19.00	100	1,900.00
		Employee D - $19.50	100	1.950.00
Invoice Total			400	$8,050.00
Previous Totals (All other invoices)			4.000	79.950.00
Cumulative Total			4,400	$88.000.00

Cumulative Weighted Average: $88,000 / 4,400 hours = $20.00
Cumulative Amount Billed: $38.00 x 4,400 hours = $167,200

Contract Skill II	Employee G - $18.00		100	$ 1,800.00
		Employee H - $19.00	100	1,900.00
		Employee J - $18.50	100	1.850.00
Invoice Total			300	$ 5,550.00
Previous Totals (All other invoices)			4.000	74.400.00
Cumulative Total			4,300	$79.950.00

Cumulative Weighted Average $79,950 / 4,300 hours = $18.59
Cumulative Amount Billed: $32.00 x 4,300 hours = $137,600

Final Billing Adjustment

Skill I
Wage ratio 93% ($20.00/$21.50), Variance 7% (100%-93%),
Adjustment 5% (98%-93%)
Credit to Government $8,360 ($167,200 x 5%)

Skill II
Wage ratio 99% ($18.59/$18.75), Variance 1% (100%-99%),
Adjustment 0% (98%-99%)
Credit to Government $-0- ($137,600 x 0%)

H.20 CONTRACT SHUTDOWN PROCEDURES PENDING APPROPRIATIONS-FOR NEW FISCAL YEAR (JAN 1997) CLA.1051

(a) In the event no continuing resolution or permanent appropriation is in place at the outset of the new fiscal year (FY), contractor employees are expected to report for their assigned duties the first workday of that new FY. Absent an appropriation, contract services that are determined by the

Government to be non-essential will be shutdown as soon as practical. To implement the shutdown, the Contracting Officer may require the contractor to stop all, or any part, of the work called for under the contract pursuant to AMS clause 3.10.1-9, Stop-Work Order.

(b) This clause does not limit the Government's rights provided by AMS 3.10.6-4, Default, or AMS 3.10.6-1, Termination for Convenience of the Government, clause of the contract.

H.21 REQUIREMENT FQR SCREENING OF CONTRACTOR PERSONNEL (JUL 2001) **CLA.1262**

(a) Contractor **Screening** of Personnel. The operation of this contract is intended to promote the continued safe and secure operation of Federal Aviation Administration (FAA) facilities, systems and resources that comprise or support the National Aerospace System. Access to most FAA locations, systems and equipment is restricted and controlled by the responsible FAA Servicing Security Element. No rights of access to FAA facilities or resources are conferred to the contractor or contractor personnel by this contract The contractor is responsible for identifying and providing qualified and acceptable personnel in performance of the contract. To meet this requirement, the contractor shall perform routine personnel screening prior to personnel having access to any FAA facility, resources, or sensitive information.

(1) The contractor shall obtain a criminal history report of the prospective employee from the appropriate state authority, i.e., the state where the individual was last employed If the criminal history report reveals an occurrence of activity listed in paragraphs 1 through 6 of the contract attachment entitled "Screening Standards-Contractor" (attachment 8) within the preceding 9 years, the prospective employee shall not be allowed access to any FAA facility, resources, or sensitive information Payment of any fees charged for such criminal history reports shall be the responsibility of the contractor. If the cost is included in the price of the contract, it shall be subject to the usual tests of allocability and reasonableness.

(2) The contractor shall contact prospective employees' previous employer(s) for employment history, and apply the contractor's customary standards for employment suitability. If this employment history check **reveals** a documented occurrence of activity listed in paragraph 7 of the contract attachment entitled "Screening Sta dards - CONTRACTOR" (attachment **8)** within the preceding 9 years, the prospective employee shall not be allowed access to any FAA facility, resources. or sensitive information

(3) When specific experience or educational requirements apply to personnel performing on the contract, the contractor shall verify prospective employees' claimed experience or educational qualifications.

(b) **Government Screening** Standards for Contractor Personnel.

(1) The Contractor shall inform prospective employees that the FAA will perform background investigations on contractor personnel prior to their gaining access to any Federal Aviation Administration **(FAA)** facility, resource or sensitive information/system in performance of the contract.

(2) Prior to placing any employee in a position having access to FAA facilities, resources or sensitive information, the contractor shall provide that employee a copy of the contract attachment entitled "Adjudicative Standards: Issues" (attachment 9). In addition, the contractor must advise the prospective employee of FAA's intent to employ such adjudicative standards in determining employee access as described above.

(3) Any personnel the contractor employs to work on FAA facilities and resources found to have a conviction history within nine (9) years prior to beginning performance under this contract shall be denied access to any FAA-controlled facility/resource. No access will be granted until the Government's background investigation is complete and a favorable determination made as a result of the adjudication process.

(c) Upon written request to the CO or his/her designated representative, the FAA may waive the screening requirements with respect to:

(1) a contractor employee that has had a FAA background investigation within the previous five years, with uninterrupted employment and performance on a FAA facility, and a record of acceptable behavior; or

(2) a contractor employee that has had a FAA background investigation within the previous 12 months, with interrupted employment and performance on a FAA facility, and a record of acceptable behavior.

(d) If in unusual circumstances the contractor finds it necessary to utilize a person that does not meet the requirements of paragraph (a), the FAA may at its sole discretion, grant a waiver to this clause. Contractor's request
for waiver shall be in writing to the contracting officer, providing information about mitigating circumstances to the negative screening results, and explain why the person should have access to FAA facilities, resources or sensitive information The FAA will grant or deny the waiver request in writing within 15 days following receipt. The decision to grant or deny the waiver is solely the FAA's, and is not subject to appeal or to the "Disputes" clause of this contract. The contractor understands that access suitability determinations by the responsible Security Servicing Element, although conclusive under this contract, derive legal standing independent of the contract.

(e) If the contractor fails to perform the required screening, or disregards the results of the screening, and subject personnel are found to be unacceptable as a result of FAA background investigation(s), the contractor shall be responsible for FAA's cost of subsequent FAA background investigation(s) of the replacement personnel. The cost of additional FAA background investigation(s) may be deducted from requests for payment under the contract.

(f) The Contractor shall retain all reports and related documentation pertaining to (a)(1) through (3) for the duration of this contract, and shall make them available for review by the contracting officer, or his/her designated representative, within 10 days of written request.

(g) Neither the time required to perform the screening, nor the impact of any personnel action(s) required as a consequence of the screening shall be considered an "excusable delay" as described in the "Default" clause of this contract.

(h) Notwithstanding the diligent effort of the contractor to provide qualified and acceptable personnel for performance of the contract, the CO may by written notice deny access to FAA facilities, resources, or sensitive information to those personnel who have been deemed incompetent, careless, dangerous, unsuitable or otherwise objectionable, former federal employees in violation of a post-employment restriction, or those whose continued presence on Government property is contrary to the public interest or inconsistent with the interest of national security. The Contractor shall fill out, and cause each of its personnel on the contract to fill out for submission to the Govemmenf such forms as may be necessary for security or other reasons re —— to qualifications and suitability for contract work Upon request of the CO, the Contractor's personnel shall be fingerprinted.

H.22 FAA FACILITY REGULATIONS (JUL 2001) CLA.3402

Contractor personnel, including employees of subcontractors, suppliers, etc., working or visiting an FAA facility, shall abide by all appropriate traffic, parking, security, and airport regulations in effect at that facility.

H.23 GOVERNMENT-ISSUED KEYS/IDENTIFICATION BADGES AND VEHICLE DECALS (NOV 2003) CLA.3403

(a) It may become necessary for the Government to issue keys, identification (ID) cards or vehicle decals to contractor personnel. Prior to or upon completion or termination of the work required hereunder, the contractor shall return all such government issued items to the issuing office with notification to the Contracting Officer Technical Representative (COTR).

When contract personnel who have been issued such items, either directly by the Government or through the contract supervisor, no longer require them to perform the work the Government issued items shall be returned to the Government within three workdays. Additionally, unauthorized duplication or use of such keys, ID cards or decals is a violation of security procedures and is prohibited.

(b) In the event such keys, ID cards, or vehicle decals are not returned, the contractor understands and agrees that the Government may, in addition to any other withholding provision of the contract, withhold $200 for each key, ID card, or vehicle decal not returned. If the keys, ID cards, or vehicle decals are not returned within 30 days from the date the withholding action was initiated, the contractor will forfeit any amount so withheld.

(c) Access to aircraft ramp/hangar areas is authorized only to those persons displaying a flight line identification card and, for vehicles, a current ramp permit issued pursuant to Part 107 of the Federal Aviation Regulations.

(d) The Government retains the right to inspect, inventory, or audit the ID cards, keys and vehicle decals issued to the contractor in connection with the contract at the convenience of the Government. Any items not accounted for to the satisfaction of the Government shall be assumed to be lost and the provisions of paragraph (b) shall apply.

(e) Keys shall be obtained from the COTR who will require the contractor to sign a receipt for each key obtained. Lost keys or identification media shall immediately be reported concurrently to the Contracting Officer (CO), COTR, the Civil Aviation Security Division, AMC-700 and the Office of Facility Management, AMP-300.

(f) Each contract employee, during all times of on-site performance at the Mike Monroney Aeronautical Center, shall prominently display his/her current and valid identification card on the front portion of their body between the neck and waist.

(1) Prior to any contractor personnel obtaining any pass or ID, the contractor shall submit complete documentation required under Clause entitled *Security – Unescorted Access Only*.

(2) To obtain the ID contractor personnel shall submit an Identification Card/Credential Application, (DOT 1681), signed by the employee and authorized by the CO or the COTR. The DOT 1681 shall be submitted at the same time the personnel security investigation paperwork required by Clause entitled *Security – Unescorted Access Only*, is submitted. The DOT 1681 shall contain, as a minimum, under the "Credential Justification" heading, the name of the contractor/company, the contract number or the appropriate acquisition identification number, the expiration date of the contract or the task (whichever is sooner), and the required signatures. This paperwork shall be submitted to the Civil Aviation Security Division, AMC-700 in the Airmen Records Building (ARB), Rm. 124, by the contractor, in a sealed envelope, either hand-carried by the contractor or sent via U.S. Mail to: FAA, Civil Aviation Security Division, AMC-700, P.O. Box 25082, Oklahoma City, OK 73125. The contractor will be notified when the DOT 1681 has been approved and is ready for processing by the Aeronautical Center guards in the Headquarters Building, Room 151. Arrangements for processing the Identification Cards, including photographs and lamination, can be made by contacting the Aeronautical Center security guards at 405-954-4620.

(3) The contractor is responsible for each ID card issued for their personnel. The project manager can receive ID cards by signing the back of the DOT Form 1681 for all new applicants. ID cards may be issued to the applicant upon receipt of a completed DOT Form 1681 that has been approved by AMC-700 and signed by the project manager and the applicant on the baclc of the form. Each DOT Form 1681 will be retained by the Government for accountability purposes.

(g) The contractor is responsible for ensuring final clearance is accomplished for all departing contract personnel. Final clearance will be accomplished by close of business the final workday of the contract employee or the next day under special conditions. Aeronautical Center Form AC 3370-2, Contract Employee Clearance Form will be completed by the contractor and copies will be distributed to the COTR, CO, and AMC-700 after completion

H.24 SAVE HARMLESS AND INDEMNITY AGREEMENT (JAN 1997) CLA.3211

The contractor shall save and keep harmless and indemnify the Government against any and all liability. claims, and costs of whatsoever kind and nature of injury to or death of any person or persons and for loss or damage to *any* property (Government or otherwise) occurring in connection with or in any way incident to or arising out of the occupancy, use, service, operations, or performance of work in connection with this contract, resulting from the negligent acts, fault or omissions of the contractor, any subcontractor, or any employee, agent, or representative of the contractor or any subcontractor.

H.25 LIABILITY INSURANCE (JAN 1997) (R) CLA.3212

(a) Pursuant to AMS 3.4.1-12, Insurance, the insurance required of the contract during contract performance is:

(1) Workers' compensation and employer's liability as required by applicable Federal and Oklahoma State workers' compensation and occupational disease statutes. Employer's l i a b i i coverage shall be not less than $100,000.

(2) General liability coverage written on the comprehensive form of policy providing limits of liability for bodily injury of not less than $500,000 for each occurrence and property damage limits of liability of not less than $100,000 for each accident.

(3) Automobile liability (applicable to vehicles used in connection with contract performance) written on the comprehensive form of policy providing coverage of at least $200,000 per person and $500,000 per occurrence for bodily injury and $100,000 per occurrence for property damage.

(b) The policy shall name "The United States of America, acting by and through the Federal Aviation Administration" as an additional insured with respect to operations performed under this contract.

(c) The policy shall include the following provision: "It is a condition of this policy that the insurer shall furnish written notice to the Federal Aviation Administration (certificate holder) 30 days in advance of any reduction in or cancellation of this policy."

(d) Certificate holder address:

FAA, NAS Contract Management Team (AMQ-240)
P. O. Box 25082
Oklahoma City, OK 73125

(e) At any time during contract performance and upon request of the Contracting Officer, the contractor shall provide a certified true copy of the liability policy and manually countersigned endorsements of any changes thereto.

H.26 REIMBURSEMENT OF TRAVEL COSTS (DEC 2003) CLA.4531

This clause governs the payment of travel expenses as a direct contract cost, as differentiated from indirect travel cost or Company travel that would be governed by the Contractor's internal travel policies. The Government will reimburse the contractor for travel costs. as specified in this clause, that are required, approved and incurred by contractor personnel traveling outside the commuting range of their assigned work location in performance of this contract.

(a) Travel under this clause must be funded under the contract/order and then authorized in advance by the Contracting Officer (CO) or Contracting Officer's Technical Representative (COTR) before travel costs are incurred and charged as a direct contract cost. All travel related expenses claimed for reimbursement shall be separately identified by individual, by trip. The contractor shall submit proof of its actual purchase price for commercial transportation, lodging and any other items for reimbursement at actual cost. Unless directed otherwise, in writing, by the CO or COTR, subsistence cost (meals and incidental expenses) shall be billed and paid on the per diem basis specified below.

(b) Government reimbursements for claimed travel costs, including per diem, will be made in accordance with the FAA's Travel Policy (FAATP), as amended, issued by *the* Federal Aviation Administration and maintained on its website. . Reimbursement for common-carrier fares shall be limited to actual cost of the lowest economy, standard, coach, or

equivalent fare offered during normal business hours, plus customary agent fees. Any other common-carrier charges, reimbursement for private or corporate air travel or use of rental cars must be included in an advanced written authorization to travel. Expenses for transportation by private or corporate vehicles shall be reimbursed on a mileage basis at the FAATP transportation rates in effect at the time the travel is accomplished, plus necessary tolls, or at the total constructive cost of common carrier transportation, whichever is most advantageous to the Government.

(c) The contractor shall not be entitled to reimbursement under this clause for any travel costs associated with contractor-directed personnel changes, personnel/labor disputes, for employee convenience, or for travel to and from the normal assigned work locations. All claims for reimbursement are subject to the cost principles contained in the FAA's Acquisition Management System.

(d) Travel costs for transportation, lodging, per diem or subsistence and other related expenses shall not be burdened by any profit or indirect costs, with the exception of a nominal handling charge. Nominal handling charges may be charged for travel under this clause to the extent specified in the contract/order price schedule or payment clause elsewhere in this contract.

E 2 7 AGREEMENT TO PARTICIPATE IN ALTERNATIVE DISPUTE RESOLUTION (APRIL 1998) CLA.4540

(a) The Federal Aviation Administration encourages direct communications and negotiations between the contractor and the contracting officer in an attempt to resolve contract disputes. In those situations where the parties are not able to achieve resolution at the contracting officer level, the agency favors the use of alternative dispute resolution (ADR) techniques to rèsolve disputes.

(b) The parties hereby agree that, prior to referring a contract dispute to the Office of Disputes Resolution as described in contract clause 3.9.1-1 "Contract Disputes", the parties will discuss whether they are willing to utilize ADR techniques such as mediation or nonbinding evaluation of the dispute by a neutral party. Upon receipt of a contract dispute from the contractor, the contracting officer will explore with the contractor whether the use of ADR techniques would be appropriate to resolve the dispute. Both parties must agree that the use of such techniques is appropriate, and agree to fairly share the associated expenses. If the parties do not mutually agree to utiliie ADR to resolve the dispute, the dispute will be processed in accordance with the procedures set forth in clause 3.9.1-1.

H.28 SECURITY FORMS SUBMITTAL REQUIREMENTS (NOV 2003) CLA.4545

(a) The contractor shall submit complete (meaning every blank filled in), accurate (to the best of their knowledge) and timely (within the time frame specified in the Clause entitled Securitv – Unescorted Access) security forms with the required transmittal letter to the appropriate Servicing Security Element (SSE). A copy of the transmittal letter shall also be provided to the Contracting Officer.

(b) The applicable security forms are located on the Internet at

except for the Fingerprint Charts (Form No. FD-258) and ID Card Applications (DOT Form 1681) which will be provided by the COTR after contract award.

(c) Any discrepancies/incomplete forms shall be returned to the contractor's Project Manager or in lieu thereof, to the Government's Contracting Officer's Technical Representative (COTR) for return to the contractor.

(d) Failure on the contractor's part to submit complete, accurate and timely information (in whole or in part) may be grounds for termination under the Default clause of this contract.

H.29 PREVENTION OF OTHER FORMS OF HARASSMENT (MAY 2002) CLA.4551

(a) 'Harassment', as used in this clause. means any verbal written, graphic, or physical form of harassment or other misconduct that creates or that may reasonably be expected to create an intimidating,

hostile, or offensive work environment based on race, color. religion, gender, sexual orientation, national origin, age, or disability.

(b) It is FAA policy that harassment as defined in paragraph (a) above will not be tolerated or condoned in the FAA workplace. It is also FAA's intent to effectively address inappropriate conduct.

(c) The Contractor agrees to support this policy in performing work under this contract, and thaf harassment in any form will not be tolerated in the FAA workplace.

(d) If the Contractor, or a subcontractor of any tier, subcontracts any portion of the work under this contract, each such subcontract shall include this provision.

(e) The Contractor shall take whatever corrective action it deems necessary to promptly address harassment in the FAA workplace, or on an FAA site. The Contractor agrees to immediately provide the Contracting Officer all relevant information pertaining to any such conduct, and notify him/her of its planned action.

(f) The Contracting Officer may require the Contractor to remove employee(s) from the FAA worksite that the Contracting Officer deems to have engaged in harassment as defined in paragraph (a) above.

(g) Any FAA action under subsection (f) above does not relieve the Contractor of its liability or obligations under the Civil Rights Act of 1964, or any other applicable law or regulation.

H.30 Qualifications of Employees (DEC 2002) CLA.4552

The Contracting Officer will provide notice to the Contractor when any contractor employee is found to be unsuitable or otherwise objectionable, or whose conduct appears contrary to the public interest, or inconsistent with the best interest of national security. The Contractor shall take appropriate action, including the removal of such employees from working on this FAA contract, at their own expense. The contractor agrees to insert terms that conform substantially to the language of this clause in all subcontracts under this contract.

H.31 SECURITY – UNESCORTED ACCESS ONLY (SEPTEMBER 2003) **CLA.4554**

(a) Definitions.

(1) Access - In general the term "access' is defined as the ability to physically enter or pass through an FAA area or a facility; or having the physical ability or authority to obtain FAA sensitive information, materials or resources. In relation to classified information, the ability, authority or opportunity to obtain knowledge of such information or materials.

(2) Classified information - means official information or material that requires protection in the interest of national security and is classified for such purpose by appropriate classification authority in accordance with the provisions of Executive Order 12958, Classified National Security Information, in accordance with the provisions of Executive Order 12968, Access to Classified.

(3) Contractor employee as used for personnel security - any person employed as or by a contractor, subcontractor or consultant in support of the FAA.

(4) FAA Facility as it applies to personnel security - any manned or unmanned building, structure, warehouse, appendage, storage area, utilities; and components, which, when related by function and location form an operating entity owned, operated, or controlled by the FAA.

(5) Operating Office - a FAA line of business, an office or service in FAA headquarters, or a FAA division level organization in a region or center.

(6) Resources - FAA resources include a physical plant, information databases including hardware and software, as well as manual records pertaining to agency mission or personnel.

(7) Sensitive Information - any information which if subject to unauthorized access, modification, loss, or misuse could adversely affect the national interest, the conduct of Federal programs, or the privacy to which individuals are entitled under Section 552a of Title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive

Order or an Act of Congress to be kept secret in the interest of national defense or foreign policy. Sensitive data also includes proprietary data.

(8) Servicing Security Element - the FAA headquarters, region, or center organizational element, which is responsible for providing security services to a particular activity.

(b) This clause applies to the extent that this contract requires contractor employees, subcontractors, or consultants *to* have access to FAA: (1) facilities, (2) sensitive information, and/or (3) resources regardless of the location where such access occurs, and none of the exceptions listed in FAA Order 1600.72, Chapter 4, paragraph 403g, 403i-1 and/or 409, pertain

(c) Consistent with FAA Order 1600.72, the FAA Servicing Security Element (SSE) has approved designated risk levels for the following positions under the contract:

Position	Risk Level
Help Desk Specialist, III	5
Help Desk Specialist, II	1
Help Desk Specialist, I	1
Office Automation Specialist, Level IV	5
Office Automation Specialist, Level III	5
Office Automation Specialist, Level II	1
Office Automation Specialist, Level I	1
Computer Operator, Level IV	5
Computer Operator, Level III	5
Computer Operator, Level II	1
Computer Operator, Level I	1
System Analyst/Programmer, Level V	5
System Analyst/Programmer, Level IV	5
System Analyst/Programme, Level III	5
System Analyst/Programmer, Level II	1
System Analyst/Programmer, Level I	1
Data Base Administrator, Level III	6
Data Base Administrator, Level III	5
Data Base Administrator, Level II	6
Data Base Administrator, Level 11	5
Data Base Administrator, Level I	5
System Administrator, Level IV	5
System Administrator; Level III	5
System Administrator, Level 11	5
System Administrator, Level I	1
Technical Writer, Level II	5
Technical Writer, Level I	5
Program Manager	5
Alternate Program Manager	5

(d) Not later than 30 days after contract award (or date of modification, if this provision is included by modification to an existing contract), for each employee in a listed position, provided, no previous background investigations can be supported as described below, the contractor shall submit the following documentation to the SSE for an employment suitability determination

(1) Standard Form (SF) 85P, Questionnaire for Public Trust Positions, revised September 1995. The SF 85P shall be completed (all questions answered) in accordance with the instruction sheet.

(2) One single sheet fingerprint card (FD-258). The FAA SSE will provide information pertaining to the location of fingerprinting facilities. All fingerprint charts shall be written in ink or

typewritten with all answerable question blocks completed, and shall be signed and dated within the 60-day period preceding the submission.

(3) The type of investigation conducted will be determined by the position risk level designation for all duties, functions, and/or tasks performed and shall serve as the basis for granting a favorable employment suit lity authorization as described in FAA Order 1600.72. If an employee has had a previous background investigation completed by a federal Government entity, which meets the requirements of Chapter 4 of FAA Order 1600.72, it will be accepted by the FAA, however, the FAA reserves the right to conduct further investigations, if necessary. For each employee for whom a previous background investigation was completed the Contractor shall provide, in writing to the SSE, the name, date of birth, place of birth, and social security number of the employee, the name of the investigating entity and approximate date the previous background investigation was completed.

(4) The Contractor shall submit the required information with a transmittal letter referencing the contract number and this request to:

Mike Mahroney Aeronautical Center Contracts:
Mgr., Investigations and Internal Security Branch, AMC-700
Federal Aviation Administration
6500 S. MacArthur Blvd
Oklahoma City, OK 73169

(5) The transmittal letter shall also include a list of the names of employees and their positions for which completed forms were submitted to the SSE pursuant to this Clause. A copy of the transmittal letter shall also be provided to the Contracting Officer.

(e) The contractor shall submit the information required by Section (d) of this Clause for any new employee not listed in the Contractor's initial thirty (30) day submission who is hired into any position identified in Section (c) of this Clause.

(f) No contractor employee shall work in a high, moderate, or low risk position unless the SSE has received all forms necessary to conduct any required investigation and has authorized the contractor employee to begin work. However, if this provision is added by modification to an existing contract, contractor employees performing in the positions listed above may continue work on the contract pending:

(1) the submittal of all necessary forms within 30 days, and

(2) completion of a suitability investigation by the SSE, subject to the following conditions:

NONE

(3) If the necessary forms are not submitted by the Contractor to the SSE within 30 days of the effective date of the modification, the contractor employee shall be denied access to FAA facilities, sensitive information and/or resources until such time as the forms are submitted.

(g) As applicable, the Contractor shall submit quarterly reports providing the following information to the Contracting Officer with a copy to the SSE and the Operating Office on or before the fifth day following each report period: (Reference CDRL A003) A complete listing by full name in alphabetical order with the social security number, of all contractor personnel who had access to an FAA facility, sensitive information and/or resowces anytime during the report period (social security number shall be omitted from CO and Operating Office copies of report(s)).

(1) In addition to the above mentioned quarterly report requirements, the Contractor shall submit to the SSE on or before the fifth day of each mouth, any employment changes made during the reporting period (Reference CDRL A004) Examples of such changes are terminations (to include name, SSN, termination date), new hires (to include name, SSN, hire date), and name changes. All lists should be in alphabetical order and have the name of the Contractor and the contract number.

(h) The Contractor shall notify the CO within one (1) day after any employee identified pursuant to Section (c) of this Clause is terminated from performance on the contract.

(i) The Contracting Officer may also. after coordination with the SSE and other security specialists, require contractor employees to submit any other security information (including additional fingerprinting) deemed reasonably necessary to protect the interests of the FAA. In this event, the Contractor
shall provide, or cause each of its employees to provide such security information to the SSE, and the same transmittal letter requirements of Section (d) of this Clause shall apply.

(j) Failure to submit information required by this clause within the time required may be determined by the Contracting Officer a material breach of the contract.

(k) If subsequent to the effective date of this contract, the security classification or security requirements under this contract are changed by the Government and if the changes cause an increase or decrease in security costs or otherwise affect any other term or condition of this contract, the contract shall be subject to an equitable adjustment as if the changes were directed under the Changes clause of this contract.

(l) The contractor agrees to insert terms that conform substantially to the language of this clause, including this paragraph (l) but excluding any reference to the Changes clause of this contract, in all subcontracts under this contract that involve access and where the exceptions under Chapter 4, paragraph 403g, 403i-l, and 409 of FAA Order 1600.72 do not apply.

(m) All contractor personnel involved with the performance of this contract requiring access as defined by this clause, in performance of this contract, shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidenced by Alien Registration Receipt Card form I-151, or who presents other evidence from the Immigration and Naturalization Service that employment will not affect his/her immigration status. Copies of applicable documentation must be available to appropriate Federal Officials upon request.

(n) Aliens and foreign nationals proposed under this contract who have access to FAA sensitive information; facilities and/or resources must meet the following conditions in accordance with FAA Order 1600.72, chapter 4, paragraph 407: (1) must have resided within the United States for 3 consecutive years of the last 5 years unless a waiver of this requirement is requested and approved in accordance with the requirements stated in FAA Order 1600.72, chapter 4, paragraph 409(b)(3); (2) a nsk or sensitivity level designation can be made for the position; and (3) the appropriate security screening can be adequately conducted.

PART II - SECTION I
CONTRACT CLAUSES

3.2.2.3-39 REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA–MODIFICATIONS (June 1999)

Exceptions from cost or pricing data.

(a) In lieu of submitting cost or pricing data for modifications under this contract, for price adjustments on the date of the agreement on price or date of the award, whichever is later, the Contractor may submit a written request for exception by submitting the information described in the following paragraphs. The Contracting Officer may require additional supporting information, but only to the extent necessary to determine whether an exception should be granted, and whether the price is fair and reasonable--

(1) Information relative to an exception granted for prior or repetitive acquisitions.

(2) Catalog price information as follows:

(i) Attach a copy of or identify the catalog and its date, or the appropriate pages for the offered items, or a statement that the catalog is on file in the buying office to which this proposal is being made.

(ii) Provide a copy or describe current discount policies and price lists (published or unpublished), e.g., wholesale, original equipment manufacturer, and reseller

(iii) Additionally, for each catalog item that exceeds $25,000, provide evidence of substantial sales to the general public. This may include sales order. contract, shipment, invoice, actual recorded sates or other records that are verifiable. In addition, if the basis of the price proposal is sales of essentially the same commercial item by affiliates, other manufacturers or vendors, those sales may be included. The offeror shall explain the basis of each offered price and its relationship to the established catalog price. When substantial general public sales have also been made at prices other than catalog or price list prices, the offeror shall indicate how the proposed price relates to the price of such recent sales in quantities similar to the proposed quantities.

(3) Market price information Include the source and date or period of the market quotation or other basis for market price, the base amount, and applicable discounts. The nature of the market should be described The supply or service being purchased sbould be the same as or similar to the market price supply or service. Data supporting substantial sales to the general public is also required.

(4) Identification of the law or regulation establishing the price offered. If the price is controlled under law by periodic rulings, reviews, or similar actions of a governmental body, attach a copy of the controlling document, unless it was previously submitted to the contracting office.

(5) Information on modifications of contracts or subcontracts for commercial items

(i) If (1) The original contract or subcontract was granted an exception from cost or pricing data requirements because the price agreed upon was based on adequate price competition, catalog or market prices of commercial items, or prices set by law or regulation; and (2) the modification (to the contract or subcontract) is not exempted based on one of these exceptions, then the Contractor may provide information to establish that the modification would not change the contract or subcontract from a contract or subcontract for the acquisition of a commercial item to a contract or subcontract for the acquisition of an item other than a commercial item.

(ii) For a commercial items, the Contractor may provide information on prices at which the same item or similar items have been sold in the commercial market.

(b) The Contractor grants the Contracting Officer or an authorized representative the right to examine, at any time before award, books, records, documents, or other directly pertinent records to verify any request for an exception under this clause, and the reasonableness of price. Access does not extend to cost or price information or other data relevant solely to the Contractor's determination of the prices to be offered in the catalog or marketplace.

(c) By submitting information to qualify for an exception, an offeror is not representing that this is the only exception that may apply.

(d) Requirements for cost or pricing data. If the Contractor is not granted an exception from the requirement to submit cost or pricing data, the following applies:

(1) The Contractor shall submit cost or pricing data as specified in the Appendix to Toolbox Guidance Section T.3.2.3, "Cost and Pricing Methodology".

(2) As soon as practicable after agreement on price, but before award (except for unpriced actions), the Contractor shall submit a Certificate of Current Cost or Pricing Data as described in the Appendix to Toolbox Guidance Section 3.2.3, "Cost and Price Methodology". (End of Clause)

3.2.2.3-75 REQUESTS FOR CONTRACT INFORMATION (April 2002)
ding

Any contract resulting from this SIR will be considered a public document, subject to release under the Freedom of Information Act (FOIA), 5 U.S.C. Section 552. Unless covered by an exemption described in the Act, all information contained in the contract, inclu unit price, hourly rates and their extensions, may be released to the public upon request. Offerors are therefore urged to mark any sensitive documents submitted as a result of this Screening Information Request SIR that may be deemed as trade secrets, proprietary information, or privileged or confidential financial information.

3.2.4-16 ORDERING (October 1996)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued during the effective period of the contract stated in the Schedule.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule. (End of clause)

3.2.4-17 ORDER LIMITATIONS (October 1996) (R)

(a) Minimum order. When the Government requires supplies or services covered by this contract in an amount of less than $500, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) Maximum order. The Contractor is not obligated to honor-
Any order for a combination of items in excess of $10,000,000.

(c) If this is a requirements contract, the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) above.

(d) Notwithstanding paragraphs (b) and (c) above, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within 5 days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source. (End of Clause)

3.2.4-20 INDEFINITE-QUANTITY (July 1996)

(a) This is an indefinite-quantity contract for the supplies or services specified, and effective for the period stated, in the Schedule. The quantities of supplies and services specified in the Schedule are estimates only and are not purchased by this contract.

(b) Delivery or performance shall be made only as authorized by orders issued in accordance with the "Ordering" clause. The Contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the Schedule up to and including the quantity designated in the Schedule as the maximum. The Government shall order at least the quantity of supplies or services designated in the Schedule as the minimum

(c) Except for any limitations on quantities in the "Order Limitations" clause or in the Schedule, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.

(d) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided, that the Contractor shall not be required to make any deliveries under this contract after the date established for expiration of the final contract term. (End of clause)

3.2.4-34 **OPTION TO EXTEND SERVICES** (April 1996)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates

provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within the period specified in the Schedule.
(End of clause)

3.2.4-35 OPTION TO EXTEND THE TERM OF THE CONTRACT (April 1996)

(a) The Government may extend the term of this contract by written notice to the Contractor within the present term of the contract; provided, that the Government shall give the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option provision

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5 years (exclusive of any transition period). (End of clause)

3.3.1-11 AVAILABILITY OF **FUNDS** FOR THE NEXT FISCAL YEAR (April 1996)

Funds are not presently available for performance under this contract beyondthe current fiscal year. The FAA 's obligation for performance of this contract beyond that date is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the FAA for any payment may arise for performance under this contract beyond the current fiscal year, until funds are made available to the Contracting Officer for performance and until the Contractor receives notice of availability, to be confirmed in writing by the Contracting Officer. (End of clause)

3.6.1-7 LIMITATIONS ON **SUBCONTRACTING** (August 1997)

By submission of an offer and execution of a contract, the Offeror/Contractor agrees that in performance of the contract in the case of a contract for:

(a) Services (except construction). At least 50 percent of the cost of contract performance incurred for personnel shall be expended for employees of the prime contractor.

(b) Supplies (other than procurements from a regular dealer in such supplies). The prime contractor shall perform work for at least 50 percent of the cost of manufacturing the supplies, not including the cost of materials.

(c) General construction. The prime contractor shall perform at least 15 percent of the cost of the contract, not including the cost of materials, with its own employees.

(d) Construction by special trade contractors. The prime contractor shall perform at least 25 percent of the cost of the contract, not including the cost of materials, with its own employees.

Compute small business subcontracting labor cost percentages as follows:

Contractor Subcontractor
Direct Labor $ _____ $ _____
Allowable Overhead _____
Subtotal (A) _____ (B) _____
Labor G&A @____% _____
Total Labor Costs (C) _____ (D) _____

To calculate the subcontracting percentage, first add Direct Labor and Allowable Overhead and enter the figures for the contractor in space (A) and for the subcontractor (if available)* in space (B).

Next, calculate Labor G & A by multiplying the G & A rate by the subtotal figure in space (A). Calculate subcontractor Labor G & A by multiplying the subcontractor's G & A rate by figure (B). Add the Labor G & A to the Subtotal and record that figure in the spaces for Total Labor Costs (C) and (D).

Now, using the formula (D)/(C) + (D), calculate the subcontracting labor cost percentage.

*You need to be comparing as like figures as possible; therefore, if you have a breakdown of the subcontractor's costs, use it in the formulation above. If you do not have a breakdown of the subcontractors' costs, you should use the Total Subcontracting Amount for item @),though you should still breakdown the contractor's costs.

3.6.1-8 NOTIFICATION OF COMPETITION LIMITED TO ELIGLBLE SEDB CONCERNS (April 2000)

(a) Offers are solicited only from "eligible socially and economically disadvantaged business (SEDB)" concerns. As used herein, an "eligible SEDB" concern is a small business concern expressly certified by the Small Business Administration (SBA) for participation in the SBA's 8(a) program and which meets the following criteria at the time of release of the initial SIR or public announcement (ifissued), whichever is first:

(1) The offeror is in conformance with the 8(a) support limitation set forth in its approved business plan; and

(2) The offeror is in conformance with the Business Activity Targets set forth in its approved business plan or any remedial action direct by the the SBA.

(b) By submission of its offer, the offeror certifies that it meets all of the criteria set forth in paragraph (a) of this clause.

(c)(1) Agreement. A manufacturer or regular dealer submitting an offer in its own name agrees to furnish, in performing the contract, only end items manufactured or produced by small business concerns inside the United States: its territories orpossessions, the Commonwealth of Puerto Rico, or the Trust Territory of the Pacific Islands. However ,this requirement does not apply in connection with construction or service contracts.

(2) The contractor will notify the Contracting Officer in writing immediately upon entering an agreement (either oral or written) to transfer all or part of its stock or other ownership interest to any other party. (End of clause)

3.6.2-29 STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES (April 1996)

In compliance with the Service Contract Act of 1965, as amended, and the regulations of the Secretary of Labor (29 CFR Part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332. This Statement is for Information Only: It Is Not a Wage Determination

Employee class	Equivalent Pay Band	Monetary Wage-Fringe Benefits
Help Desk Specialist, III	G	$23.08
Help Desk Specialist, II	F	$19.08
Help Desk Specialist, I	E	$15.59
Office Automation Specialist, Level IV	I	$32.90
Office Automation Specialist, Level III	H	$28.59
Office Automation Specialist, Level II	H	$27.67
Office Automation Specialist, Level I	G	$23.08
Computer Operator Level IV	G	$23.85
Computer Operator III	G	$23.08
Computer Operator II	F	$19.08

Computer Operator I	E	$15.59
System Analyst/Programmer, Level V	I	$32.90
System Analyst/Programmer, Level N	H	$30.43
System Analyst/Programmer, Level III	H	$29.51
System Analyst/Programmer, Level II	H	$28.59
System Analyst/Programmer, Level I	H	$27.67
Data Base Administrator, Level III	I	$32.90
Data Base Administrator, Level II	H	$30.43
Data Base Administrator, Level I	G	$23.85
System Administrator, Level N	J	$38.88
System Administrator, Level III	I	$32.90
System Administrator, Level II	H	$29.51
System Administrator: Level I	G	$23.08
Technical Writer, Level II	H	$27.67
Technical Writer, Level I	G	$23.08

3.8.2-11 CONTINUITY OF SERVICES (April 1996) (R)

(a) The Contractor recognizes that the services under this contract are vital to the Government and **must** be continued without interruption and that, upon contract expiration, a successor, either the Government or another contractor, may continue them. The Contractor agrees to (1) furnish phase-in training and (2) exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.

(b) The Contractor shall, upon the Contracting Officer's written notice, (1) furnish phase-in, phase-out services for up to 30 days after this contract expires and (2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-& phase-out services required. The plan shall specify a training program and a date for **transferring** responsibilities for each division of work described in the plan, and shall be subject to the Contracting Officer's approval. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.

(c) The Contractor shall allow as **many** personnel as practicable to remain on the job to help the successor **maintain** the continuity and consistency of the services required by this contract. The Contractor also shall disclose necessary personnel records and allow the successor to conduct onsite interviews with these employees. If selected employees are agreeable to the change, the Contractor shall release them at a mutually agreeable **date** and negotiate transfer of their earned fringe benefits to the successor.

(d) The Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (i.e., costs incurred within the **agreed** period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a prorata portion of the fee (profit) under this contract. (End of clause)

3.8.2-17 KEY PERSONNEL AND FACILITIES (July 1996)

(a) The personnel and/or facilities as specified below are considered essential to the work being performed hereunder ***and*** may, with the consent of the contracting parties, be changed from time to time during the course of the contract.

(b) Prior to removing, replacing, or diverting any of the specified personnel and/or facilities, the Contractor shall notify in writing, and receive consent from, the Contracting Officer reasonably in advance of the action and shall submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this contract.

(c) No diversion shall be made by the Contractor without the written consent of the Contracting Officer.

(d) The key personnel and/or facilities under this contract are:

_____ _____

_____ _____

[List Program Manager and Alternate Program Manager]
(End of clause)

3.9.1-2 PROTEST AFTER AWARD (August 1997)

(a) Upon receipt of a notice that a protest has been filed with the FAA Office of Dispute Resolution, or a determination that a protest is likely, the Administrator or his designee may instruct the Contracting Officer) to direct the Contractor to stop performance of the work called for by this contract. The order to the Contractor shall be in writing, and shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Upon receipt of the final decision or other resolution of the protest, the Contracting Officer shall either--

(1) Cancel the stop-work order. or

(2) For other than cost-reimbursement contracts. terminate the work covered by the order as provided in the "Default" or the "Termination for Convenience of the Government" clause(s) of this contract; or

(3) For cost-reimbursement contracts, terminate the work covered by the order as provided in the "Termination" clause of this contract.

(b) If a stop-work order issued under this clause is canceled either before or after the final resolution of the protest, the Contractor shall resume work The Contracting Officer shall make for other than cost-reimbursement contracts, an equitable adjustment in the delivery schedule or contract price. or both; and for cost-reimbursement contracts, an equitable adjustment in the delivery schedule, the estimated cost, the fee, or a combination thereof, and in any other terms of the contract that may be affected; and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in 'the time reqwred for. or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to an adjustment within 30 days after the end of the period of work stoppage; provided, that if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon a proposal submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

(e) The Government's rights to terminate this contract at *any* time are not affected by action taken under this clause. (End of clause)

3.10.1-22 CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE *(JULY* 1996)

(a) The Contracting Officer may designate other Government personnel (known as the Contracting Officer's Technical Representative) to act as his or her authorized representative for contract administration functions which do not involve changes to the scope, price, schedule, or terms and conditions of *the* contract. The designation will be in writing, signed by the Contracting Officer, and will

set forth the authorities and limitations of the representative(s) under the contract. Such designation will not contain authority to sign contractual documents, order contract changes, modify contract terms, or create any commitment or liability on the part of the Government different from that set forth in the contract.

(b) The Contractor shall immediately contact the Contracting Officer if there is any question regarding the authority of an individual to act on behalf of the Contracting Officer under this contract.

3.1-1 Clauses and Provisions Incorporated by Reference (September 2002)

This screening information request (SIR) or contract, as applicable, incorporates by reference one or more provisions or clauses listed below with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make the full text available, or offerors and contractors may obtain the full text via Internet at: (on this web page, select "Contract Writing/Clauses").

3.1.8-1 Cancellation, Recession, and Recovery of Funds for Illegal or Improper Activity (October 1999)
3.1.8-2 Price or Fee Adjustment for Illegal or Improper Activity (October 1999)
3.2.2.3-30 Termination of Defined Benefit Pension Plans (April 1996)
3.2.2.3-32 Waiver of Facilities Capital Cost of Money (April 1996)
3.2.2.3-33 Order of Precedence (January 1999)
3.2.2.7-6 Protecting the Government's Interest when Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment (April 1996)
3.2.5-1 Officials Not to Benefit (April 1996)
3.2.5-3 Gratuities or Gifts (January 1999)
3.2.5-4 Contingent Fees (October 1996)
3.2.5-5 Anti-Kickback Procedures (October 1996)
3.2.5-8 Whistleblower Protection for Contractor Employees (April 1996)
3.2.5.6 Restrictions on Subcontractor Sales to the FAA (April 1996)
3.3.1-1 Payments (April 1996) **(CLIN 1)**
3.3.1-5 Payments under Time-and-Materials and Labor-Hour Contracts (April 2001)
3.3.1-6 Discounts for Prompt Payment (April 1996)
3.3.1-7 Limitation on Withholding of Payments (April 1996)
3.3.1-8 Extras (April 1996)
3.3.1-9 Interest (April 1996)
33.1-10 Availability of Funds (April 1996)
3.3.1-15 Assignment of Claims (April 1996)
3.3.1-17 Prompt Payment (January 2003)
3.3.1-25 Mandatory Information for Electronic Funds Transfer (EFT) Payment – Central Contractor Registration (CCR) (June 2001)
3.3.2-1 FAA Cost Principles (October 1996)
3.4.1-12 Insurance (July 1996)
3.4.2-6 Taxes—Contracts Performed in U.S. Possessions or Puerto Rico (October 1996)
3.4.2-8 Federal, State, and Local Taxes--Fixed Price Contract (April 1996)
3.5-2 Notice and Assistance Regarding Patent and Copyright Infringement (April 1996)
3.5-3 Patent Indemnity (April 1996)
3.5-13 Rights in Data—General (October 1996)
3.6.2-2 Convict Labor (April 1996)
3.6.2-9 Equal Opportunity (August 1998)
3.6.2-10 Equal Opportunity Preaward Clearance of Subcontracts (November 1997)
3.6.2-12 Affirmative Action for Special Disabled and Vietnam Era Veterans (January 1998)

3.6.2-13 Affirmative Action for Workers with Disabilities (April 2000)
3.6.2-14 Employment Reports on Special Disabled Veterans and Veterans of Vietnam Era (January 1998)
3.6.2-16 Notice to the Government of Labor Disputes (April 1996)
3.6.2-28 Service Contract Act of 1965, as Amended (April 1996)
3.6.2-30 Fair Labor Standards Act and Service Contract Act—Price Adjustment (Multiple Year and Option Contracts) (April 1996)
3.6.3-2 Clean Air and Clean Water (April 1996)
3.6.3-16 Drug Free Workplace (January 2004)
3.6.4–10 Restrictions on Certain Foreign Purchases (April 1996)
3.7-1 Privacy Act Notification (October 1996)
3.7-2 Privacy Act (October 1996)
3.8.2-10 Protection of Government Buildings, Equipment, and Vegetation (April 1996)
3.9.1-1 Contract Disputes (November 2002)
3.10.1-7 Bankruptcy (April 1996)
3.10.1-12 Changes—Fixed Price (April 1996)
3.10.1-12 Changes—Fixed-Price (Alternate I) (April 1996) (CLIN 1)
3.10.1-14 Changes—Time and Materials or Labor Hours (April 1996) (CLIN 2, 3, & 5)
3.10.1-25 Novation and Change-of-Name Agreements (January 2003)
3.10.2-3 Subcontracts (Time-and-Materials and Labor-Hour Contracts) (April 1996)
3.10.2-5 Competition in Subcontracting (January 1998)
3.10.3-1 Definitions (April 2004)
3.10.3-2 Government Property-Basic Clause (April 2004)
3.10.3-2 Government Property-Basic Clause/Alternate II (April 2004)
3.10.5-1 Product Improvement/Technology Enhancement (April 1996)
3.10.6-1 Termination for Convenience of the Government (Fixed Price) (October 1996)
3.10.6-3 Termination (Cost-Reimbursement) (October 1996)
3.10.6-3/alt4 Termination (Cost-Reimbursement) Alternate IV (October 1996)
3.10.6-4 Default (Fixed-Price Supply and Service) (October 1996)
3.10.6-7 Excusable Delays (October 1996)
3.13-10 Contractor Attendance at FAA Sponsored Training (January 2003)
3.14-5 Sensitive Unclassified Information (SUI) (April 2003)

PART III - SECTION J
LIST OF ATTACHMENTS

ATTCH	TITLE	DATE	NO. OF PAGES
1	Performance Work Statement	5/6/04	35
2	Negotiated Direct Hourly Labor Rates	Undated	1
3	U.S. Department of Labor Wage Determination No. 94-2432 (Revision No. 17)	710912004	8
4	Skill Category Designation (Exempt/Nonexempt)	Undated	1

5	Deleted		
6	Contract Data Requirement List (CDRL) A001 through A009	5/5/04	10
7	Deleted		
8	Screening Standards-Contractors	7/2001	1
9	Adjudicative Standards	712001	I
10	Service Level Agreements	undated	9
11	Service Level Agreements	undated	4

PERFORMANCE WORK STATEMENT
CUSTOMER SERVICE CENTER (CSC) FOR THE
MIKE MONRONEY AERONAUTICAL CENTER, OKLAHOMA CITY, OKLAHOMA

SECTION 1 - GENERAL

1.1 GENERAL INFORMATION

1.1.1 Introduction. The Office of Information Technology (AMI) is an IT services provider to the Department of Transportation (DOT), the Federal Aviation Administration (FAA), and other organizations at the Mike Monroney Aeronautical Center (MMAC). AMI is a "fee-for-service" organization, which encourages business-like decisions creating more cost awareness and increased customer focus. Expected results for AMI include reducing costs by gaining efficiencies and economies of scale. The Customer Service Center (CSC) is a division within AMI and provides six primary functions to the MMAC, FAA and DOT, i.e., Service Desk, Desktop Support, Computer Hardware Maintenance, Production Control (mainframe operational support), Knowledge Management, and Service Desk Software Administration. These services are defined in Section 5.2 of the PWS.

1.1.2 **Background**. The CSC was established after a recent reorganization within AMI, which consolidated the six existing primary functions into one division. The CSC is experiencing a robust growth in the following areas: consolidating existing service desks; increasing the FAA's customer/application base; and implementing new service desk software. Currently, there are 43 contractor employees working on this contract.

1.1.3 Scope of Work. The contractor shall effectively administer, manage, andperform the duties and responsibilities as defined in this PWS, Attachment 10, *Customer Service* ***Center*** *– Service* ***Desk Service*** *Level* ***Agreements*** and Attachment 11, ***Customer*** *Service* ***Center*** *- Desktop* ***Support Service*** *Level Agreements.* The contractor shall be responsible for providing program management and for assuming a partnership role with the Govemment in providing technical solutions and in securing and retaining business. Contractor personnel will be performing work as required to accomplish the CSC requirements of AMI. The contract is to be performed using facilities and materials provided by the Government. Services will be principally performed at the MMAC, Oklahoma City, Oklahoma, unless otherwise stipulated by the Govemment on the individual task order(s).

The contractor shall be responsible for all applicable directives, orders, regulations, specifications, etc., provided by the Government, in support of this contract. The contractor must adhere to established processes and procedures. New and/or changes to processes and procedures will be developed with the coordination of the contractor and the Government.

1.2 GENERAL REQUIREMENTS

1.2.1 Contractor Personnel Requirements.

1.2.1.1 Contractor **Program** Manager and Alternate. The contractor shall provide a Program Manager (PM) and an Alternate Program Manager (APM) who shall be responsible for the performance of the work specified in accordance with the terms and conditions of this contract. The PM and *APM* shall have full authority, including signature authority, to act on behalf of the contractor for all issues pertaining to contract administration for the subject contract. The PM and APM will possess at least a Bachelor's degree in computer science, information systems or other related discipline with a minimum of five (5) years management experience plus a minimum of five *(5)* years CSC management experience in a contract of this size and scope in the Government or large corporate environment. Qualifications of the PM and APM are subject to Govemment review and approval.

The PM or APM shall be available during normal working hours within two hours to meet at the MMAC with Government personnel designated as the Contracting Officer (CO) and/or Contracting Officer Technical Representative (COTR) to discuss problem areas. The PM and APM must be able to read, write, speak and understand English.

1.2.1.2 Administrative. Managerial, and Supervisory. The contractor shall provide qualified personnel with administrative, managerial, and supervisory capabilities to assure the effective performance of the contract. An on-site representative(s) of the contractor such as a Task Leader will perform supervision and will be responsible for monitoring the work assignments of contractor personnel. At no time shall the Government supervise contractor personnel. Qualifications of the on-site representative(s) are subject to Government review and approval.

1.2.1.3 Security Investigation. Contractor personnel shall be required to perform duties requiring a security investigation. The investigation will consist of a National Agency Checkwith Inquiries (NACI), Minimum Background Investigation (MBI), Limited Background Investigation (LBI), or a Background Investigation (BI). The scope of the investigation required and the forms to be completed shall be determined in accordance with FAA Order 1600.72, Personnel Security Program. The contractor shall be responsible for the preparation and submittal of the required forms to the Security Office. The contractor personnel shall not be required nor permitted to perform work prior to receipt of the required approval unless a temporary waiver is granted.

1.2.1.4 Labor Categories. The contractor shall provide employees for the defined categories of labor in Section 5.4. The contractor shall fill any vacancies within 20 working days after the vacancies occur for existing tasks or when new task order(s) are officially authorized in writing by the CO, or provide a written statement to the COTR stating the reason(s) for not meeting the placement criteria with stated corrective actions to timely meet future employee placements. The contractor shall submit a Vacancy Report to the COTR each Monday in accordance with Contract Data Requirements List (CDRL) A005. The Government reserves the right to award a task(s) to another vendor based on the criticality of the task and/or if it is the best interest of the Government.

1.2.1.5 Qualifications. Contractor employees shall have the laowledge, skills, and certifications necessary to perform the required services in the task. The contractor shall furnish proof of employee's qualifications via resumes or written certification, which is subject to review and concurrence by the Government. Contractor employees not meeting minimum qualifications shall not be considered prior to completing the requirements outlined in Section 5.4 unless a waiver is granted by the COTR.

1.2.1.6 Training. The contractor shall provide fully trained employees, be required to have an ongoing training program including a new employee training program, and be responsible for contractor employees acquiring the knowledge and skills necessary to support new technology.

When advantageous to the Government, training may he provided by the Government at no cost to the contractor or paid for by the contractor and reimbursed by the Government if the training course falls into one of the following categories:

a. Unique to the FAA: The Government is providing training exclusively for tasks that are required to be performed at FAA facilities (i.e., on-the-job training to each contractor employee or a train-the-trainer, as required to fulfill additional requirements such as new Customer Provider Agreements (CPAs)/SLAs, changes to CPAs/SLAs, service desk software, agency policies, security issues, software upgrades, etc.). In these instances, the FAA will pay direct hourly charges associated with the number of hours spent in training; or

b. Directed/Mandated by the Government: The class is directed/mandated by Government regulation, FAA Administrator (AOA-1), or an F M Security Element.

Reimbursement of Government-paid training costs will be required if a contractor employee does not remain in the position for a year from the date of training. The contractor shall provide to the COTR on or before the fifth day of each month a Training Report in accordance with **CDRL A006**.

1.2.1.7 Conference and User Groups. Contract employees may be required to attend conferences and user group meetings as deemed necessary by the COTR. The contractor shall be responsible for all membership fees and associated costs such as travel.

1.2.1.8 Labor Distribution Reporting (LDR). Contractor employees may be required to report time by project or by activity within a project. If a Government LDR system is available for contractor use, then contractor employees shall be required to use the system. If one is not available, contractor employees may use a contractor provided system subject to the Government's approval and at no additional cost to the Government. The data from a contractor provided system must be provided in an electronic format.

1.2.1.9 Incentive Awards. The Government encourages the contractor to maintain an incentive awards program to recognize outstanding contributions by their employees in performance of this contract.

1.2.1.10 Work Area Professionalism. Contractor personnel shall ensure the work area reflects a professional appearance because the CSC is subject to constant exposure by visitors and application support personnel. Surplus items will be stored out of sight and personal effects kept to a minimum. Playing computer games is strictly prohibited. Playing music or the radio should be kept to a minimum.

1.2.2 Quality Control Requirements.

1.2.2.1 Quality Control Program. The contractor shall establish and maintain a complete Quality Control Plan (QCP) to ensure the requirements of this contract are provided as specified. The QCP shall describe the inspection system for the requested services listed in the PWS. It shall specifiy how, when, and who shall inspect each service. It shall describe methods used to record the quality control inspection and the disposition of these inspection records. In addition, the plan shall demonstrate the contractor's approach for filling vacancies in a timely manner, for providing qualified personnel and maintaining an ongoing training program to ensure contractor employees acquire the lcnowledge and slalls necessary to support new technology, for managing changes in workload requirements, and for providing timely and accurate invoices. The CO will notify the contractor of acceptance or required modifications to the QCP. The contractor shall make appropriate modifications at no additional cost to the Government and obtain acceptance of the QCP by the CO and COTR before the start of the first performance period. The plan shall be updated as changes occur and shall be submitted for review and acceptance by the Government.

1.2.2.2 Quality Assurance. The Government will evaluate the contractor's performance under this contract in accordance with established quality assurance policies and processes. The Government will record all activities. When an observation indicates defective performance, the Government representative will request the contractor's representative initial the observation indicating acknowledgement of the deficiency. Remedies for defective performance will be governed by Clause 3.10.4-5, Inspection—Time-and-Material and Labor-Hour. Failure to agree as to what constitutes defective performance under this clause shall be handled under the procedures of the Disputes clause included in this contract.

1.2.3 Contract/Task Meetings. The contractor PM and/or APM shall be required to meet, at the discretion of the CO during the term of the contract. The contractor may request a meeting with the COTR by contacting the CO whenever the contractor deems necessary.

1.2.4 Hours of Operations. The contractor shall maintain a forty-hour workweek. A normal workweek is considered to be Monday through Friday, between the hours of 0600 to 1800. Shift work will be required (i.e., Sunday through Thursday or Tuesday through Saturday) but only after written notification is given. During shift work, hours may vary but the core hours of work will occur between 0600 to 1800. Specific tasks may require variations from the normal workweek; i.e., 24 hours per day, 7 days a week, 52 weeks per year, 3651366 days per year. Contractor employees may be required to work rotating/non-standard/part-time schedules to assure task coverage when other contract employees are off or have to be away from the work place.

a. Premium Time Directed bv the Government. Premium time will be necessary on occasion as authorized by the COTR, if previously negotiated on the task The Government will direct premium time only when absolutely necessary to meet workrequirements. This will include emergency callback times and for work performed at home to satisfy an emergency requirement. Response times will be specified in each task's Statement of Work (SOW). For premium time work performed at home, contractor employees will be required to maintain a log outlining with whom they spoke, the duration of the call, and the nature of the call. If additional work is performed as a result of the call, contractor employees shall include the nature and duration of the work performed. This log must be turned in to the contractor employee's task leader for review and verification and included with the invoice. The Government will reimburse actual time worked (time on the telephone or computer attempting to satisfy the requirement). Time waiting for return telephone calls at home is not included as reimbursable time. Premium time will be paid at the regular rate specified in Section B of the solicitation. For those employees covered by a Department of Labor (DOL) Wage Determination, premium time will be paid in accordance with the applicable DOL wage determination.

b. Premium T i e Requested bv the Contractor. In the event the contractor deems premium time necessary to meet work requirements, the contractor shall submit a written request to the COTR. The written request must identify in detail what product or service requires premium time, how many work-hours are required, and for what segment of the organization the work is being performed. The COTR shall approve all requests by the contractor for premium time in writing before any premium time is allowed provided premium time has been negotiated on the task. Premium time will be paid at the regular rate specified in Section B of the solicitation. For those employees covered by a Department of Labor (DOL) wage determination, premium time will be paid in accordance with the applicable DOL wage determination.

c. **Telecommuting**. The Government may permit telecommuting by contractor employees when determined to be in the best interest of the Government in meeting workrequirements. The contractor must have an established program subject to review by the Government. All telecommuting agreements must be authorized and approved by the COTR and include the date, time, and description of the tasks to be performed. Telecommuting time will be paid at the regular rate specified in Section B of the solicitation.

d. Monthlv Premium Hour Report. The contractor shall provide to the COTR on or before the fifth day of each month a Monthly Premium Hour Report in accordance with CDRL A007.

1.2.5 Observance of Legal Holidays and Administrative Leave. Generally, the contractor shall not be required to work nor will payment be made by the Government on holidays and administrative leave. The following is a list of Federal holidays and administrative leave:

a. New Year's Day, January 1
b. Martin Luther King's birthday, the third Monday in January
c. President's Day, the third Monday in February
d. Memorial Day, the last Monday in May
e Independence Day, July 4
f. Labor Day, the first Monday in September
g. Columbus Day, the second Monday in October
h. Veteran's Day, November 11
i. Thanksgiving Day, the fourth Thursday in November
j. Christmas Day, December 25
k. Any other day designated by Federal statute, executive order, or presidential proclamation.
l. Local determinations relating to adverse weather conditions, national emergencies, energy conservation, MMAC/Organizational determinations, etc., may require the Center to close. During such periods of closure, contractor employees will not be allowed to work nor will the contractor be compensated.

1.2.6 Travel. The contractor shall obtain prior authorization for travel from the CO prior to incurring **any** travel costs. A proposal showing a complete breakdown of all travel charges shall be provided to the CO at no additional cost to the Government. If accepted, the CO will provide a written authorization to the contractor to proceed with travel provided travel funds exist on the task.

1.2.7 Physical Security. The contractor shall be responsible for safeguarding all Govemment property for contractor use. At the close of each work period, Government facilities, equipment, and materials shall be secured.

1.2.8 Conservation of Utilities. The contractor shall instruct employees in utilities conservation practices. The contractor shall be responsible for operating under conditions, which preclude the waste of utilities, which shall include:

a. Lights shall be used only in areas where and when work is actually being performed.

b. Mechanical equipment controls for beating, ventilation, and air conditioning systems shall not be adjusted by the contractor or by contractor employees unless authorized.

c. Water faucets or valves shall be turned off after the required usage has been accomplished.

1.2.9 Off-Site Space Requirements. In the event adequate space is not available to house the personnel required for specific task(s) and with approval and authorization from the Government, the contractor shall provide the required space including all utilities, telephone, janitorial services, etc.; workstations; associated hardware and software; office equipment/furnishing(s) and supplies. With the direction and assistance of the Govemment representative(s), the contractor shall provide the appropriate telecommunication connectivity, as required for information systems access. Actual expenses shall be reimbursed to the contractor upon receipt of validated itemized invoice(s).

1.2.10 Transition **Plan.** It is essential to the Govemment that services required under this PWS are performed without interruption. Consequently, it is imperative that transition to full contract performance be accomplished in a well-planned, orderly, and efficient manner. The transition period shall begin 30 days prior to full contract performance, which is anticipated to be in the first quarter of fiscal year 2005.

1.2.11 Transition Activities. At the conclusion of any performance period, including option periods or extensions, the services provided under this PWS may be awarded to another contractor. Tbe contractor in place shall be required to assist in the transition activities.

1.2.12 Strike Contingency Plan (SCP). The contractor shall develop a SCP to ensure continuity of operations in the event of a strike by contractor personnel. Contractor services under SCP shall be at no additional cost to the Government. Two copies of *the* contractor's final SCP shall be provided to the CO and COTR for approval not later than two weeks after contract award. Any changes to the SCP shall be provided in writing to the CO within five days prior to the effective date of the change.

1.2.13 Contract Funds Status Report (CFSR). The contractor shall prepare and submit a monthly CFSR in accordance with CDRL A008.

SECTION 2 – ACRONYMS AND DEFINITIONS

2.1 3270. IBM's interactive communications terminal standard.

2.2 ACC. Account Classification Code.

2.3 Access Control Officer (ACO). The ACO serves as the system owner's representative who authorizes access to and use of the system, data, proprietary software, etc. The ACO must ensure that each person requesting data access meets the "need-to-know" requirement for the requested access. The ACO will re-certify user access, based on anniversary date, for each user for every system under their purview. The ACO ensures that if an employee changes positions, moves to another organization, moves to another region, retires, etc., the user's access is reviewed and modified or deleted as appropriate

2.4 ACD. Automatic Call Distribution.

2.5 Ad Hoc. "In real time," or "On the spot!" Ad Hoc queries are database queries that are created by the user in real-time.

2.6 Administrative Data Telecommunications Network (ADTN-2000). FAA's communications services contract for a private network using phone lines between all FAA regions and centers.

2.7 ADP. Automated Data Processing.

2.8 AMI. Office of Information Technology.

2.9 Application Service Provider (ASP). A third-party service firm, which deploys, manages, and remotely hosts a pre-packaged application or suite of applications in a "rental" or "lease" agreement. No software or hardware typically resides at the customer's site.

2.10 Antomated Call Distribution (ACD). An add-on feature to Customer Interaction Center PBX's @hone switches), ACD's intelligently handle and route incoming calls based on defined criteria (such as, next available employee, skill set, workload, group, etc.).

2.11 Batch LID. High-level restricted application batch job Logon-ID.

2.12 Call Ownership. The representative that answers the call is responsible for ensuring that he or she accomplished what the customer asked for, i.e., is the customer satisfied with resolution of the problem?

2.13 CDA. Central Domain Administration.

2.14 Certification Specialist (CS). The CS is responsible for the ongoing re-certification of the User. The CS serves as the Office of Primary Responsibility's (OPR's) representative to re-certify a user's continued access to their application system residing on the FAA's Mainframe. The CS performs only those functions relating to the re-certification of a user. These functions include validation of the user's Job Location Information (JLI), contractor information, and the individual's continued requirement to access the application to carry out a particular job function. If the OPR does not designate a CS, the re-certification responsibility falls back on the ACO.

2.15 CICS. An inter-active telecommunications software package that is capable of providing on-line real-time processing to all terminals and printers established on the network.

2.16 Client-Server. The division of an application into separate processes capable of operating on separate central processing units connected over a network.

2.17 CMT. Configuration Management Team.

2.18 COM-PLETE. An integrated telecommunications software package that is capable of providing on-line real-time processing to and from all terminal and printers established on the network.

2.19 Computer Based Training (CBT). Training done via computers, web based, packaged and hosted videos. Advantages are less expensive to deliver and Facility Led Training (FLT), less labor (no instructor), greater productivity because representatives are not off the phones for long periods of time, and can be delivered to a representatives' desktop eliminating the need for a classroom. Limitations are CBT does not provide human reinforcement, it's not as effective for soft skills training, and there is a lack of group interaction.

2.20 Contracting Officer (CO). The person authorized to act on behalf of the Government to negotiate and award contracts and modifications thereto, and to administer contracts through completion or termination. Except for certain limited authority delegated by the CO to a technical representative, the CO is the only individual with the authority to direct the work of the contractor.

2.21 Contracting Officer Technical Representative (COTR). The Government representative responsible for technical contents of the contract and any subsequent task(s). This person will be responsible for monitoring contractor's performance and will be involved with modifications or changes to the contract or Performance Work Statement, Program Reviews, and overall contractor's performance

2.22 Customer Service Center (CSC). The organization in AMI that provides service desk, office automation desktop, and production control support. It is located in Oklahoma City at the MMAC.

2.23 Database Administrator (DBA). The engineer in the IT organization that keeps the corporate databases running at peak efficiency, maintains data backups, and ensures the accuracy and "cleanliness" of the data stored in the databases.

2.24 DB/2. A relational database management system (DBMS) from IBM that was originally developed for its mainframes. It is a full featured SQL language DBMS that has become IBM's major database product. IBM has made DB/2 available for all of its own platforms, including OS/2, AS/400, AIX/6000, and OS/390 as well as Sun systems and HP-UX on HO 9000 workstations and servers.

2.25 Direct Access Storage Device (DASD). A peripheral device that is directly addressable, such as a disk or drum. The term is used in the mainframe world.

2.26 DOT. Department of Transportation

2.27 extensible Markup Language (XML). Allows designers to create their own customized tags, enabling the definition, transmission, validation, and interpretation of data between applications and between organizations.

2.28 FAA. Federal Aviation Administration,

2.29 Frequently Asked Questions (FAQs). A list of questions that are repetitively asked of Customer Support Representatives. If a user views the FAQ list, they will find answers to the most commonly asked questions, saving the support organization time and effort in handling repeat questions or problems.

2.30 Functional Support. Provides support to problems documented by the service desk that are application specific and cannot be resolved by the service desk. (Other names are Level 2 and Tier 2).

2.31 IBM. International Business Machines

2.32 ICE-MAN. The Integrated Computing Environment—Mainframe and Network is the mainframe platform where the Production Control requirement is located.

2.33 ICG. Integrated Computing Environment-Mainframe and Network (ICE-MAN) Customer Group, which has been referred to as ICE-MAN User Community (IUC). Both are a follow on to the Data General user group. Due to budget restrictions the group communicate primarily through the annual Memorandum of Understanding (MOU) agreement, the ICE-MAN Web site, a monthly telecon, and the quarterly ICE-MAN Notes.

2.34 IDCAMS. The access method services part of IBM's system managed storage (DFSMSdfp).

2.35 Instant Messaging (IM). Instant Messaging is the ability for two or more users who are online to communicate via text in real time on their computers. The FAA utilizes lotus 'Same-Time'.

2.36 INTER-COM. An interactive telecommunications software package that is capable of providing on-line real-time processing to and from all terminals and printers established on the network.

2.37 Interactive Voice Response (IVR). A software application that accepts a combination of voice telephone input and touch-tone keypad selection and provides appropriate responses in the form of voice, fax, callback, email and perhaps other media. IVR is usually part of a larger application that includes database access.

2.38 Intranet. A network internal to an organization that is based on the protocols of the Internet (namely, TCP/IP).

2.39 IRM. Information Resources Manager.

2.40 ISO. ICE-MAN Support Organization.

2.41 ISSO. Information Systems Security Officer.

2.42 ISST. Integrated Systems Support Team.

2.43 IT. Information Technology

2.44 IUC. ICE-MAN User Community, wluch bas been referred to as ICG. Both are a follow on to the Data General user group. Due to budget restrictions the group communicate primarily through the annual Memorandum of Understanding (MOU) agreement, the ICE-MAN Web site, a monthly telecon, and the quarterly ICE-MAN Notes.

2.45 Job Control Language (JCL). Provides the means of communication between an application program and the operating system and computer hardware.

2.46 Knowledge Database. A database that is stocked with information that has been reviewed by technical staff, with notes added, to make the information within it true "lmowledge." Knowledge bases are often accessible by customers via the web, and may contain such items as Frequently Asked Questions (FAQs), known bugs, answers to previously asked questions, white papers, and the like. Used intelligently, a knowledge base can be a time saver for both users and Customer Support Representatives alike. In general, a lmowledge base is a centralized repository for information: a public library, a database of related information about a particular subject.

2.47 Knowledge Management Resource. Any resources that are dedicated to maintaining lmowledge. Knowledge Management caters to the critical issues of organizational adaptation, survival and competence in face of increasingly discontinuous environmental change. Essentially, it embodies organizational processes that seek synergistic combination of data and information processing capacity of information technologies, and the creative and innovative capacity of human beings.

2.48 LAN. Local Area Network.

2.49 Lightweight Directory Access Protocol (LDAP). A client-server protocol for accessing a directory service. It is most often used to identify corporate network users, and maintain their passwords, on a central server repository. Some Customer Relationship Management (CRM) and other enterprise-application vendors are building access to LDAP services into their programs, so that two lists of users and passwords do not need to be maintained (one on an LDAP server, one in the application itself).

2.50 LINUX. A version on UNIX operating system.

2.51 Live Chat. A customer support service where a Customer Support Representative conducts a live, online text chat session with auser. Usually initiated by a website user who wants immediate access to help, but doesn't want to disconnect from the Internet to call the company by phone.

2.52 Mainframe. **A** large capacity computer system with processing power that is significantly superior to a Personal Computer or midrange computer.

2.53 MMAC. Mike Monroney Aeronautical Center

2.54 Multi-Channel. Provides customers the ability to access the company via multiple "channels," or methods of communications. Typical communication channels include web chat, web forms submission, email, phone, fax, Voice over IP (VoIP), and live chat.

2.55 National Access Control Officers (NACO). The NACO located in AMI-300 provide management of mainframe security and technical support for the security portion of hardware, software, and application resources.

2.56 Office of Primarv Responsibilitv (OPR). The OPR organization is the system owner and provides the funding for the computing service. The OPR contact serves as the primary contact with the ICE-MAN COTR in the Integrated Product Team for Information Systems (ASU-510), and with the National Access Control Officer (NACO) in the Systems Management Branch (AMI-310).

2.57 OnLine Transaction Processing (OLTP). That portion of the software that enables daily business operations such as order entry.

2.58 Open DataBase Connectivity (ODBC). A standard protocol that is used to run queries against databases that are not "natively" supported (supported directly, with their own language) by an application. Most databases support ODBC connections to front-end tools, in addition to supporting specific applications natively.

2.59 ORACLE. Oracle is a relational database management system (RDBMS). Oracle is scaleable from a small microcomputer to larger mainframes. Versions are available for many operating systems, including MVS, Unix, Windows NT and Sun.

2.60 OS. Operating System

2.61 P210. ICE-MAN Production Logical Partition (LPAR).

2.62 PC. Personal computer.

2.63 Personal Digital Assistant (PDA). Term for the handheld devices currently on the market, such as Palm-OS-based units, Pocket PC-based units, and units based on the Symbian OS from Psion.

2.64 Portal. A web site that combines elements of targeted information relevant to a given audience. For example, a company might set up a supplier portal, including information only relevant to their suppliers (such as inventory levels, corporate contact information, instructions for shipping and invoicing the company for parts shipped, etc.).

2.65 Premium Time. Premium time is any time outside an employee's normally scheduled 40-hour workweek.

2.66 Production Control. The process and support for starting, monitoring and ending batch and online production jobs.

2.67 Quality Assurance. Those actions taken by the Government to assure services meet the requirements of the contract, PWS or Task Statement of Work (SOW).

2.68 Quality Control. Those actions taken by the contractor to control the performance of services so that they meet the requirements of the contract, PWS or Task SOW.

2.69 Query Bv Example (QBE). A method for searching databases. QBE uses an existing screen to enter information into the various editable fields. The values entered represent the criteria used in the search. For example, if two fields contain a First Name and Last Name for a contact, and you wanted to find all the Joneses in the database, you would type 'Jones' in the Last Name field, and run the query. The query would return information on all the Joneses in the database.

2.70 Queues (Work Queues). Repositories for work orders that one or more employees have access to. It's a collection of actionable items, from wluch employees select the items that they will personally worlc on, and move them to their WIP (Work in Process) bins, or personal queues.

2.71 RACF. Remote Access Control Facility.

2.72 Relational DataBase Management System (RDBMS). The typical, standard database, with both data models, data definitions, and data storage capabilities. Examples include Oracle's 9i database, Microsoft's SQL Server 2000, and IBM's DB2 and Informix.

2.73 Returned Materials Authorization (RMA). Most companies require that customers contact them before returning previously purchased product, to receive authorization to return the product. The customer is usually given an RMA number, for tracking purposes.

2.74 Script. Another term for macro or batch file, a script is a list of commands that can be executed without user interaction. A script language is a simple programming language with which you can write scripts.

2.75 Service Level Aereemeut. This is the agreed-upon level of service that will be provided by the vendor to the customer upon purchase of product. Variables include: channels supported, hours of the day, days of the week, response times, and on-site support.

2.76 Service Reauest. The latest term for support case, problem ticket, work order, or other terms previously used. A Service Request is established in software to track a customer contact through to its conolusion. It contains contact information, details about the issue or problem at hand, and usually concludes with a summary of how the problem was solved.

2.77 Skill Based Routing (SBR). ACD calls are routed dependent on the slalls of the staff. The slalls are identified by the server with complex scripts.

2.78 SMF. System Management Facility.

2.79 Soft Skills. The ability of the representatives to treat the customers and soothe them, and to make judgment calls based on the value of the customer and the urgency of the request - these are diplomacy and negotiating skills. Representatives must know the SLA and what can be done, even if this requires a warm transfer. When customers pay for service desk support, they expect better quality support including well-trained agents.

2.80 SYSJ. ICE-MAN Test Logical Partition.

2.81 Task Leader (TL). Government approved, contractor representative(s) designated to provide supervision and to interface with the COTR on task activities and performance. Taslc Leaders shall not spend more than a half an hour per weelc per employee supervised on the following administrative functions: review of time cards, final interviews for vacancies and providing information to the local program office for contractor employee performance reviews. If additional time is spent on administrative functions, the contractor shall not invoice for these hours nor will the contractor be compensated. Activities specified in the Task SOW such as status reports, required deliverables, etc., are not considered to be administrative functions.

2.82 Technical Control Officer (TCO). The TCO serves as the Office of Primary Responsibility's (OPR's) designated representative to process some type of application security. There are three main types of security performed. For each type, the TCO must respond quickly to the access requested.

a Natural Security is performed for all application systems Written in the Natural programming language. A Natural TCO should logon to CARS daily.

b. Application **Security** is designed into some application systems. The person responsible must be knowledgeable with the application and lmow how to maintain this type of internal security. An Application TCO should logon to CARS daily.

c. RACF Representative is a person that maintains the Resource Access Control Facility (RACF) security rules. A RACF TCO should logon to CARS daily, AND, whenever RACF rules need to be maintained.

2.83 Technical Support. Provides solutions to technical problems documented by service desk that are actually related to the software or hardware and cannot be resolved by service desk (Other names used are: Level 2 and tier 2).

2.84 Thin Client. Another term for web browser. When an application vendor says that they have support for thin client, they mean that the majority of processing happens on back-end servers, and the display mechanism is the web browser, which conducts minimal (though, with Java or ActiveX plug-ins, possibly more substantial) processing of data.

2.85 Total Cost of Ownership (TCO). Used when evaluating software before implementation. It not only considers the costs of the software licenses, on-going maintenance fees, and support costs, it also considers how much time, and in turn, how much money, it will cost to own the software over the long term. It also considers whether the software bas bugs and will be in need of constant updates and enhancements and whether the software is difficult to use and will require higher training costs and ramp-up times. TCO considers ALL the costs that might be associated with a piece of software over its lifespan.

2.86 **TPX**. Terminal Productivity Executive.

2.87 Transport Control **Protocol/Internet** Protocol (TCP/IP). TCP/IP is the method by which data on the Internet is divided into packets of bytes. Information is divided into packets of information, with each packet delimited with header information that includes the destination address to where the paclcet is to be routed when it is transmitted over the Internet and how it is to be re-assembled with the other packets containing the coherent data on the other end. Packets may take very different routes across the Internet, arrive at a destination, be re-assembled in the same order in which they were disassembled, and presented to the user on the other end. Technically, IP is responsible for moving packets of data from node to node. IP forwards each paclcet based on a four-byte destination address (the IP number). TCP is responsible for verifying the correct delivery of data from client to server. Data can be lost in the intermediate network. TCP adds support to detect errors or lost data and to trigger retransmission until the data is correctly and completely received.

2.88 TSO. A timesharing option that allows numerous users to use the facilities of the main computer in a conversational manner.

2.89 **TSO/E**. Time Sharing Option Extensions.

2.90 **USDA/NITC**. United States Department of Agriculture National Information Technology Center.

2.91 USS. UNIX System Services.

2.92 Virtual Storage Access Method (VSAM). An IBM access method for storing data, widely used in IBM mainframes. It uses the B+ tree method for organizing data.

2.93 Voice over IP (VoIP). The ability to carry on a conversation over the Internet, while still browsing the Internet. Typically requires broadband (e.g., Direct Satellite Link (DSL), cable, or LAN-based connections), which right now have fairly limited penetration into consumer households. Hence, VoIP is not yet broadly implemented by website creators.

2.94 WAN. Wide Area Network.

2.95 Warm Transfer. A warm transfer is when the service desk employee transfers the caller to another support area and stays on line until the correct support person is identified and has "taken control" of the caller. Then, the service desk employee should disconnect.

2.96 White Paper. A lengthy, often technical, article on a topic that provides background information on corporate products, industries, or industry trends.

2.97 Wireless Application Protocol and Wireless Markup Language (WAP/WML). These are syntax used to program content for wireless phones using languages that allow the text portions of Web pages to be presented.

2.98 Work in Process (WIP). Considered to be a personal "To-Do" list. Represents personal queues, to which only one user has access. When an item is in an individual's WIP, they "own" that Service Request (SR) and are responsible for solving the problem or answering the question, unless they pass the SR to another employee's WIP.

SECTION 3 – GOVERNMENT FURNISHED PROPERTY AND SERVICES

3.1 General. The Government shall provide, without cost, the facilities, equipment, materials and services listed below. The Government-furnished property and services provided as part of this contract shall be used by the contractor only to perform under the terms of this contract. No expectation ofpersonal privacy or ownership using any FAA electronic information or communication equipment shall be expected.

3.2 Property.

3.2.1 Facilities. The Government shall provide facilities at the Mike Monroney Aeronautical Center, 6500 South MacArthur Boulevard, Oklahoma City, Oklahoma 73125, or other local Government leased/owned facilities, including all utilities, telephone, janitorial services and furniture for contractor employees performing on tasks.

3.2.2 Equipment. The Government shall provide the following:

a. A suitable working environment (i.e., office furniture and administrative supplies).

b. A Personal Computer (PC) with access to an appropriate host computer and auxiliary hardware and software required in the performance of this contract. Games delivered by the computer vendor shall be removed and individuals shall not add games to their PC.

c. Push carts and limited use of MMAC vehicles to transport equipment to buildings.

d. A laptop under certain conditions and with approval from the COTR.

e. Pagers, headsets, cell phones and maintenance agreements for such equipment when determined to be applicable by the COTR. The Government will replace items that are determined to be beyond economical repair by the COTR unless the damage or loss is due to contractor negligence.

f. A listing of Government Furnished Property (GFP) is provided under Clause G.3, Identification/Delivery of Government Property.

3.2.3 Materials. The Government shall furnish the following:

a. The basic reference manuals, and any revisions, updates, and changes thereto for use by the contractor.

b. Microfiche inherent to the nature of the functions being performed.

3.3 Use **of** Government Property.

3.3.1 Telephones. Government telephones are provided for use in conducting official business. Occasionally, contractor employees are permitted to make calls that are considerednecessary in the interest of the Government. Examples are as follows:

a. Calls to home or doctor if a contractor employee is injured or becomes sick at work.

b. A brief call to a location within the local commuting area to speak to a spouse or a minor child or those responsible for the child.

c. Brief calls to locations within the local commuting area that can be reached only during working hours, such as local Government agency, bank, or physician.

d. Brief calls to locations within the local commuting area to arrange for emergency repairs to home or car.

3.3.2 **Mail/Postage.** Contractor employees shall not have their personal mail directed to the Government office or use Government-furnished postage, either metered or stamps, for personal benefit.

3.3.3 Electronic **Mail (E-mail).** All e-mail access and use by contractor employees shall be in support of the individual's official duties and task responsibilities. All information created, transmitted, received, obtained, accessed, or in any way captured electronically using FAA e-mail systems is the property of the Government.

3.3.4 Convenience Copiers. Convenience copiers are to be used to copy material for official Government business only in performance of the task.

3.3.5 **Fax** Machines. Contractor employees shall not use **Fax** machines for other than official Govemment business in support of the task

3.3.6 Computers and Internet. All Internet and electronic media access accomplished by contractor employees (utilizing Government-furnished equipment) shall be for official Government business and in support of taslcrequirements. Use of computer systems for personal use is prohibited.

3.3.7 **Canvassing, Soliciting** or Selling. Contractor employees shall not engage in private activities for personal gain or any other unauthorized purpose while on Government-owned or leased property, nor may Government time or equipment be utilized for these purposes.

SECTION 4 - CONTRACTOR FURNISHED ITEMS AND SERVICES

4.1 General. The contractor shall furnish all personnel, services, and supervision to perform the requirements of this PWS.

4.2 Administrative Support. The contractor shall provide a local off-site office and the necessary furniture and equipment, at the contractor's expense, to perform administrative and office functions.

4.3 Task Related Support. When Government-furnisheditems are not available or accessible and with approval and authorization from the Govemment and as identified in a task description, the contractor shall provide the required work space including all utilities, telephone, janitorial services, etc.; workstations, associated hardware and software; office equipment; furnishing(s) and supplies necessary for contractor employees performing on tasks. The contractor shall provide the appropriate telecommunication connectivity, as required for information systems data base access. The Government reserves the right to inspect and approve all purchases. The Government upon inspection and acceptance, and receipt of a proper invoice shall reimburse actual expenses to the contractor. All reimbursable items become the property of the Government.

4.4 Special Personnel Support Requirements. When authorized, the contractor shall provide specialty skilled personnel to satisfy unique and specific tasks for short term or long term efforts (e.g., feasibility studies, cost analysis, information business plans, etc.) These tasks may be fixed price or require skill levels not identified under Contract Line Item Number (CLIN) 2. The Government reserves the right to award a tasks(s) to another vendor based on the criticality of the task and/or if it is in the best interest of the Govemment.

SECTION 5 – TECHNICAL REQUIREMENTS

5.1 SCOPE OF WORK

5.1.1 General. The CSC provides support to the MMAC, FAA, and DOT. The types of services provided are identified below. Actual requirements and specific details of work assignments, skill levels, expertise, reporting requirements, schedules, and deliverables will be provided in the individual task order(s). All work shall be performed in accordance with the FAA Integrated Capability Maturity Model (iCMM), International Standards Organization (ISO) 9000, Software Engineering Institute Capability Maturity Model Process Management or other existing policies, standards, and processes. All deliverables become the sole property of the Government.

As part of the task order, the contractor may be required to obtain commercially available hardware and/or software, which are integral and/or incidental to the support being provided. New labor categories or skill levels may be added to CLIN 2 during the course of this contract to reflect changes in technology or the Government's needs, provided that the labor category or skill level falls within the general scope of work for this contract, which is for CSC support services.

5.1.2 Program Requirements. The contractor shall respond timely to task order requirements, and shall implement, manage and administer task order(s) developed in accordance with the task order procedures and contract administration requirements of this contract. The contractor shall ensure that all task order work is performed in accordance with the applicable task order, the task order SOW (if applicable), and the delivery schedule, including ensuring that task order cost and labor hour estimates are not exceeded during work performance. **The contractor shall provide to the COTR on or before the fifth day of each month** a **Project Tracking Executive Summary in accordance with CDRL A009.**

Task order turn around time frames typically will be tight, allowing minimal time for response and preparation activities and subsequent work start-up. Because of the constantly expanding and changing scope, technical expertise, performance/skill levels and turn around times associated with the Government's CSC requirements, the contractor must have personnel resources readily available with varying levels of expertise and experience. Cross training needs to be an on-going process.

5.2 SERVICES

5.2.1 Services. The following, while not all-inclusive, are areas and activities typical of the services provided under this contract.

5.2.2 Service Desk. The contractor shall be familiar with and practice Information Technology Infrastructure Library (ITIL) standards in relation to the Service Desk software. The constantly expanding and changing scope requires the contractor and each Service Desk analyst to be flexible and adaptable.

5.2.2.1 General Service Desk Requirements. The contractor shall provide world-class global Service Desk support to the FAA and DOT for approximately 30,000 customers with an average of over 83,000 problem calls per year for the following: Personal Computer (PC), Integrated Computing Environment-Mainframe and Network (ICE-MAN) and FAA DELPHI. In addition, the contractor shall provide other services as described in 5.2.2.1.d below.

a. The contractor shall provide PC support to approximately 2,800 users at the MMAC. An average of 27,000 calls per year are received of which more than fifty percent are resolved without escalation. The other 50 percent are escalated to Desktop Support, Computer Hardware Mainrenance, and Networlc and Electronic Mail support. The Network and Electronic Mail support employees fall outside the scope of this contract (although the Service Desk employees work closely with them). The contractor shall provide coverage from 0600 to 1800, Monday through Friday. For special requirements defined by the COTR, the contractor employee(s) may be required to worknon-standard shift schedules to assure coverage when other contractor employees are off or have to he away from the workplace.

b. The contractor shall provide ICE-MAN support to approximately 23,000 FAA and DOT mainframe global users. Approximately 50,000 calls per year are received of which more than ninety percent are resolved without escalation. The contractor shall provide essential coverage 24 hours a day, 7 days a week, 3651366 days a year.

c. The contractor shall provide FAA Delphi support to approximately 3,000 users of the Oracle Financial Suite of Software. An average of 6,000 calls per year are received of which more than thirty percent are resolved without escalation. The contractor shall provide coverage from 0500 to 2000, Monday through Friday. As more cross training occurs, the requirement to have designated hours will be eliminated.

d. The contractor shall perform other duties that are the responsibility of the CSC such as maintaining sign-out logs for the copier room key after prime time and the elevator key, monitoring servers and telecommunications equipment in the Systems Management Facility (SMF) room, resetting servers and telecommunication equipment in SMF, facility access control, escorting personnel in SMF, etc.

5.2.2.2 <u>Specific Service</u> Desk <u>Requirements</u>. The contractor shall he required to utilize professional soft skills and writing skills in support of various functions of the CSC. Support includes:

a. Answer telephone, analyze callers needs, create a ticket for every call, monitor and track open tickets;
b. Resolve routine problems including password resets;
c. Escalate open tickets to other service providers such as system outages, telecommunication outages, equipment repair, LAN problem resolution, desktop and application support, or other technical resources;
d. Update existing tickets with current data;
e. Maintain ownership through closure of all tickets;
f. Respond to electronic-mail (e-mail);
g. Provide status and outage communication via the ACD, voice-mail (v-mail), and web sites;
h. Contribute to the creation and maintenance of Service Desk processes, procedures, and metrics;
i. Communicate status and provide follow-up to users of status on service requests tickets;
j. Provide scheduled support to customer during special testing periods;
k. Participate in Change Control activities as scheduled;
l. Produce standard and ad-hoc reports from the Service Desk software and the telephony system;
m. Provide configuration support for the telephony system;
n. Assist mainframe security administrators in establishing and re-establishing system access via the Computer Access Request System (CARS);

o. Redirect calls that are unsupported or misdirected, to the appropriate support area and/or provide appropriate contact information to the caller to ensure the highest level of customer support. At no time will a caller/customer he advised that service is not provided by the CSC, nor will the call he terminated without providing customer assistance;

p. Support other general tasks relating to user and system audits, re-authentication of users, and RACF database management.

5.2.3 Desktop Support.

5.2.3.1 General Desktop Support Requirements. The contractor shall provide Desktop support to approximately 2,800 users at the MMAC. An average of 6,200 requests are escalated from the Service Desk per year. These numbers include special projects for MMAC organizations (i.e., installation, configuration, and deployment of approximately 400 new systemslequipment upgrades). Special projects occur on an average of two per year. The contractor shall provide coverage from 0600 to 1800, Monday through Friday. The contractor staff will supplement the existing federal work force to provide this support.

5.2.3.2 Specific Desktop Support Requirements. The contractor shall provide technical expertise to support installation, management, and control of office automation desktop support. Systems are generally Microsoft Desktops with less than one percent Macintosh. Support includes:

a. Remote management of desktop systems;
b. Software installation, configuration, and troubleshooting;
c. Assemble the appropriate hardware, software, and information for an installation;
d. Upgrade from existing software packages as well as apply updatelupgrades and fixes to existing software products;
e. Solve installation problems;
f. Remove/uninstall an installation;
g. Configure network components;
h. Install, configure, manage, and troubleshoot printer, scanners, and other peripheral devices;
i. Schedule, install, configure, and delivernew systems to customers;
j. Troubleshoot software application errors;
k. Maintain property records for inventory;
l. Perform product reviews, evaluations, and reports on office automation products;
m. Document and maintain installation and troubleshooting procedures as outline in AMI-600 procedures template;
n. Provide product assistance and demonstrations to users.

5.2.4 Computer Hardware Maintenance.

5.2.4.1 General Computer Hardware Maintenance Requirements. The contractor shall provide Computer Hardware Maintenance to approximately 2,800 users at the MMAC. An average of 1,800 hardware repair and/or maintenance support requests are escalated from the Service Desk per year. The contractor shall provide coverage from 0600 to 1800, Monday through Friday. The contractor shall provide computer hardware repair, problem resolution, and maintenance for file servers, network and desktop equipment. The Government will provide all necessary tools, parts, materials, equipment, test equipment, and supplies required to provide service repair for personal computers, LAN Servers, and related hardware peripherals consigned to the MMAC. The contractor staff will supplement the existing federal work force to provide this support.

5.2.4.2 Specific Computer Hardware Maintenance Requirements. The contractor shall provide computer hardware maintenance and repair. Systems are generally Microsoft Desltops with less than one percent Macintosh. Support includes:

a. PC hardware disassembly and reassembly, remove boards, disconnect cables, remove drives, remove power supplies, and perform final check and testing;

b. Diagnose and repair or replace servers, desktop, laptop systems and associated external peripherals such as monitors, keyboards, multimedia, sound hoards, speakers, pointing devices, printers, scanners, modems, CD ROM drives, tape and disk units. This service also includes repairing networlced printers such as laser printers;

c. Conduct research to determine if equipment is under warranty. Make necessary arrangements with hardware vendors for delivery, return and replacement of hardware items under warranty;

d. Maintain property records for inventory;

e. Document and maintain hardware maintenance repair procedures.

5.2.5 Production Control (Mainframe Operational Support).

5.2.5.1 General Production Control Requirements. The contractor shall provide ICE-MAN support for over eighty-five global applications on the FAA mainframe located in Kansas City. The areas of support include IT, associated security, and monitoring production jobs (mainframe operational support). There are an average of *3,500* abnormal terminations that occur yearly. The CSC creates Service Desk tickets, contacts the appropriate Level 2 technical staff, and provides follow-up support to the Level 2. The current operating system is z/OS, z/VM supporting multiple teleprocessing monitors and multiple web servers. The contractor shall provide coverage 24 hours a day, 7 days a week, *3651366* days a year. The equipment involved shall include large-scale mainframe computer systems, mid-size mainframe computer systems, client-servers, LAN servers, communications controllers, telecommunications monitors, and other equipment associated with IT processing and communications.

5.2.5.2 Specific Production Control Requirements. The contractor shall provide production control for the ICE-MAN mainframe computer. Support includes:

a. Monitor system consoles and provide information related to mainframe operational status, abnormal terminations, and performance problems to the appropriate system technical staff;

b. Perform computer system backup and recovery tasks and log entries reflecting these actions for application systems;

c. Perform normal day-to-day computer operational tasks as defined in the *ICE-MAN Facility Management Plan's Operating Procedure;*

d. Reset and reestablish user status in servers and online systems such as COMPLETE, TSO, and CICS;

e. Perform system and application startup and shut down activities upon request;

f. Submit jobs that perform database reorganization/restoration based on application owner's directions;

g. Execute console commands to start and cancel database and software job processes as required (e.g., ADABAS, CICS, COM-PLETE, etc.);

h. Coordinate with system software staff and mainframe service provider to resolve abnormal job terminations and assist in identifying hardware/software problems that may have contributed to the termination;

i. Fully document, report, and coordinate all production control problems identified by and/or reported to the CSC by creating a problem ticket and tracking from open to close status;

j. Monitor batch job processing for abnormal job occurrences, log problems, cancel jobs as necessary;

k. Arrange and reschedule transmission of computing jobs over telecommunications networks and links upon request;

l. Escalate production jobs abnormal ends (abends), to appropriate technical or functional resources based on SLAs and/or Knowledge Management Resources;

m. Restart jobs manually or through Control-R at the direction of application or technical support personnel and coordinate manual submission of batch jobs with applications personnel, if not processing under Control-M.

5.2.6 Knowledge Management.

5.2.6.1 General Knowledge Manaeement Requirements. Crucial to providing world-class Service Desk support is the maintenance of a dynamic Knowledge Base (KB) library of Service Desk technical documentation of which some is provided by the customer representatives. The types of documents are frequently asked questions (scripting), Service Desk procedures, escalation procedures, call backrosters, application specific documents from customers, and installation and configuration procedures for desktop support. The contractor shall be required to maintain over 600 KB documents, create an average of 75 new documents a year, supporting over fifteen SLAs. Documents are in the Service Desk software, web based, and in a Lotus Notes Database.

5.2.6.2 Specific Knowledee Manaeement Requirements. The contractor shall provide Knowledge Management maintenance in the appropriate KB repository for all services in the scope of these requirements. Support includes:

a. Attend meetings at the request of the COTR, which may impact required changes to the KB repository;

b. Maintain one up-to-date hardcopy of all documentation for disaster recovery and/or system outages;

c. Coordinate all changes to the KB with the COTR;

d. Coordinate all KB work efforts with the COTR;

e. Provide status updates and/or notification bulletins to CSC analysts when changes are implemented via e-mail and verbally;

f. Coordinate updates for call back lists, escalation lists, special events, etc. with appropriate customer representative and COTR;

g. Maintain up-to-date escalation and callback lists for FAA technicians, FAA contractor technicians, and vendors as documents are received from appropriate designated personnel;

h. Maintain up-to-date process and procedures in the KB;

i. Update appropriate KB to reflect changes in CPAs/SLAs;

j. Maintain appropriate category list in KB reconciling with the Service Desk software categories;

k. Maintain appropriate category list in KB reconciling with existing CPAs/SLAs;

1 Maintain Desktop procedures utilized by the Desktop Administrators coordinating with COTR and appropriate Desktop representative.

5.2.7 Service Desk Software Administration.

5.2.7.1 **General Service Desk Software Administration Requirements**. It is vital to have up-to- t and accurate Service Desk software. As the Service Desk Administrator, tl contractor shall provide maintenance to the suite of Service Deskmodules (Service Desk, Configuration Management, and Change Management) software utilized by multiple divisions in AMI. Administrative activities include maintenancelconfigurationof fifteen SLAs (massive table updates), access for over 175 analysts, over 35 ticket categorytypes, views of data in the software, reports, and assist in software release upgrades. Future growth will be considerably impacted by the recent implementation of Service Desk software and other Service Desk modules.

5.2.7.2 Specific Service Desk Software Administration Requirements. The contractor shall provide Service Desk Software Administration. Support includes:

a. Attend meetings at the request of the COTR which may impact required changes to the software;
b. Coordinate all changes to the software with the COTR;
c. Coordinate all work efforts with the COTR;
d. Provide status updates and/or notification bulletins to appropriate personnel groups or individuals when changes are scheduled to be made and when changes are made (i.e., Configuration Management and Change Management);
e. Update the software after the appropriate approval process;
f. Work with Service Desk personnel to maintain easy-to-use Service Desk software;
g. Work with technical team and software vendor to apply, test, and implement software upgrades;
h. Work with technical team to maintain a training platform;
i. Work with trainers and others to train new customers and Service Desk staff;
j. Work with technical staff and customers to build and maintain interface files as required by customers;
k. Work with network/desktop administrators and customers to provide Asset Management for assets in the software;
1. Maintenance includes but is not limited to changes (new, change, delete) of personnel, technicians, administrators, customers, workflows, categories, views of data, and/or reports.

5.2.8 Special Support. The contractor shall perform the following:

a. Assume responsibility for the accuracy and completeness of information in the Service Desk tickets, and assure accuracy of distributed reports;
b. Ensure that monthly and as-requested reports produced are accurate, coordinated, and distributed;
c. Ensure that the documented processes and procedures are up-to-date and adhered to;
d. Monitor the work areas for emergencies such as power failure, hardware failure, operational problems, environment cleanliness, and report conditions to appropriate contact;
e. Maintain general security management and access controls for the work areas;
f. Maintain a Lotus calendar to document work schedule for each contractor employee and maintain a log of approved leave, approved overtime, and tardiness (this is primarily for disasters that may occur such as tornados, drills, etc);
g. Coordinate changes and/or problems with the Automated Call Distribution (ACD) telphony system and Call Center Management Information System (CCMIS) reporting system to appropriate parties;

5.3 EMPLOYEE LABOR CATEGORIES AND DESCRIPTIONS:

5.3.1 General. The contractor shall provide employees proficient in the following competencies for the labor categories identified below. Specific proficiencies will be identified in the SOW for each task order (if applicable):

a. Skills in Microsoft Office Suite of Products (Word, Excel, Powerpoint, and Visio);
b. Skills in Operating Systems (Microsoft Windows, Linux, z/OS, Unix, Macintosh, etc.);
c. Ability to store documents as Web (html), in Lotus Database, on Wallboard software, and/or Service Desk software;
d. Knowledge of Office Automation Desktop support;
e. Knowledge and proficiency 3270 emulation software products;
f. Knowledge of creating Service Desk tickets;
g. Operating medium and large scale computer systems;
h. Operating a computer system console;
i. The contractor shall support new technologies as they become available, throughout the life of the contract.

Category	Series
I	Help Desk
II	Office Automation
III	Computer Operator
IV	Systems Analyst and Programmer
V	Data Base and System Administrator
VI	Technical Support

5.4 CATEGORY I - HELP DESK SERIES

Skill Identifier	Skill Name	Exp Rqmnts (years)	Educ/Trng Sub (months)
A	Help Desk Specialist, Level III	5	H.S. Graduate
B	Help Desk Specialist, Level II	2	H.S. Graduate
C	Help Desk Specialist, Level I	None	H.S. Graduate

5.4.1 **Skill A - HELP DESK SPECIALIST, LEVEL III.**

5.4.1.1 Experience: At least five years of experience is required operating a computer system console of which at least 2 years must have been as a Help Desk Specialist. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.4.1.2 Minimum Education: High School graduate.

5.4.1.3 Duties: Assists customers experiencing problems with accessing or using computer resources. Resolves routine and minor technical problems related to mainframe, Local Area Network (LAN) servers, and telecommunications, and exercises judgment in escalating problems to appropriate technical personnel. Documents calls using automated problem management software. Maintains up-to-date escalation list of FAA, contractor, and vendor personnel. Monitors and reports on systems' operational status. Produces standard and

ad-hoc reports from the problem management system database. Participates in maintaining Standard Operating Procedures (SOP) for the FAA Help Desk. Mounts tapes and submits jobs, performs tape backups, and maintains tape library. Arranges and schedules retransmission of data. Performs general operational tasks on mainframe, client-server and LAN server computer systems.

5.4.2 Skill B - HELP DESK SPECIALIST, LEVEL II.

5.4.2.1 Experience: At least two years of experience is required operating a computer system console of which at least 6 months must have been as a Help Desk Specialist. Must demonstrate good communication skills and the ability to work independently or under general direction only

5.4.2.2 Minimum Education: High School graduate.

5.4.2.3 Duties: Under general supervision, assists customers experiencing problems with accessing or using computer resources. Resolves routine and minor technical problems related to mainframe, Local Area Network (LAN) servers, and telecommunications and exercises judgment in escalating problems to appropriate technical personnel. Documents calls using automated problem management sofhvare. Maintains up-to-date escalation list of FAA, contractor, and vendor personnel. Monitors and reports on systems' operational status. Produces standard and ad-hoc reports from the problem management system database.

5.4.3 Skill C - HELP DESK SPECIALIST, LEVEL I.

5.4.3.1 Experience: No experience required. Must demonstrate good communication skills.

5.4.3.2 Minimum Education: High School graduate.

5.4.3.3 Duties: Under close supervision, assists customers experiencing problems with accessing or using computer resources. Resolves routine non-technical problems (i.e., reset password) following documented procedures and refers problems of a technical nature to appropriate personnel. Documents calls using automated problem management sofhvare.

5.5 CATEGORY II - OFFICE AUTOMATION SERIES

Skill Identifier	Skill Name	Exp Rqmnts (years)	Educ/Trng Sub (months)
D	Office Automation Specialist, Level IV (MCSE or Novell CNE Certified)	7	24
E	Office Automation Specialist, Level III	7	24
F	Office Automation Specialist, Level II	5	18
G	Office Automation Specialist, Level I	3	12

5.5.1 Skill D - OFFICE AUTOMATION SPECIALIST. LEVEL IV.

5.5.1.1 Experience: At least seven years progressive experience in IT systems analysis, programming, or office automation is required. At least three years must be intensive and progressive experience in office automation. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.5.1.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience. Must be certified as a Microsoft Certified Systems Engineer (MCSE) or Novell Certified Network Engineer (CNE).

5.5.1.3 **Duties**: Designs local area networks for servers and personal computers for office settings. Performs installation as required by the manufacturer, configuration management and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of servers and personal computer software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security.

5.5.2 Skill E - OFFICE AUTOMATION SPECIALIST, LEVEL **m.**

5.5.2.1 Experience: At least seven years progressive experience in IT systems analysis, programming, or office automation is required. At least three years must be intensive and progressive experience in office automation. Must demonstrate good communication slalls and the ability to work independently or under general direction only.

5.5.2.2 Minimum Education: A Bachelor's degree in computer science, information systems, or otherrelated discipline is required. Directly related education or training can be substituted for office automation experience at the rate of 1 year formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience.

5.5.2.3 **Duties**: Designs local area networks of servers and personal computers for office settings. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of server and personal computer software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security.

5.5.3 Skill F - OFFICE AUTOMATION SPECIALIST, LEVEL II.

5.5.3.1 Experience: At least five years progressive experience is required in IT systems analysis, programming, or office automation. At least two years must be intensive and progressive experience in office automation. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.5.3.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for office automation experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 18 months substitution of education or training for experience.

5.5.3.3 **Duties**: Under general supervision, designs local area networks of mini/micro computers for office settings. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of mini/micro software. Performs detailed comparisons of various office automation approaches. Provides

management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security

5.5.4 Skill G - OFFICE AUTOMATION SPECIALIST, LEVEL I.

5.5.4.1 Experience: At least three years of progressive experience is required in IT system analysis, programming, or office automation. At least one year must be intensive and progressive experience in office automation. Must demonstrate good communication skills.

5.5.4.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for office automation experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 12 months substitution of education or training for experience.

5.5.4.3 Duties: Under close supervision, designs local area networks of mini/micro computers for office settings. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of mini/micro software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security

5.6 CATEGORY III - COMPUTER OPERATOR SERIES

Skill Identifier	Skill Name	Exp Rqmnt (years)	Educ/Trng Sub (months)
H	Computer Operator, Level IV	7	H.S. Graduate
I	Computer Operator, Level III	5	H.S. Graduate
J	Computer Operator. Level II	3	H.S. Graduate
K	Computer Operator, Level I	2	H.S. Graduate

5.6.1 Skill H – COMPUTER OPERATOR LEVEL IV:

5.6.1.1 Experience: Seven years is required in the operations of a large-scale computer system or a multi-server local area network and at least five years in a supervisory role. Knowledge of hardware, software and operating systems is required. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.6.1.2 Minimum Education: Must be a high school graduate or equivalent.

5.6.1.3 Duties: Manages computer operations. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provides users with computer output. If assigned as a Task Leader, supervises staff operations.

5.6.2 Skill I - COMPUTER OPERATOR, LEVEL III:

5.6.2.1 Experience: Five years is required in operating medium and large-scale computer systems. Must be familiar with all normal operating procedures.

5.6.2.2 Minimum Education: Must be a high school graduate or equivalent.

5.6.2.3 Duties: Operates computer consoles and peripheral equipment.

5.6.3 Skill J - COMPUTER OPERATOR, LEVEL II:

5.6.3.1 Experience: Three years is required in operating medium and large-scale computer systems. Must be familiar with all normal operating procedures.

5.6.3.2 Minimum Education: Must be a high school graduate or equivalent.

5.6.3.3 Duties: Under general supervision, operates computer consoles and peripheral equipment.

5.6.4 Skill K - COMPUTER OPERATOR LEVEL I:

5.6.4.1 Experience: Two years is required in operating medium and large-scale computer systems. Must be familiar with all normal operating procedures.

5.6.4.2 Minimum Education: Must be a high school graduate or equivalent.

5.6.4.3 Duties: Under close supervision, operates computer consoles and peripheral equipment.

5.7 CATEGORY IV – SYSTEMS ANALYST AND PROGRAMMER SERIES

Skill Identifier	Skill Name	Exp Rqmnt (years)	Educ/Trng Sub (months)
L	Systems Analyst/Programmer, Level V	7	24
M	Systems Analyst/Programmer, Level IV	6	21
N	Systems Analyst/Programmer, Level III	5	18
O	Systems Analyst/Programmer, Level II	4	15
P	Systems Analyst/Programmer, Level I	3	12

5.7.1 Skill L - SYSTEMS ANALYST/PROGRAMMER, LEVEL V:

5.7.1.1 Experience: At least seven years of progressive experience is required in computer programming and analysis in broad based IT environments, including contemporary computer hardware and programming languages. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.7.1.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience.

5.7.1.3 Duties: Performs high-level systems analysis, design, programming, documentation, and implementation of very complex applications, which are administrative, business, or technically oriented in nature. This work will principally involve one or all of the following: modifying existing applications, configuring commercial-off-the-shelf applications, and/or developing new applications. Directs and participates in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Applies higher-level business and data manipulation principles and methods to very difficult technical problems to arrive at automated solutions. Designs charts and graphs to record results. Prepares and delivers presentations and briefings as required by the task on a highly complex combination of one or more task orders. Provides mmagement with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

5.7.2 Skill M - SYSTEMS ANALYST/PROGRAMMER, LEVEL IV:

5.7.2.1 Experience: At least six years of progressive experience is required in computer programming and analysis in broad based IT settings, including contemporary computer hardware and programming languages. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.7.2.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 21 months substitution of education or training for experience.

5.7.2.3 Duties: Supports a Level V Systems Analyst/Programmer on highly complex and diverse tasks. Performs systems analysis, design, programming, documentation, and implementation of applications, which are administrative, business, or technically oriented in nature. This work will principally involve one or all of the following: modifying existing applications, configuring commercial-off-the-shelf applications, and/or developing new applications. Directs and participates in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Applies standard business and data manipulation principles and methods to technical problems to arrive at automated solutions. Designs and prepares technical reports and related documentation, and charts and graphs to record results. Prepares and delivers presentations and briefings as required by the task on a complex combination of one or more task orders. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

5.7.3 Skill N – SYSTEMS ANALYST/PROGRAMMER, LEVEL III:

5.7.3.1 Experience: At least five years of progressive experience is required in computer programming and analysis in broad based IT settings, including contemporary computer hardware and programming languages. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.7.3.2 **Minimum** Education: A Bachelor's degree in computer science, infonnation systems, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 18 months substitution of education or training for experience.

5.7.3.3 Duties: Supports a Level IV Systems Analyst/Programmer on highly complex and diverse tasks. Performs systems analysis, design, programming, documentation, and implementation of applications, which are administrative, business, or technically oriented in nature. This work will principally involve one or all of the following: modifying existing applications, configuring commercial-off-the-shelf applications, and/or developing new applications. Directs and participates in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Applies standard business and data manipulation principles and methods to technical problems to arrive at automated solutions. Designs and prepares technical reports and related documentation, and charts and graphs to record results. Prepares and delivers presentations and briefings as required by the taskorder. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

5.7.4 Skill O – SYSTEMS ANALYST/PROGRAMMER, LEVEL II:

5.7.4.1 Experience: At least four years of progressive experience is required in computer programming and analysis in broad based IT settings, including contemporary computer hardware and programming languages. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.7.4.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 15 months substitution of education or training for experience.

5.7.4.3 Duties: Under general supervision, performs assigned portions of system analysis, design, programming, documentation, and implementation of applications, which are administrative, business, or technically oriented in nature. This work will principally involve one or all of the following: modifying existing applications, configuring commercial-off-the-shelf applications, and/or developing new applications. Participates in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Applies standard business and data manipulation principles and methods to technical problems to arrive at automated solutions. Designs and prepares technical reports and related documentation, and charts and graphs to recordresults. Provides assistance in preparing and delivering presentations and briefings as required in the task Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

5.7.5 Skill P - SYSTEMS ANALYST/PROGRAMMER, LEVEL I:

5.7.5.1 Experience: At least three years of progressive experience is required in computer programming and analysis in broad based IT settings, including contemporary computer hardware and programming languages. Must demonstrate good communication slalls.

5.7.5.2 Minimum Education: A Bachelor's degree in computer science, information systems, or otherrelated discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 12 months substitution of education or training for experience.

5.7.5.3 Duties: Under close supervision, performs assigned portions of system analysis, design, programming, documentation, and implementation of applications, which are administrative, business, or technically oriented in nature. This work will principally involve one or all of the following: modifying existing applications,

configuring commercial-off-the-shelf applications, and/or developing new applications. Participates in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Applies standard business and data manipulation principles and methods to technical problems to arrive at automated solutions. Designs and prepares technical reports and related documentation, and charts and graphs to record results. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

5.8 CATEGORY V – DATA BASE AND SYSTEM ADMINISTRATOR SERIES

Skill Identifier	Skill Name	Exp Rqmnts (years)	Educ/Trng Sub (months)
Q	Data Base Administrator, Level III	7	24
R	Data Base Administrator, Level II	5	18
S	Data Base Administrator, Level I	3	12
T	System Administrator, Level IV	7	24
U	System Administrator, Level III	5	18
V	System Administrator, Level II	3	12
W	System Administrator, Level I	1	6

5.8.1 Skill Q – DATA BASE ADMINISTRATOR, LEVEL III.

5.8.1.1 Experience: At least seven years of progressive experience is required in providing or supporting installation, maintenance, and administration of system software and/or databases in a mainframe, client-server, and/or web-based environment. A minimum of 4 years experience must be directly related to database management. Must demonstrate good communication slalls and the ability to work independently or under general direction only.

5.8.1.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience.

5.8.1.3 Duties: Provides database support for IT systems in a mainframe, client-server, and/or web-based environment. Plans and coordinates new requirements with application development staff and advise project teams on the design of complex hierarchical or relational databases. Creates, modifies, deletes, reorganizes, and performs back up and restoration of database files, as required. Monitors database performance, resolves problems, performs fine-tuning, and recommends changes to improve efficiency. Establishes and maintains database security. Provides management with status of projects, problems or other outstanding project related issues.

5.8.2 Skill R – DATA BASE ADMINISTRATOR, LEVEL II.

5.8.2.1 Experience: At least five years ofprogressive experience is required in providing or supporting installation, maintenance, and administration of system software and/or databases in a mainframe, client-server, and/or web-based environment. A minimum of 3 years experience must be directly related to database management. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.8.2.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of **18** months substitution of education or training for experience.

5.8.2.3 **Duties**: Provides database support for IT systems in a mainframe, client-server, and/or web-based environment. Plans and coordinates new requirements with application development staff and advise project teams on the design of complex hierarchical or relational databases. Creates, modifies, deletes, reorganizes, and performs back up and restoration of database files, as required. Monitors database performance, resolves problems, performs fine-tuning, and recommends changes to improve efficiency. Establishes and maintains database security. Provides management with status of projects, problems or other outstanding project related issues.

5.8.3 **Skill S – DATA BASE ADMINISTRATOR** LEVEL **I.**

5.8.3.1 Experience: At least three years of progressive experience is required in providing or supporting installation, maintenance, and administration of system software and/or databases in a mainframe, client-server, and/or web-based environment. Must demonstrate good communication slalls and the ability to work independently or under general direction only.

5.8.3.2 M i i u m Education: A Bachelor's degree in computer science, information systems, or otherrelated discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 12 months substitution of education or training for experience.

5.8.3.3 **Duties**: Under general supervision, provides database support for IT systems in a mainframe, client-server, and/or web-based environment. Plans and coordinates new requirements with application development staff and advise project teams on the design of complex hierarchical or relational databases. Creates, modifies, deletes, reorganizes, and performs back up and restoration of database files, as required. Monitors database performance, resolves problems, performs fine-tuning, and recommends changes to improve efficiency. Establishes and maintains database security. Provides management with status of projects, problems or other outstanding project related issues.

5.8.4 **Skill T – SYSTEM ADMINISTRATOR,** LEVEL **IV**.

5.8.4.1 Experience: At least seven years of progressive experience providing or supporting the installation, maintenance, and administration of system software in either a mainframe, client-server, and/or web-based environment as described in the task order (e.g., system administration of UNIX systems, Microsoft Windows, web servers, etc.) is required. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.8.4.2 **Minimum** Education: A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required. Directly related education or training can be substituted for software experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience.

5.8.4.3 **Duties**: Monitors system performance to ensure adequate resources (hardware, software and communications) are available to meet customer requirements. Coordinates problem resolution with customers,

teaming partners and vendors. Evaluates new and existing system software and recommends changes to improve efficiency and/or functionality. Tunes system software and performs worlcload analysis and load balancing to optimize system efficiency. Performs authorized maintenance of a highly specialized nature on system software, compilers, assemblers, and utility systems. Establishes and maintains system security. Provides management with status of projects, problems or other outstanding project related issues.

5.8.5 Skill U – SYSTEM ADMINISTRATOR, LEVEL III.

5.8.5.1 Experience: At least five years of progressive experience providing or supporting the installation, maintenance, and administration of system software in either a mainframe, client-server, and/or web-based environment as described in the task order (e.g., system administration of UNIX systems, Microsoft Windows, web servers, etc.) is required. Must demonstrate good communication slalls and the ability to worlc independently or under general direction only.

5.8.5.2 Minimum Edueation: A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required. Directly related education or training can be substituted for software experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 18 months substitution of education or training for experience.

5.8.5.3 Duties: Monitors system performance to ensure adequate resources (hardware, software and communications) are available to meet customer requirements. Coordinates problem resolution with customers, teaming partners and vendors. Evaluates new and existing system software andrecommends changes to improve efficiency and/or functionality. Tunes system software and performs worlcload analysis and load balancing to optimize system efficiency. Performs authorized maintenance of a highly specialized nature on system software, compilers, assemblers, and utility systems. Establishes and maintains system security. Provides management with status of projects, problems or other outstanding project related issues.

5.8.6 Skill V – SYSTEM ADMINISTRATOR, LEVEL II.

5.8.6.1 Experience: At least three years of progressive experience providing or supporting the installation, maintenance, and administration of system software in either a mainframe: client-server, and/or web-based environment as described in the task order (e.g., system administration of UNIX systems, Microsoft Windows, web servers, etc.) is required. Must demonstrate good communication slalls and the ability to workindependently or under general direction only.

5.8.6.2 Minimum Education: A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required. Directly related education or training can be substituted for software experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 12 months substitution of education or training for experience.

5.8.6.3 Duties: Under general supervision, monitors performance of system software in both mainframe, client-server, and/or web-based environments and works with appropriate technical personnel to resolve problems. Coordinates problem resolution with customers, teaming partners and vendors. Evaluates new and existing system software and recommends changes to improve efficiency and/or functionality. Develops and maintains repository of data for statistical reporting. Assists Level III System Administrator with installation, maintenance and administration system software. Establishes and maintains system security. Provides management with status of projects, problems or other outstanding project related issues.

5.8.7 Skill W – SYSTEM ADMINISTRATOR. LEVEL I.

5.8.7.1 Experience: At least one year experience providing or supporting installation, maintenance, and administration of system software in either a mainframe, client-server, and/or web-based environment as described in the task (e.g., system administration of UNIX systems, Microsoft Windows, web servers, etc.) is required. Must demonstrate good communication skills.

5.8.7.2 Minimum Education: A Bachelor's degree in computer science, information systems, engineering or other related discipline is required. Directly related education or training can be substituted for software experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 6 months substitution of education or training for experience.

5.8.7.3 Duties: Under close supervision, monitors performance of system software in both mainframe, client-server, and/or web-based environments and works with senior level personnel to troubleshoot and resolve problems. Coordinates problem resolution with customers, teaming partners and vendors. Assists with coordination and testing of new software and software upgrades. Produces and distributes statistical reports. Establishes and maintains system security. Provides management with status of projects, problems or other outstanding project related issues.

5.9 CATEGORY VI – TECHNICAL SUPPORT SERIES

Skill Identifier	Skill Name	Exp Rqmnt (years)	Educ/Trng Sub (months)
X	Technical Writer, Level II	5	18
Y	Technical Writer, Level I	3	12

5.9.1 Skill X - TECHNICAL WRITER. LEVEL II:

5.9.1.1 Experience: Five years of IT technical writing and documentation experience, graphics and presentation support, and/or maintenance of website content is required. Must have substantial knowledge of the capabilities of computer systems and demonstrate good communication skills and the ability to work independently or under general direction only.

5.9.1.2 Minimum Education: A Bachelor's degree in English, communications, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 18 months substitution of education or training for experience.

5.9.1.3 Duties: Researches and writes documentation for IT systems including operations, procedures, standards, process guides, configuration management, program reports, etc., for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation according to standards. Creates and provides graphic support of technical information for both technical and non-technical personnel. Maintains web content of a website including the collection of current or updated information.

5.9.2 Skill Y - TECHNICAL WRITER, LEVEL I:

5.9.2.1 Experience: Three years of technical writing and documentation experience is required. A minimum of one year must be in IT technical documentation. Must have substantial knowledge of the capabilities of

computer systems and demonstrate good communication skills and the ability to work independently or under general direction only.

5.9.2.2 **Minimum Education:** A Bachelor's degree in English, communications, or other related discipline is desired. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 12 months substitution of education or training for experience.

5.9.2.3 Duties: Prepares, writes, and edits IT documentation including graphic presentation of information, which incorporates information provided by the user, specialist, analyst, programmer, and operations personnel. Interprets technical documentation standards and prepares documentation according to standards. Documentation is for both technical and non-technical personnel.

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WASHINGTON D.C. 20210

William W.Gross
Director

Division of
Wage Determinations

Wage Determination No.: 1994-2432
Revision No.: 17
Date Of Last Revision: 07/09/2004

State: Oklahoma

Area: Oklahoma Counties of Alfalfa, Atoka, Beckham, Blaine, Bryan, Caddo, Canadian, Carter, Cleveland, Coal, Custer, Dewey, Ellis, Garfield, Garvin, Grady, Grant, Harper, Hughes, Johnston, Kingfisher, Lincoln, Logan, Love, Major, Marshall, McClain, Murray, Noble, Oklahoma, Payne, Pontotoc, Pottawatomie, Roger Mills, Seminole, Washita, Woods, Woodward

Fringe Benefits Required Follow the Occupational Listing

OCCUPATION CODE - TITLE	MINIMUM WAGE RATE
01000 - Administrative Support end Clerical Occupations	
01011 - Accounting Clerk I	10.67
01012 - Accounting Clerk 11	11.737
01013 - Accounting Clerk 111	13.721
01014 - Accounting Clerk IV	18.28
01030 - Court Reporter	16.775
01050 - Dispatcher, Motor Vehicle	14.81
01060 - Document Preparation Clerk	11.99
01070 - Messenger (Courier)	9.49
01090 - Duplicating Machine Operator	11.456
01110 - Film/Tape Librarian	11.96
01115 - General Clerk I	9.11
01116 - General Clerk II	9.87
01117 - General Clerk III	12.50
01118 - General Clerk IV	18.00
01120 - Housing Referral Assistant	18.26
01131 - Key Entry Operator I	8.96
01132 - Key Entry Operator 11	10.485
01191 - Order Clerk I	10.18
01192 - Order Clerk 11	14.08
01261 - Personnel Assistant (Employment) I	12.388
01262 - Personnel Assistant (Employment) 11	13.519
01263 - Personnel Assistant (Employment) 111	15.157
01264 - Personnel Assistant (Employment) IV	17.578
01270 - Production Control Clerk	17.322
01290 - Rental Clerk	11.579
01300 - Scheduler, Maintenance	12.64
01311 - Secretary I	12.64
01312 - Secretary II	15.76
01313 - Secretary 111	18.26
01314 - Secretary IV	20.53
01315 - Secretary V	21.74
01320 - Service Order Dispatcher	13.07
01341 - Stenographer I	11.31
01342 - Stenographer II	13.31
01400 - Supply Technician	20.53
01420 - Survey Worker (Interviewer)	13.25
01460 - Switchboard Operator-Receptionist	10.02
01510 - Teat Examiner	15.76
01520 - Test Proctor	15.76
01531 - Travel Clerk I	10.37
01532 - Travel Clerk 11	10.89
01533 - Travel Clerk III	11.42

01611 - Word Processor I	9.46
01612 - Word Processor II	11.33
01613 - Word Processor III	12.24
03000 - Automatic Data Processing Occupatioas	
03010 - Computer Data Librarian	9.77
03041 - Computer Operator I	11.33
03042 - Computer Operator II	13.95
03043 - Computer Operator III	18.70
03044 - Computer Operator IV	20.23
03045 - Computer Operator V	22.41
03071 - Computer Programmer I (1)	19.89
03072 - Computer Programmer II (1)	22.83
03073 - Computer Programmer III (1)	27.62
03074 - Computer Programmer IV (1)	27.62
03101 - Computer Systems Analyst I (1)	24.30
03102 - Computer Systems Analyst II (1)	27.20
03103 - Computer Systems Analyst III (1)	27.62
03160 - Peripheral Equipment Operator	11.33
05000 - Automotive Service Occupations	
05005 - Automotive Body Repairer, Fiberglass	15.64
05010 - Automotive Glass Installer	15.47
05040 - Automotive Worker	14.08
05070 - Electrician, Automotive	16.35
05100 - Mobile Equipment Servicer	12.54
05130 - Motor Equipment Metal Mechanic	15.64
05160 - Motor Equipment Metal Worker	14.08
05190 - Motor Vehicle Mechanic	15.64
05220 - Motor Vehicle Mechanic Helper	11.98
05250 - Motor Vehicle Upholstery Worker	13.31
05280 - Motor Vehicle Wrecker	14.08
05310 - Painter, Automotive	14.86
05340 - Radiator Repair Specialist	14.08
05370 - Tire Repairer	12.12
05400 - Transmission Repair Specialist	15.64
07000 - Food Preparation and Service Occupations	
(not set) - Food Service Worker	6.87
07010 - Baker	9.04
07041 - Cook I	7.94
07042 - Cook II	9.56
07070 - Dishwasher	6.98
07130 - Meat Cutter	11.33
07250 - Waiter/Waitress	7.05
09000 - Furniture Maintenance and Repair Occupations	
09010 - Electrostatic Spray Painter	14.86
09040 - Furniture Handler	10.36
09070 - Furniture Refinisher	14.86
09100 - Furniture Refinisher Helper	11.75
09110 - Furniture Repairer, Minor	13.31
09130 - Upholsterer	14.86
11030 - Genera1 Services and Support Occupations	
11030 - Cleaner, Vehicles	8.67
11060 - Elevator Operator	8.51
11090 - Gardener	10.49
11121 - House Keeping Aid I	7.27
11122 - House Keeping Aid II	8.57
11150 - Janitor	8.51
11210 - Laborer, Grounds Maintenance	8.82
11240 - Maid or Houseman	7.27
11270 - Pest Controller	11.28
11300 - Refuse Collector	8.99
11330 - Tractor Operator	9.84
11360 - Window Cleaner	9.02
12000 - Health Occupations	
12020 - Dental Assistant	12.71
12040 - Emergency Medical Technician (EMT)/Paramedic/Ambulance Driver	11.42
12071 - Licensed Practical Nurse I	11.21

12072 - Licensed Practice1 Nurse II	12.61
12073 - Licensed Practical Nurse III	14.10
12100 - Medical Assistant	10.20
12130 - Medical Laboratory Technician	12.57
12160 - Medical Record Clerk	11.24
12190 - Medical Record Technician	13.54
12221 - Nursing Assistant I	7.72
12222 - Nursing Assistant II	8.68
12223 - Nursing Assistant III	9.48
12224 - Nursing Assistant IV	10.62
12250 - Pharmacy Technician	12.19
12280 - Phlebotomist	12.16
12311 - Registered Nurse I	18.34
12312 - Registered Nurse II	22.43
12313 - Registered Nurse II, Specialist	22.43
12314 - Registered Nurse III	27.13
12315 - Registered Nurse III, Anesthetist	27.13
12316 - Registered Nurse IV	32.53
13000 - Information and Arts Occupations	
13002 - Audiovisual Librarian	16.49
13011 - Exhibits Specialist I	18.53
13012 - Exhibits Specialist II	20.67
13013 - Exhibits Specialist III	24.88
13041 - Illustrator I	18.70
13042 - Illustrator II	20.67
13043 - Illustrator III	25.81
13047 - Librarian	17.58
13050 - Library Technician	11.07
13071 - Photographer I	12.06
13072 - Photographer 11	14.88
13073 - Photographer III	17.97
13074 - Photographer IV	22.44
13075 - Photographer V	25.75
15000 - Laundry, Dry Cleaning, Pressing and Related Occupations	
15010 - Assembler	7.19
15030 - Counter Attendant	7.19
15040 - Dry Cleaner	9.18
15070 - Finisher, Flatwork, Machine	7.19
15090 - Presser, Hand	7.19
15100 - Presser, Machine, Drycleaning	7.19
15130 - Presser, Machine, Shirts	7.19
15160 - Presser, Machine, Wearing Apparel, Laundry	7.19
15190 - Sewing Machine Operator	9.83
15220 - Tailor	10.49
15250 - Washer, Machine	7.87
19000 - Machine Tool Operation and Repair Occupations	
19010 - Machine-Tool Operator (Toolroom)	17.99
19040 - Tool and Die Maker	24.44
21000 - Material Handling and Packing Occupations	
21010 - Fuel Distribution System Operator	15.51
21020 - Material Coordinator	17.33
21030 - Material Expediter	17.33
21040 - Material Handling Laborer	10.95
21050 - Order Filler	11.74
21071 - Forklift Operator	13.81
21080 - Production Line Worker [Food Processing)	13.81
21100 - Shipping/Receiving Clerk	11.78
21130 - Shipping Packer	11.78
21140 - Store Worker I	11.86
21150 - Stock Clerk (Shelf Stocker; Store Worker II)	14.38
21210 - Tools and Parts Attendant	13.81
21400 - Warehouse Specialist	13.81
23000 - Mechanics and Maintenance and Repair Occupations	
23010 - Aircraft Mechanic	17.28
23040 - Aircraft Mechanic Helper	12.55
23050 - Aircraft Quality Control Inspector	17.56

23060 - Aircraft Servicer	14.21
23070' - Aircraft Worker	15.04
23100 - Appliance Mechanic	14.94
23120 - Bicycle Repairer	12.12
23125 - Cable Splicer	19.91
23130 - Carpenter, Maintenance	14.95
23140 - Carpet Layer	14.17
23160 - Electrician, Maintenance	17.07
23181 - Electronics Technician, Maintenance I	15.72
23182 - Electronics Technician, Maintenance II	22.61
23183 - Electronics Technician, Maintenance III	25.36
23260 - Fabric Worker	14.63
23290 - Fire Alarm System Mechanic	16.94
23310 - Fire Extinguisher Repairer	13.76
23340 - Fuel Distribution System Mechanic	19.03
23370 - General Maintenance Worker	14.08
23400 - Heating, Refrigeration and Air Conditioning Mechanic	15.64
23430 - Heavy Equipment Mechanic	15.64
23440 - Heavy Equipment Operator	16.82
23460 - Instrument Mechanic	17.02
23470 - Laborer	9.38
23500 - Locksmith	15.07
23530 - Machinery Maintenance Mechanic	16.70
23550 - Machinist, Maintenance	15.64
23580 - Maintenance Trades Helper	11.98
23640 - Millwright	16.24
23700 - Office Appliance Repairer	15.62
23740 - Painter, Aircraft	14.86
23760 - Painter, Maintenance	14.86
23790 - Pipefitter, Maintenance	18.73
23800 - Plumber, Maintenance	18.00
23820 - Pneudraulic Systems Mechanic	16.94
23850 - Rigger	17.75
23870 - Scale Mechanic	15.39
23890 - Sheet-Metal Worker, Maintenance	18.55
23910 - Small Engine Mechanic	15.49
23930 - Telecomunication Mechanic I	19.01
23931 - Telecommunication Mechanic II	19.93
23950 - Telephone Lineman	19.01
23960 - Welder, Combination, Maintenance	15.64
23965 - Well Driller	17.20
23970 - Woodcraft Worker	16.94
23980 - Woodworker	12.54
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	8.41
24580 - Child Care Center Clerk	12.06
24600 - Chore Aid	7.94
24630 - Homemaker	15.64
25000 - Plant and System Operation Occupations	
25010 - Boiler Tender	20.34
25040 - Sewage Plant Operator	15.27
25070 - Stationary Engineer	21.76
25190 - Ventilation Equipment Tender	11.82
25210 - Water Treatment Plant Operator	14.86
27000 - Protective Service Occupations	
(not set) - Police Officer	19.37
27004 - Alarm Monitor	12.55
27006 - Corrections Officer	17.95
27010 - Court Security Officer	18.48
27040 - Detention Officer	17.95
27070 - Firefighter	17.58
27101 - Guard I	10.25
27102 - Guard II	15.03
28000 - Stevedoring/Longshoremen Occupations	
28010 - Blocker and Bracer	17.37
28020 - Hatch Tender	16.72

28030 - Line Handler	16.72
28040 - Stevedore I	16.57
28050 - Stevedore II	18.50
29000 - Technical Occupations	
21150 - Graphic Artist	18.92
29010 - Air Traffic Control Specialist, Center (2)	30.50
29011 - Air Traffic Control Specialist, Station (2)	21.03
29012 - Air Traffic Control Specialist, Terminal (2)	23.16
29023 - Archeological Technician I	15.46
29024 - Archeological Technician II	18.59
29025 - Archeological Technician III	23.01
29030 - Cartographic Technician	21.63
29035 - Computer Based Training (CBT) Specialist/ Instructor	25.02
29040 - Civil Engineering Technician	19.53
29061 - Drafter I	12.17
29062 - Drafter II	14.05
29063 - Drafter III	18.53
29064 - Drafter IV	21.63
29081 - Engineering Technician I	14.93
29082 - Engineering Technician II	18.70
29083 - Engineering Technician JII	20.55
29084 - Engineering Technician IV	26.62
29085 - Engineering Technician V	30.72
29086 - Engineering Technician VI	35.25
29090 - Environmental Technician	18.73
29100 - Flight Simulator/Instructor (Pilot)	27.20
29160 - Instructor	19.76
29210 - Laboratory Technician	16.28
29240 - Mathematical Technician	22.75
29361 - Paralegal/Legal Assistant I	15.17
29362 - Paralegal/Legal Assistant II	19.77
29363 - Paralegal/Legal Assistant III	24.18
29364 - Paralegal/Legal Assistant IV	29.26
29390 - Photooptics Technician	21.63
29480 - Technical Writer	20.46
29491 - Unexploded Ordnance (UXO) Technician I	19.38
29492 - Unexploded Ordnance (UXO) Technician II	23.45
29493 - Unexploded Ordnance (UXO) Technician 111	28.11
29494 - Unexploded (UXO) Safety Escort	19.38
29495 - Unexploded (UXO) Sweep Personnel	19.38
29620 - Weather Observer, Senior (3)	22.14
29621 - Weather Observer, Combined Upper Air and Surface Programs (3)	19.24
29622 - Weather Observer, Upper Air (3)	19.24
31000 - Transportation/ Mobile Equipment Operation Occupations	
31030 - Bus Driver	12.12
31260 - Parking and Lot Attendant	8.00
31290 - Shuttle Bus Driver	12.21
31300 - Taxi Driver	9.49
31361 - Truckdriver, Light Truck	12.21
31362 - Truckdriver, Medium Truck	13.79
31363 - Truckdriver, Heavy Truck	16.94
31364 - Truckdriver, Tractor-Trailer	16.94
99000 - Miscellaneous Occupations	
99020 - Animal Caretaker	9.96
99030 - Cashier	7.35
4 - Carnival Equipment Operator	9.13
59042 - ival Equipment Repairer	9.82
99043 - Carnival Worker	7.15
99050 - Desk Clerk	8.41
99095 - Embalmer	19.38
99300 - Lifeguard	10.19
99310 - Mortician	21.48
99350 - Park Attendant (Aide)	12.79
99400 - Photofinishing Worker (Photo Lab Tech., Darkroom Tech)	9.09
99500 - Recreation Specialist	11.65
99510 - Recycling Worker	10.19

99610 - Sales Clerk	10.81
99620 - School Crossing Guard (Crosswalk Attendant)	7.43
99630 - Sport Official	10.19
99658 - Survey Party Chief (Chief of Party)	21.47
99659 - Surveying Technician (Instr. Person/Surveyor Asst./Instr.)	17.31
99660 - Surveying Aide	12.07
99690 - Swimming Pool Operator	12.58
99720 - Vending Machine Attendant	10.45
99730 - Vending Machine Repairer	12.58
99740 - Vending Machine Repairer Helper	10.16

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: Life, accident, and health insurance plans, sick leave, pension plans, civic and personal leave, severance pay, and savings and thrift plans. Minimum employer contributions costing an average of $2.59 per hour computed on the basis of all hours worked by service employees employed on the contract.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 10 years, and 4 after 15 years. Length of service includes the whole span of continuous service with the present conrractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)

2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at rhe rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pap.

3) WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordinance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activiries involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritarion of the skin, minor burns and the

like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordance, explosive, and incendiary ordnance material rrher than small arms ammunition. These differenrials are only applicable to work that has been specifically designated by the agency for ordance, explosives, and incendiary material differential pay.

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this conrract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces rhe hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of $3.35 per week (or $.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

** NOTES APPLYING TO THIS WAGE DETERMINATION **

Source of Occupational Title and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by the Third Supplement, dated March 1997, unless otherwise indicated. This publication may he obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

REQUEST FOR AUTHORIZATION OF ADDITION-AL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall he initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)] When multiple wage determinations are included in a contract, a separate SF 10.44 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

1) When preparing the bid, the contractor identifies the need for a conformed

occupation) and computes a proposed rate).

2) After contract award, the contracror prepares a written report listing in order proposed classification title), a Federal grade equivalency (FGE) for each proposed classification), job description), and rarionale for proposed wage rate), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.

3) The contracring officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The conrracting officer transmits the Wage and Hour decision to the contractor.

6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occuparions" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may nor be used to artificially split, combine, or subdivide classifications listed in the wage determination.

SKILL CATEGORY DESIGNATION (EXEMPT/NONEXEMPT)
SIR/RFO No. DTFAAC-04-R-01323

NOTICE: This document corresponds to AMS Clause 3.6.2-28, Service Contract Act of 1965, as Amended (April 1996), and to AMS Clause 3.6.2-30, Fair Labor Standards Act and Service Contract Act-Price Adjustment (Multiple Year and Option contracts)(April 1996), and to the U.S. Department of Labor Wage Determination No. 94-2432, Revision No. 16. It must be completed by each offeror and returned as part of volume ID, Cost/Price Information, L.2, Part I.

This contract is subject to the Service Contraot Act of 1965: as amended (41 U.S.C. 351 et seq.). Every service employee performing work under a service contract in excess of $2,500 must be paid not less than the minimum prevailing wage rate and fringe benefits unless a specific exemption applies. The contractor must identify exempt/nonexempt skill categories below. Every nonexempt skill category should indicate the corresponding Department of Labor Occupation Title and Code.

Discipline (Skill)	Department of Labor Occupation Title and Code	Exempt/Nonexempt
Help Desk Specialist, III		Exempt
Help Desk Specialist, II		Exempt
Help Desk Specialist, I		Exempt
Office Automation Specialist, Level N		Exempt
Office Automation Specialist, Level ID		Exempt
Office Automation Specialist, Level ID		Exempt
Office Automation Specialist, Level I		Exempt
Computer Operator Level N	Computer Operator N	Non-Exempt
Computer Operator Level III	Computer Operator III	Non-Exempt
Computer Operator Level II	Computer Operator II	Non-Exempt
Computer Operator Level I	Computer Operator I	Non-Exempt
System Analyst/Programmer, Level V		Exempt
System Analyst/Programmer, Level N		Exempt
System Analyst/Programmer, Level III		Exempt
System Analyst/Programmer, Level II		Exempt
System Analyst/Programmer, Level I		Exempt
Data Base Administrator, Level ID		Exempt
Data Base Administrator, Level II		Exempt
Data Base Administrator, Level I		Exempt
System Administrator, Level IV		Exempt
System Administrator, Level III		Exempt
System Administrator, Level II		Exempt
System Administrator, Level I		Exempt
Technical Writer, Level II		Exempt
Technical Writer, Level I	Technical Writer	Non-Exempt

CONTRACT DATA REQUIREMENTS LIST (CDRL)

		TDP ☐ TM ☐ Other ☐
D. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor

A001	GFP Annual Report	
4. Authority	5. Contact Reference IAW G.4/CLA.4528	6. Requiring Office AMQ-240

7. DD 250 Req'd	8. APP Code	9. Distribution Statement Required	10. Frequency	11. As of Date (AOD)
No			Annual	Date of assuming full performance

12. Date of First Submission	13. Date of Subsequent Submission
See Block 14	See Block 14

14. REMARKS:

Block 12 – After assuming full performance, report is due on September 15, 2005.

Block 13 – Subsequent reports are due on September 15th of each subsequent year.

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMQ-240 (CO)	1	1
16. Total	1	1

G. Prepared By: Phyllis Townsley	H. Date: 5/5/04	I. Approved By: Jacqueline M. Seaman	J. Date: 5/5/04

CONTRACT DATA REQUIREMENTS LIST (CDRL)

TDP ☐ TM ■ Other ☐

3. System/Item	E. Contract/PR No.	F. Contractor
CSC Support Services		

A002	Direct Hourly Labor Rate Report	
4. Authority	5. Contact Reference IAW H.19/Cla.0125	6. Requiring Office AMQ-240

7. DD 250 Req'd	8. APP Code	9. Distribution Statement Required	10. Frequency	11. As of Date (AOD)
No			Quarterly	Date of assuming full performance

12. Date of First Submission	See Block 14	13. Date of Subsequent Submission	See Block 14

14. REMARKS:

Block 12 – After assuming full performance, report is due on the 10th of the month following the first quarterly period.

Block 13 – Subsequent reports are due on the 10th of the month following each quarterly reporting period.

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMQ-240 (CO)	1	1
16. Total	1	1

G. Prepared By: Phyllis Townsley	H. Date: 5/5/04	I. Approved By: Jacqueline M. Seaman	J. Date: 5/5/04

CONTRACT DATA REQUIREMENTS LIST (CDRL)

TDP ☐ TM ☐ Other ☐

D. System/Item	E. Contract/PR No.	F. Contractor
CSC Support Services		

A003	Contract Employee Listing	
4. Authority	5. Contact Reference IAW H.31/Cla.4554(g)	6. Requiring Office AMQ-240/AMI-600/AMC-700

7. DD 250 Req'd	8. APP Code	9. Distribution Statement Reauired	10. Frequency	11. As of Date (AOD)
No			Quarterly	Date of assuming full performance

12. Date of First Submission	13. Date of Subsequent Submission
See Block 14	See Block 14

14. REMARKS:

Block 12 – After assuming full performance, report is due on the 5th of the month following the first quarterly period.

Block 13 – Subsequent reports are due on the 5th of the month following each quarterly reporting period.

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMQ-240 (CO)		1
AMI-600 (COTR)		1
AMC-700		1
16. Total		3

G. Prepared By:	H. Date:	I. Approved By:	J. Date:
Phyllis Townsley	5/5/04	Jacqueline M. Seaman	5/5/04

CONTRACT DATA REQUIREMENTS LIST (GDRL)

TDP ☐ TM ☐ Other ☐

B. System/Item	E. Contract/PR No.	F. Contractor
CSC Support Services		

A004	Employee Changes	
4. Authority	5. Contact Reference IAW H.31/CLA.4554(g)(1)	6. Requiring Office AMC-700

7. DD 250 Req'd	8. APP Code	9. Distribution Statement Required	10. Frequency	11. As of Date (ADD)
No			Monthly	Date of assuming full performance

12. Date of First Submission	13. Date of Subsequent Submission
See Block 14	See Block 14

14. REMARKS:

Block 12 – After assuming full performance, report is due on the 5th day following the monthly reporting period.

Block 13 – Subsequent reports are due on the 5th day following the monthly reporting period.

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMC-700		1
16. Total		1

G. Prepared By:	H. Date:	I. Approved By:	J. Date:
Phyllis Townsley	5/5/04	Jacqueline M. Seaman	5/5/04

CONTRACT DATA REQUIREMENTS LIST (CDRL)

		TDP ☐	TM ☐ Other ☐
D. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor	
4005	Vacancy Report		
4. Authority	5. Contact Reference PWS 1.2.1.4	6. Requiring Office AMI-600	

7. DD 250 Req'd	8. APP Code	9. Distribution Statement Required	10. Frequency	11. As of Date (AOD)
No			Weekly	Date of assuming full performance

12. Date of First Submission	See Block 14	13. Date of Subsequent Submission	See Block 14

14. REMARKS:

Block 12 – After assuming full performance, report is due on the following Monday.

Block 13 – Subsequent reports are due every Monday thereafter.

Format to include the following:

Current Vacancies
- Vacancy information Section
  - Task Number
  - COTR Name
  - Skill Level
  - Date Notified of Vacancy
  - Target Date to be Filled By
  - No. of Days Delinquent
  - Status
  - Task Leader Name
- Summery Section
  - Total No. of Positions Filled
  - No. of Positions to be Filled Past Due
  - Percent of Positions to be Filled Past Due

Filled Vacancies
- Vacancy Information Section
  - Task Number
  - CCTR Name
  - Skill Level
  - Date Notified of Vacancy
  - Target Date to be Fiiled By
  - No. of Days Delinquent
  - No. of Days Filled Prior to Target Date
  - Status
  - Task Leader Name

(Continued on Page 2)

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMI-600 (CCTR)		1
16. Total		1

G. Prepared By: Phyllis Townsley	H. Date: 5/5/04	I. Approved By: Evelyn K. Bachman	J. Date: 5/5/04

CONTRACT DATA REQUIREMENTS LIST (CDRL)

		TDP ☐ TM ☐ Other ☐
D. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor

A005	Vacancy Report	
4. Authority	5. Contact Reference PWS 1.2.1.4	6. Requiring Office AMI-600

7. DD 250 Req'd No	8. APP Code	9. Distribution Statement Required	10. Frequency Weekly	11. As Of Date (AOD) Date of assuming full performance
12. Date of First Submission See Block 14		13. Date of Subsequent Submission Block		

14. REMARKS:

Summary Section

Total No. of Positions Filled Late
Percent of Positions Filled Late
Average No. of Days Later over Target Date
Total No, of Positions Filled on Time
Percent of Positions Filled on Time
Total No, of Positions Filled Early
Percent of Positions Filled Early
Average No. of Days Early over Target Date

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMI-600 (COTR)		1
16. Total		1

G. Prepared By: Phyllis Townsley	H. Date: 5/5/04	I. Approved By: Evelyn K. Bachman	J. Date: 5/5/04

CONTRACT DATA REQUIREMENTS LIST (CDRL)

		TDP ☐	TM ☐	Other ☐
D. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor		

A006	Training Report	
4. Authority	5. Contact Reference PWS 1.2.1.6	6. Requiring Office AMI-600

7. DD 250 Req'd No	8. APP Code	9. Distribution Statement Required	10. Frequency Monthly	11. As of Date (AOD) Date of assuming full performance
12. Date of First Submission See Block 14		3. Date of Subsequent submission See Block 14		

14. REMARKS:

Block 12 – After assuming full performance, report is due on the 5" day following the monthly reporting period.

Block 13 – Subsequent reports are due on the 5th day of each month following each monthly reporting period.

Format to Include the following:

Identification Section
- Report Title
- Contract Number
- Reporting Period

Training Information Section
- Organization
- Task Number
- Contract Employee Name
- Course Name
- Purpose of Training

Summary of Training by Organization Section
- Organization
- No. of Employees
- No. of Courses
- Total

Summary of Training Year to Date Section
- Month
- No. of Employees
- No. of Courses
- Total

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMI-600 (COTR)		1
16. Total		1

G. Prepared By: Phyllis Townsley	H. Date: 5/5/04	I. Approved By: Evelyn K. Bachman	J. Date: 5/5/04

CONTRACT DATA REQUIREMENTS LIST (CDRL)

TDP ☐ TM ☐ Other ☐

II. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor

A4007	Premium Hour Report	
4. Authority	5. Contact Reference IAW PWS 1.2.4(d)	6. Requiring Office AMI-600

7. DD 250 Req'd No	8. APP Code	9. Distribution Statement Required	10. Frequency Monthly	11. As of Date (AOD) Date of assuming full performance
12. Date of First Submission	See Block 14	13. Date of Subsequent Submission	See Block 14	

14. REMARKS

Block 12 – After assuming full performance, report is due on the 5th day following the monthly reporting period.

Block 14 – Subsequent reports are due on the 5th day of each month following each monthly reporting period.

Format to Include the following:

Identification Section
- Task Number
- Reporting Period
- COTR Name
- Task Leader Name

Premium Hour Section
- Contract Employee Name
- Skill Level
- Total Premium Hours Authorized
- Total Premium Hours Used (Year to Date)
- Total Premium Hours Remaining
- Premium Hours Requested this Month
- Reason and Project/System
- Summary of Premium Hours Used by Month

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMI-600 (COTR)		1
		1
16. Total		Multiple

G. Prepared By: Phyllis Townsley	H. Date:	I. Approved By: Evelyn K. Bachman	J. Date:

CONTRACT DATA REQUIREMENTS LIST (CDRL)

TDP ☐ TM ☐ Other ☐

II. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor

/4008	Contract Funds Status Report	CFSR
4. Authority	5. Contact Reference PWS 1.2.13	6. Requiring Office AMQ-240

7. DD 250 Req'd No	8. APP Code	9. Distribution Statement Required	10. Frequency Monthly	11. As of Date (AOD) Date of assuming full performance
12. Date of First Submission See Block 14		13. Date of Subsequent Submission See Block 14		

14. REMARKS:

Block 12 – After assuming full performance, report is due on the 10th of each month.

Block 13 – Subsequent reports are due on the 10th of each month.

Format to include the following for each task:

a. Contract obligated amount (broken out by modifications)
b. Total amount invoiced (break out cost of each effort)
c. Funds remaining
d. Open commitments (to be invoiced)
e. % spent of obligated amount
f. Forecast expenditures
g. Forecast overage/shortage

Contract format acceptable. Initial submittal requires Government approval to ensure format provides complete data.

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMQ-240 *(CO)*	1	1
16. Total	1	1

G. Prepared By: Phyllis Townsley	H. Date: 5/5/04	I. Approved By: Jacqueline M. Seaman	J. Date: 5/5/04

CONTRACT DATA REQUIREMENTS LIST (CDRL)

		TDP ☐ TM ☐ Other ☐
D. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor

A009	Project Tracking Executive Summary	
4. Authority	5. Contact Reference PWS 5.1.2	6. Requiring Office AMI-600

7. DD 250 Req'd No	8. APP Code	9. Distribution Statement Required	10. Frequency Monthly	11. As of Date (AOD) Date of assuming full performance
12. Date of First Submission See Block 14		13. Date of Subsequent Submission See Block 14		

14. REMARKS:

Block 12 – Aiter assuming full performance, report is due on the 5th day iollowlng the monthly reporting period.

Block 13 – Subsequent reports are due on the 5th day of each month following each monthly reporting period.

Format to include the following:

Project Information Section
- Project Name
- Project Leader
- Phone
- Review Period Startin(
- Review Period Ending

Project Status Section
- Schedule
- Resource Utilization
- Budget
- Training
- Risks

Issues and Corrective Actions Section

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMI-600 (COTR)		1
16. Total		Multiple

G. Prepared By: Phyllis Townsley	H. Date: 5/5/04	I. Approved By: Evelyn K. Bachman	J. Date: 5/5/04

ATTACHMENT 8
SCREENING STANDARDS-CONTRACTOR

1. Record of conviction for illegal use or possession of intoxicants;

2. Record of conviction for illegal use, possession, or sale of controlled substances or marijuana;

3. Record of conviction of criminal behavior relating to immoral conduct, such as child molestation, rape, sexual assault, incest, bestiality, indecent exposure, lewd acts, etc.;

a. Record of conviction of criminal behavior relating to dishonesty, such as theft, larceny, burglary, robbery, forgery, extortion, counterfeiting, blackmail, fraud, conversion, sale, or possession of stolen property, embezzlement, etc.;

5. Record of conviction for criminally disruptive or violent behavior, such as assault, battery, kidnapping, abduction, murder, rape, arson, vandalism, voluntary manslaughter, child abuse, etc.;

6. Record of conviction for illegal use, possession, manufacture, or sale of firearms or explosives.

7. Violation of Hatch Act restrictions (5 U.S.C. Chapter 73), mutilationjdestruction of public records, striking against the Government, desertion from the military, disregard for debts, engaging in riots or civil disorders, or a pattern of unemployability based upon misconduct or delinquency as reflected in employment history.

nt or deception or fraud in examination or appointment.

4. Issues related to disruptive or violent behavior:
Pattern of violence as reflected in (1) conviction record; (2) disregard for life or property; (3) civil actions; (4) employment record; (5) medical record; (6) aggravated assault; (7) assault with a deadly weapon; (8) assault with intent to commit rape; (9) kidnapping/abduction; (10) murder; (11) rape; (12) arson; (13) threat or assault upon a public official; (14) voluntary manslaughter; and (15) child abuse.

5. Issues related to termination or forced resignation:
Pattern of unemployability based on misconduct or delinquency as reflected in employment history.

6. Issues related to firearms/weapons:
Improper/illegal sale or transportation of firearm or explosive; manufacture of firearms or explosives.

7. Miscellaneous issues:
Hatch Act violation; (2) mutilation/destruction of public records; (3) engaging in riots or civil disorders; (4) striking against Government; and (5) desertion.

ATTACHMENT 9
*ADJUDICATIVE STANDARDS: ISSUES
CLA 1262 (JUL 2001)

Major issues or conduct which standing alone would be disqualifying under suitability, for any position is a conviction record within the past 9 years, particularly for issues 1, 2, 4, 5, 6, or 8. In addition, a pattern is defined as two or more convictions or a combination of two or more issues of any or all of the items listed below.

1. Issues related to use or possession of intoxicants:
   Pattern of excessive use as reflected in (1) conviction record; (2) job performance; (3) employment history; (4) inability to function responsibly; (5) medical treatment; and (6) health.

2. Issues related to illegal use/possession of controlled substances or marijuana:
   Pattern of excessive use as reflected in (1) conviction record; (2) job performance; (3) employment history; (4) inability to function responsibly; (5) medical treatment; (6) health; (7) manufacturing; (8) addiction; (9) importing/trafficking; and (10) cultivating for sale.

3. Issues related to financial responsibility:
   Pattern of irresponsibility as reflected in (1) credit history; (2) disregard for debts; (3) abuse of fiduciary trust; and (4) continuing, major, valid liabilities.

4. Issues related to immoral conduct:
   Pattern of misconduct as reflected in (1) conviction record; (2) medical treatment; (3) public knowledge; (4) child molestation; (5) sexual assault statutory rape; (6) incest; and (7) bestiality.

5. Issues related to honesty:
   Pattern of dishonesty as reflected in (1) disregard for truth; (2) conviction records; (3) abuse of trust; (4) employment records; (5) blackmail; (6) counterfeiting; (7) extortion; (8) armed robbery; and (9) intentional false statement or deception or fraud in examination or appointment.

6. Issues related to disruptive or violent behavior:
   Pattern of violence as reflected in (1) conviction record; (2) disregard for life or property; (3) civil actions; (4) employment record; (5) medical record; (6) aggravated assault; (7) assault with a deadly weapon; (8) assault with intent to commit rape; (9) kidnapping/abduction; (10) murder; (11) rape; (12) arson; (13) threat or assault upon a public official; (14) voluntary manslaughter; and (15) child abuse.,

7. Issues related to termination or forced resignation:
   Pattern of unemployability based on misconduct or delinquency as reflected in employment history.

8. Issues related to firearms/weapons:
   Improper/illegal sale or transportation of firearm or explosive; manufacture of firearms or explosives.

9. Miscellaneous issues:
   Hatch Act violation; (2) mutilation/destruction of public records; (3) engaging in riots or civil disorders; (4) striking against Government; and (5) desertion.

Attachment 10

CUSTOMER SERVICE CENTER – SERVICE DESK SERVICE LEVEL AGREEMENTS

Service Level Agreements (SLAs) are established and approved between the Customer Service Center (CSC) and the Customer each fiscal year. The following are the current SLAs for Fiscal Year 2004.

A. ICE-MAN Support and Service Requirements for Technical and Operations Support

1. Service and Support Requirements

   The FAA's primary data processing facility, operated and maintained by the United States Department of Agriculture, National Information Technology Center (NITC), hereafter referred to as the Mainframe Service Provider (MSP), provides customers with large-scale mainframe data processing services on a utility basis, allowing customers to access as much or as little computing power on any computing platform as their needs require - and pay accordingly.

   The Systems Management Branch (AMI-310) worlcs with the MSP to provide customers a wide variety of software services in support of their data processing requirements. The mission of this joint effort with the MSP is to ensure customers have access to the computing resources necessary to conduct the FAA's business in a timely, cost-efficient manner and in a secure environment.

2. The CSC Will:

   a. Answer help desk calls and log information using automated help-desk software;
   b. Reset passwords;
   c. Reset communications lines/remotes;
   d. Resolve problem or coordinate resolution with appropriate technical personnel;
   e. Produce statistical management reports;.
   f. Store tapes on racks or in the vault as appropriate;
   g. Distribute microfiche and reports;
   h. Maintain customer satisfaction reporting process;
   i. Survey customers and provide survey results report;

3. The CSC for Production Control Will:

a. Monitor batch job processing for abnormal job occurrences, log problems, cancel jobs as necessary, and notify appropriate application and/or technical support personnel.

1. Restart jobs (manually or through Control-R) at direction of application or technical support personnel.
2. Maintain Control-M job schedules and coordinate manual submission of batch jobs with applications.
3. Execute console commands to start and cancel database and software job processes as required (e.g., ADABAS, INTERCOMM, CICS, COM-PLETE, etc.).

b. Coordinate with mainframe service provider to resolve abnormal job terminations and identify hardware/software problems that may have contributed to the termination.

B. Application Systems Division Support for Aeronautical Center Security Management System (ACSMS); Aeronautical Center Security Policies System (ACSPS); and Employee/Student Training/Educational Resources (ESTER) Survey System

1. Service and Support Requirements

At the present time, the volume of calls for these applications is low (about 30 calls a month). The CSC will monitor the volume at will initiate a meeting when/if the volume changes significantly. If call volume should increase significantly and increase resource requirements for CSC, determine if charges shall be assessed.

a. ACSMS has 45 users and average one call a week.
b. ESTER averages 50 users a month and about five calls a week.
c. Survey System has 16 users and may receive one call a month.
d. ACSPS has 12 users and averages one call a week.

These are web accounts and are available to users 24 hours a day. Most ACSMS users will be trying to access the system when they first arrive in the morning and after their lunch period. When a user has had three failed logon attempts in a row, their account will be locked and a message will be displayed to contact

405-954-3000. This is peak time as to when a user may be locked out or forgets their password.

The HELPDESK application allows an authorized user (CSC)to login over the web, select one of the three systems, then unlock and or reset the password on a callers (mostly AMP-300 or AMC-700) web account. The web account lockout came about because of an ARC Initiative to better secure web applications. The HELPDESK system was developed by and will be maintained by the Applications Systems Division, AMI-200.

2. The ***CSC*** Will:

a. Provide support 24x7x365;
b. Utilize the FAQs and KnowledgeBase provided as required;
c. Attend training provided by the customer for the CSC;
d. Incorporate the escalation documentation according to the severity codes and adhere to it;
e. Record outage description on the status recording and respond to users appropriately;
f. Review the verbiage to be displayed on the web;
g. Provide an Automated Call Distribution telephone system;
h. Open a problem ticket for every call;
i. Maintain help desk software;
j. Monitor the progress of all "open" tickets to ensure adequate resolution and response time to the end user;
k. Conduct formal customer satisfaction surveys periodically;
l. Send surveys to 10% of daily problem calls that are closed;
m. Provide monthly metric reports;
n. Meet with the customer to determine resource requirements (at specified milestone dates);
o. Maintain adequate resources to provide support;
p. Attend recurring meetings between the established points of contacts if requested by the customer;
q. Initiate a meeting if required with the customer;
r. Provide a current escalation point of contact list for the CSC to the customer;
s. Have a goal of resolving 80% of calls without escalation;
t. Conduct turnover meetings between every shift to ensure outstanding problems are identified.

3. The Applications Systems Division, AMI-200) Will:

   a. Notify the CSC if the support hours and/or requirements need to be changed;
   b. Provide training for the CSC as required;
   c. Maintain the escalation documentation;
   d. Maintain the FAQs and/or a KnowledgeBase documentation;
   e. Maintain the application's plan on who is to notify the CSC of scheduled outages, upgrades, and unscheduled outages;
   f. Provide an opportunity for the CSC to review any verbiage on the web that references the CSC;
   g. Initiate a meeting if required with the CSC.

C. FAA Tier 1 and ABA DELPHI Service Desk Requirements

1. Service and Support Requirements

   Below are the service and support requirements for Tier 1 and ABA for the FAA DELPHI core users.

   The DOT DELPHI Oracle Financial Suite consists of the following seven applications:

   a. General Ledger
   b. Accounts Payable
   c. Accounts Receivable
   d. Fixed Assets
   e. Budget Execution
   f. Purchase Orders
   g. Project Accounting

2. The CSC, Tier 1 Service and Support, Will:

   a. Provide support 24 hours a day 365 days a year (24x7x365). The help deslc phone number is 405-954-3000. Voice mail will be available. The "go live" date is November 5,2002;
   b. Be the first point of contact for FAA DELPHI users. A Kintana ticket will be created for every incoming FAA DELPHI call;

c. Attempt to resolve every call by performing technical and/or functional support;
d. Assist the caller in the navigation of tutor documentation;
e. Use KnowledgeBase documents created by ABA or their contractors;
f. Resolve 80% of calls without referral to Tier 2 after the "go live" interim period of six months;
g. Notify the end user that the problem is resolved and close the ticket;
h. Monitor the progress of all open tickets to ensure adequate resolution and response time to the end user;
i. Conduct formal customer satisfaction surveys periodically;
j. Provide monthly status/performance report to ABA;
k. Work with ABA to determine resource requirements at specified milestone dates after implementation;
l. Maintain the KnowledgeBase documents after the "go live" interim period of six months;
m. Develop policies and procedures jointly between Tier 1, Tier 2, and ABA and followed, including response time, priority codes, and escalation procedures;
n. Hire resources for Tier 1 by Sept 16,2002;
o. Attend some of the FAA DELPHI Oracle Financial Suite training as appropriate by all of the resources;
p. Conduct more frequent meetings initially between the established point of contacts for ABA and Tier 1 for coordination of day-to-day and operation issues;
q. Provide a current escalation list for FAA employees, FAA contractors, and applications by all parties.

3. The following priority codes from Kintana will be followed after the "go live" interim period of six months:

a. Low - An enhancement request has been or should be submitted to Oracle.
b. Normal - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days.
c. High - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days.

d. Critical - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days.
e. Emergency - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP.

4. ABA or Their Contractors Will:

a. Notify Tier of any scheduled outages, system down time, upgrades, patches, and all known issues;
b. Conduct training for Tier 1 prior to Nov. 5,2002 on using Kintana, the DELPHI tutorials, the KnowledgeBase, and the DELPHI Oracle Financial Suite;
c. Deliver the KnowledgeBase documents and maintain them during the interim time after the "go live" interim period of six months;
d. Provide a current escalation list for FAA employees, FAA contractors, and applications for all parties.

D. ICE-MAN Marketing (E-SERV)

1. Service and Support Requirements

A new website for ICE-MAN Marketing worldwide Internet web site is now online. There is a potential for new customers for ICE-MAN. It is hosted on the ICE-MAN enterprise platform and runs under job name WUSSAMQ3. The public address or URL is http://iceman-eservices.faa.gov. The website is available all the time (24x 7x365). This is not an application, and usage should be minimal. However, the responses are critical. Peaks in usage may occur after ICE-MAN marketing personnel appear at marketing events or after marketing materials are distributed. At this time, it is unknown if this will cause high volumes of calls to be placed to the CSC.

Scheduled downtime follows ICE-MAN scheduled downtime. Outside of scheduled downtimes, it should always be available to potential customers. ICE-MAN team members within the Systems Management Branch, AMI-310, will

monitor weekly and special notices about scheduled and un-scheduled outages. During an outage, follow the Process to *Handle* E-SERV *Calls* and refer to the Frequently Asked Question (FAQ) about outages.
Some members of the ICE-MAN Program Team are given restricted page addresses for accessing sensitive information. These users will use their personal ICE-MAN user-id and password so normal procedures will be followed should they "lock" their accounts. The restricted page addresses will not be identified or linked anywhere on the site, so outside viewers should not be able to get to them or therefore make inquiries about them.

At this point, no funding is reauired from E-Serv. The CSC is to function mainly as a "live" point of contact that callers are referred to on marketing materials and from the web site should they have additional questions

2. The ***CSC* Will:**

a. Provide support 24x7x365;
b. Utilize the FAQs provided as required;
c. Attend training if provided by the customer for the CSC;
d. Utilize the severity codes for ICE-MAN;
e. Outages will follow ICE-MAN scheduled and unscheduled outages;
f. Record outage description on the status recording and respond to users appropriately;
g. Review the verbiage to be displayed on the web;
h. Provide an Automated Call Distribution telephone system;
i. Open a problem ticket for every customer call;
j. Maintain help desk software;
k. Monitor the progress of all "open" tickets to ensure adequate resolution and response time to the end user;
l. Conduct formal customer satisfaction surveys periodically;
m. Send surveys to 10% of daily problem calls that are closed;
n. Meet with the customer to determine resource requirements (at specified milestone dates);
o. Maintain adequate resources to provide support;
p. Attend recurring meetings between the established points of contacts if requested by the customer;
q. Initiate a meeting if required with the customer;
r. Provide a current escalation point of contact list for the CSC to the customer;

s. Conduct turnover meetings between every shift to ensure outstanding problems are identified and monitored.

3. The ICE-MAN Marketing, E-SERV **Will:**

a. Notify the CSC if the support hours need to be changed;
b. Provide training for the CSC as required;
c. Maintain the FAQs and documentation on how to handle calls;
d. Maintain the application's plan on who is to notify the CSC of scheduled outages, upgrades, and unscheduled outages;
e. Provide an opportunity for the CSC to review any verbiage on the web that references the CSC;
f. Initiate a meeting if required with the CSC.

E. Systems Management Facility (SMF)

1. Service **and Support** Requirements

Below are the service and support requirements for the Systems Management Facility (SMF) and the responsibilities of the SMF to assist the CSC in providing these services.

2. The CSC Will:

a. Provide access control support 24x7x365 according to the *SMF* Access *Rules;*
b. Perform periodic "walk through" of the SMF to determine if any problems exist. If so, call Mike Myers or Clarence Fanning to get direction (During the day call office number, after hours call at home). If they are unavailable, contact AMP Trouble Desk at 4-3687;
c. Utilize the current copy of the *SMF Authorized* Access List;
d. Utilize the current copy of the *SMF Authorized* Escort List;
e. Utilize the current copy of the *SMF* Access *Rule;*
f. Provide an Automated Call Distribution telephone system;
g. Maintain help desk software;
h. Review the verbiage to be displayed on the web and provide feedback;
i. Open a problem ticket every time that after hours requires a call for access to SMF;

j. Monitor the progress of all "open" tickets to ensure adequate resolution and response time to the end user;
k. Meet with the customer to determine resource requirements (at specified milestone dates);
l. Maintain adequate resources to provide support;
m. Attend recurring meetings between the established points of contacts if requested by the customer;
n. Initiate a meeting if required with the customer;
o. Provide a current escalation point of contact list for the CSC to the customer;
p. Have a goal of resolving 80% of calls without escalation;
q. Conduct turnover meetings between every shift to ensure outstanding problems are identified;
r. Record outage description on the status recording and respond to users appropriately.

At this time, the SMF will not provide training for the CSC.

3. The Systems Management Branch, **AMI-310, Will:**

a. Notify the CSC if the support hours need to be changed;
b. Provide training to the CSC as required;
c. Maintain the documentation SMF *Authorized* Access List and provide timely updates to CSC;
d. Maintain the documentation SMF *Authorized* Escort List and provide timely updates to CSC;
e. Maintain the documentation SMF Access *Rules* and provide timely updates to CSC;
f. Maintain escalation documentation (including after hours points of contact;
g. Provide an opportunity for the CSC to review any verbiage on the web that references the CSC;
h. Initiate a meeting if required with the CSC;
i. Provide verbiage to record on outage description utilizing the 4-3000 or the hot line at 4-3967. If no response, leave a message on the 4-3000, which will generate a beeper call.

Attachment 11

CUSTOMER SERVICE CENTER – DESKTOP SUPPORT SERVICE LEVEL AGREEMENTS

Service Level Agreements (SLAs) are established and approved between the Customer Service Center (CSC) and the Customer each fiscal year. The following are the current SLAs for Desktop Support for Fiscal Year 2004.

A. Priority Level Chart

1. The following are priority code requirements:

Priority Code	Customer Impact	Response to Customer	Resolution Time - Services
1 - Critical	• Office/Unit Impacted (Complete work stoppage) • Critical Service Request	15 Min.	Resources will be assigned to resolve the problem as soon as possible.
2 - Important	• Individual Impacted (Inability to perform job) • Important Service Request	1 Hr.	4 Hrs.
3 - Non-critical	Low/No Impact (Able to perform work functions) • Non-critical Service Request	1 Hr.	16 Hrs.
4 - Request	• New Service, Scheduled/Planned Work • Non-critical service request customer specified	1 Hr.	As Scheduled

2. *All* times are based on normal business hours.

3. Critical situations (such as a destructive virus or security threat) that require immediate attention may suspend normal response/resolution times.

4. Calls from executive management and their office administrators are treated as a critical priority.

5. If the call is not resolved by the service desk, the response time is the time it takes the assigned technician to make initial contact with the customer.

6. If the customer is unavailable for an extended period of time on an open ticket, the user will be notified that the ticket has been placed on wait/hold status until the customer can schedule an appropriate time.

7. *All* priority 2 and 3 services that require customer presence will be changed to a priority 4 if customer is unavailable. Customer will be notified and reasonable attempts *will* be made to reschedule with the customer.

8. Software upgrades are deployed as an Aeronautical Center function, not as an organizational function (everyone follows a plan to move to platform at same time) due to supportability, configuration management, and security. If software is installed outside the approved standard and/or configuration management process, the response/resolution times could be affected and the SLA may need to be amended.

B. Services

1. The following tables outline information for the deliverables and identify their priorities.

Table **A**

Basic Office **Automation** Services		**Priority**
Software Services	Software problems that affect productivity	2
	Basic "How to" questions for supported software	3
	Installation of new workstations, hardware and/or software	4
	New employee setup – requires 2-days advance notice	4
Hardware Services	Hardware problems that affect productivity	2
	Installation of new hardware	4
Hardware Maintenance	Hardware repairs – subject to availability of parts	4

Attachment 11

CUSTOMER SERVICE CENTER – DESKTOP SUPPORT
SERVICE LEVEL AGREEMENTS

Table B

Server Level Support		Priority
Local Area Network	Network server outages affecting entire office or division	1
	Login or access problems	2
	Account administration	3
	Changes to network file permissions or directory structure	3
Network Infrastructure Services	Domain Naming Service (DNS)	2
	Windows Internet Name Service (WINS)	1
	Firewall & security services	4
	Internet access	4
	IP – Internet Protocol address assignments/administration	2
	Routing or router problems	1

Table C

Email Services		Priority
Broadcast Messages	Broadcast message service	2
Remote Access	Remote access assistance	2
Directory Services	ADE – Automatic Directory Exchange	3
	Mail directory issue	3
	Naming standards	3
	Synchronizing directory	3
FTP Site	Access to AMC FTP – File Transfer Protocol site	2
Mail Accounts	Login or access problems	2
Maintenance	Assist administrators with post office maintenance issues	3
Post Office Administration	Email administration	3
	Email router for support offices	1
	Export/Import of user's mailboxes	2
	Mail list changes	4
	Post office database errors	1
	Post office outages	1

Attachment 11

CUSTOMER SERVICE CENTER – DESKTOP SUPPORT
SERVICE LEVEL AGREEMENTS

Table D

Scheduling Services		Priority
Lotus Notes Server	Lotus Notes server administration	3
	Outages affecting the entire office/division	1
	Login or access problems	2
	Distribution list updates	3
	Mailbox administration	4

Table E

Security Services		Priority
Security	Virus or security breach	1

Table F

Consulting and Budget Services		Priority
Consulting Services	Updating technology	As required
	Implementation of new national or local systems	As required
Budget Services	Hardware estimates	As required
	Server upgrades	As required
	Desktop software estimates	As required
	Inclusion of AMQ in an overall Office Automation Budget Plan	As required

C. Compliance Reporting Methods

1. Performance metrics will be reported monthly.
2. Meet with customer on a regularly scheduled basis to assure compliance with this SLA.
3. Customer satisfaction follow up surveys will be conducted.
4. Follow up survey results will be tabulated monthly.

D. Performance Metrics

Metric	Performance Criteria
Service Response	Respond to 90% of service requests within 1 hour
Service Resolution	Resolve 80% of service requests within specified SLA

PERFORMANCE WORK STATEMENT
CUSTOMER SERVICE CENTER (CSC) FOR THE
MIKE MONRONEY AERONAUTICAL CENTER, OKLAHOMA CITY, OKLAHOMA

SECTION 1 - GENERAL

1.1 GENERAL INFORMATION

1.1.1 Introduction. The Office of Information Technology (AMI) is an IT services provider to the Department of Transportation (DOT), the Federal Aviation Administration (FAA), and other organizations at the Mike Monroney Aeronautical Center (MMAC). AMI is a "fee-for-service" organization, which encourages business-like decisions creating more cost awareness and increased customer focus. Expected results for AMI include reducing costs by gaining efficiencies and economies of scale. The Customer Service Center (CSC) is a division within AMI and provides six primary functions to the MMAC, FAA and DOT, i.e., Service Desk, Desktop Support, Computer Hardware Maintenance, Production Control (mainframe operational support), Knowledge Management, and Service Desk Software Administration. These services are defined in Section 5.2 of the PWS.

1.1.2 **Background**. The CSC was established after a recent reorganization within AMI, which consolidated the six existing primary functions into one division. The CSC is experiencing a robust growth in the following areas: consolidating existing service desks; increasing the FAA's customer/application base; and implementing new service desk software. Currently, there are 43 contractor employees working on this contract.

1.1.3 Scope of Work. The contractor shall effectively administer, manage, andperform the duties and responsibilities as defined in this PWS, Attachment 10, *Customer Service* ***Center*** *– Service* ***Desk Service*** *Level* ***Agreements*** and Attachment 11, ***Customer*** *Service* ***Center*** *- Desktop* ***Support Service*** *Level Agreements.* The contractor shall be responsible for providing program management and for assuming a partnership role with the Govemment in providing technical solutions and in securing and retaining business. Contractor personnel will be performing work as required to accomplish the CSC requirements of AMI. The contract is to be performed using facilities and materials provided by the Government. Services will be principally performed at the MMAC, Oklahoma City, Oklahoma, unless otherwise stipulated by the Govemment on the individual task order(s).

The contractor shall be responsible for all applicable directives, orders, regulations, specifications, etc., provided by the Government, in support of this contract. The contractor must adhere to established processes and procedures. New and/or changes to processes and procedures will be developed with the coordination of the contractor and the Government.

1.2 GENERAL REQUIREMENTS

1.2.1 Contractor Personnel Requirements.

1.2.1.1 Contractor **Program** Manager and Alternate. The contractor shall provide a Program Manager (PM) and an Alternate Program Manager (APM) who shall be responsible for the performance of the work specified in accordance with the terms and conditions of this contract. The PM and *APM* shall have full authority, including signature authority, to act on behalf of the contractor for all issues pertaining to contract administration for the subject contract. The PM and APM will possess at least a Bachelor's degree in computer science, information systems or other related discipline with a minimum of five (5) years management experience plus a minimum of five *(5)* years CSC management experience in a contract of this size and scope in the Government or large corporate environment. Qualifications of the PM and APM are subject to Govemment review and approval.

The PM or APM shall be available during normal working hours within two hours to meet at the MMAC with Government personnel designated as the Contracting Officer (CO) and/or Contracting Officer Technical Representative (COTR) to discuss problem areas. The PM and APM must be able to read, write, speak and understand English.

1.2.1.2 Administrative. Managerial, and Supervisory. The contractor shall provide qualified personnel with administrative, managerial, and supervisory capabilities to assure the effective performance of the contract. An on-site representative(s) of the contractor such as a Task Leader will perform supervision and will be responsible for monitoring the work assignments of contractor personnel. At no time shall the Government supervise contractor personnel. Qualifications of the on-site representative(s) are subject to Government review and approval.

1.2.1.3 Security Investigation. Contractor personnel shall be required to perform duties requiring a security investigation. The investigation will consist of a National Agency Checkwith Inquiries (NACI), Minimum Background Investigation (MBI), Limited Background Investigation (LBI), or a Background Investigation (BI). The scope of the investigation required and the forms to be completed shall be determined in accordance with FAA Order 1600.72, Personnel Security Program. The contractor shall be responsible for the preparation and submittal of the required forms to the Security Office. The contractor personnel shall not be required nor permitted to perform work prior to receipt of the required approval unless a temporary waiver is granted.

1.2.1.4 Labor Categories. The contractor shall provide employees for the defined categories of labor in Section 5.4. The contractor shall fill any vacancies within 20 working days after the vacancies occur for existing tasks or when new task order(s) are officially authorized in writing by the CO, or provide a written statement to the COTR stating the reason(s) for not meeting the placement criteria with stated corrective actions to timely meet future employee placements. The contractor shall submit a Vacancy Report to the COTR each Monday in accordance with Contract Data Requirements List (CDRL) A005. The Government reserves the right to award a task(s) to another vendor based on the criticality of the task and/or if it is the best interest of the Government.

1.2.1.5 Qualifications. Contractor employees shall have the laowledge, skills, and certifications necessary to perform the required services in the task. The contractor shall furnish proof of employee's qualifications via resumes or written certification, which is subject to review and concurrence by the Government. Contractor employees not meeting minimum qualifications shall not be considered prior to completing the requirements outlined in Section 5.4 unless a waiver is granted by the COTR.

1.2.1.6 Training. The contractor shall provide fully trained employees, be required to have an ongoing training program including a new employee training program, and be responsible for contractor employees acquiring the knowledge and skills necessary to support new technology.

When advantageous to the Government, training may he provided by the Government at no cost to the contractor or paid for by the contractor and reimbursed by the Government if the training course falls into one of the following categories:

a. Unique to the FAA: The Government is providing training exclusively for tasks that are required to be performed at FAA facilities (i.e., on-the-job training to each contractor employee or a train-the-trainer, as required to fulfill additional requirements such as new Customer Provider Agreements (CPAs)/SLAs, changes to CPAs/SLAs, service desk software, agency policies, security issues, software upgrades, etc.). In these instances, the FAA will pay direct hourly charges associated with the number of hours spent in training; or

b. Directed/Mandated by the Government: The class is directed/mandated by Government regulation, FAA Administrator (AOA-1), or an F M Security Element.

Reimbursement of Government-paid training costs will be required if a contractor employee does not remain in the position for a year from the date of training. The contractor shall provide to the COTR on or before the fifth day of each month a Training Report in accordance with **CDRL A006**.

1.2.1.7 Conference and User Groups. Contract employees may be required to attend conferences and user group meetings as deemed necessary by the COTR. The contractor shall be responsible for all membership fees and associated costs such as travel.

1.2.1.8 Labor Distribution Reporting (LDR). Contractor employees may be required to report time by project or by activity within a project. If a Government LDR system is available for contractor use, then contractor employees shall be required to use the system. If one is not available, contractor employees may use a contractor provided system subject to the Government's approval and at no additional cost to the Government. The data from a contractor provided system must be provided in an electronic format.

1.2.1.9 Incentive Awards. The Government encourages the contractor to maintain an incentive awards program to recognize outstanding contributions by their employees in performance of this contract.

1.2.1.10 Work Area Professionalism. Contractor personnel shall ensure the work area reflects a professional appearance because the CSC is subject to constant exposure by visitors and application support personnel. Surplus items will be stored out of sight and personal effects kept to a minimum. Playing computer games is strictly prohibited. Playing music or the radio should be kept to a minimum.

1.2.2 Quality Control Requirements.

1.2.2.1 Quality Control Program. The contractor shall establish and maintain a complete Quality Control Plan (QCP) to ensure the requirements of this contract are provided as specified. The QCP shall describe the inspection system for the requested services listed in the PWS. It shall specifiy how, when, and who shall inspect each service. It shall describe methods used to record the quality control inspection and the disposition of these inspection records. In addition, the plan shall demonstrate the contractor's approach for filling vacancies in a timely manner, for providing qualified personnel and maintaining an ongoing training program to ensure contractor employees acquire the lcnowledge and slalls necessary to support new technology, for managing changes in workload requirements, and for providing timely and accurate invoices. The CO will notify the contractor of acceptance or required modifications to the QCP. The contractor shall make appropriate modifications at no additional cost to the Government and obtain acceptance of the QCP by the CO and COTR before the start of the first performance period. The plan shall be updated as changes occur and shall be submitted for review and acceptance by the Government.

1.2.2.2 Quality Assurance. The Government will evaluate the contractor's performance under this contract in accordance with established quality assurance policies and processes. The Government will record all activities. When an observation indicates defective performance, the Government representative will request the contractor's representative initial the observation indicating acknowledgement of the deficiency. Remedies for defective performance will be governed by Clause 3.10.4-5, Inspection—Time-and-Material and Labor-Hour. Failure to agree as to what constitutes defective performance under this clause shall be handled under the procedures of the Disputes clause included in this contract.

1.2.3 Contract/Task Meetings. The contractor PM and/or APM shall be required to meet, at the discretion of the CO during the term of the contract. The contractor may request a meeting with the COTR by contacting the CO whenever the contractor deems necessary.

1.2.4 Hours of Operations. The contractor shall maintain a forty-hour workweek. A normal workweek is considered to be Monday through Friday, between the hours of 0600 to 1800. Shift work will be required (i.e., Sunday through Thursday or Tuesday through Saturday) but only after written notification is given. During shift work, hours may vary but the core hours of work will occur between 0600 to 1800. Specific tasks may require variations from the normal workweek; i.e., 24 hours per day, 7 days a week, 52 weeks per year, 3651366 days per year. Contractor employees may be required to work rotating/non-standard/part-time schedules to assure task coverage when other contract employees are off or have to be away from the work place.

a. Premium Time Directed bv the Government. Premium time will be necessary on occasion as authorized by the COTR, if previously negotiated on the task The Government will direct premium time only when absolutely necessary to meet workrequirements. This will include emergency callback times and for work performed at home to satisfy an emergency requirement. Response times will be specified in each task's Statement of Work (SOW). For premium time work performed at home, contractor employees will be required to maintain a log outlining with whom they spoke, the duration of the call, and the nature of the call. If additional work is performed as a result of the call, contractor employees shall include the nature and duration of the work performed. This log must be turned in to the contractor employee's task leader for review and verification and included with the invoice. The Government will reimburse actual time worked (time on the telephone or computer attempting to satisfy the requirement). Time waiting for return telephone calls at home is not included as reimbursable time. Premium time will be paid at the regular rate specified in Section B of the solicitation. For those employees covered by a Department of Labor (DOL) Wage Determination, premium time will be paid in accordance with the applicable DOL wage determination.

b. Premium T i e Requested bv the Contractor. In the event the contractor deems premium time necessary to meet work requirements, the contractor shall submit a written request to the COTR. The written request must identify in detail what product or service requires premium time, how many work-hours are required, and for what segment of the organization the work is being performed. The COTR shall approve all requests by the contractor for premium time in writing before any premium time is allowed provided premium time has been negotiated on the task. Premium time will be paid at the regular rate specified in Section B of the solicitation. For those employees covered by a Department of Labor (DOL) wage determination, premium time will be paid in accordance with the applicable DOL wage determination.

c. **Telecommuting**. The Government may permit telecommuting by contractor employees when determined to be in the best interest of the Government in meeting workrequirements. The contractor must have an established program subject to review by the Government. All telecommuting agreements must be authorized and approved by the COTR and include the date, time, and description of the tasks to be performed. Telecommuting time will be paid at the regular rate specified in Section B of the solicitation.

d. Monthlv Premium Hour Report. The contractor shall provide to the COTR on or before the fifth day of each month a Monthly Premium Hour Report in accordance with CDRL A007.

1.2.5 Observance of Legal Holidays and Administrative Leave. Generally, the contractor shall not be required to work nor will payment be made by the Government on holidays and administrative leave. The following is a list of Federal holidays and administrative leave:

a. New Year's Day, January 1
b. Martin Luther King's birthday, the third Monday in January
c. President's Day, the third Monday in February
d. Memorial Day, the last Monday in May
e Independence Day, July 4
f. Labor Day, the first Monday in September
g. Columbus Day, the second Monday in October
h. Veteran's Day, November 11
i. Thanksgiving Day, the fourth Thursday in November
j. Christmas Day, December 25
k. Any other day designated by Federal statute, executive order, or presidential proclamation.
l. Local determinations relating to adverse weather conditions, national emergencies, energy conservation, MMAC/Organizational determinations, etc., may require the Center to close. During such periods of closure, contractor employees will not be allowed to work nor will the contractor be compensated.

1.2.6 Travel. The contractor shall obtain prior authorization for travel from the CO prior to incurring **any** travel costs. A proposal showing a complete breakdown of all travel charges shall be provided to the CO at no additional cost to the Government. If accepted, the CO will provide a written authorization to the contractor to proceed with travel provided travel funds exist on the task.

1.2.7 Physical Security. The contractor shall be responsible for safeguarding all Govemment property for contractor use. At the close of each work period, Government facilities, equipment, and materials shall be secured.

1.2.8 Conservation of Utilities. The contractor shall instruct employees in utilities conservation practices. The contractor shall be responsible for operating under conditions, which preclude the waste of utilities, which shall include:

a. Lights shall be used only in areas where and when work is actually being performed.

b. Mechanical equipment controls for beating, ventilation, and air conditioning systems shall not be adjusted by the contractor or by contractor employees unless authorized.

c. Water faucets or valves shall be turned off after the required usage has been accomplished.

1.2.9 Off-Site Space Requirements. In the event adequate space is not available to house the personnel required for specific task(s) and with approval and authorization from the Government, the contractor shall provide the required space including all utilities, telephone, janitorial services, etc.; workstations; associated hardware and software; office equipment/furnishing(s) and supplies. With the direction and assistance of the Govemment representative(s), the contractor shall provide the appropriate telecommunication connectivity, as required for information systems access. Actual expenses shall be reimbursed to the contractor upon receipt of validated itemized invoice(s).

1.2.10 Transition **Plan.** It is essential to the Govemment that services required under this PWS are performed without interruption. Consequently, it is imperative that transition to full contract performance be accomplished in a well-planned, orderly, and efficient manner. The transition period shall begin 30 days prior to full contract performance, which is anticipated to be in the first quarter of fiscal year 2005.

1.2.11 Transition Activities. At the conclusion of any performance period, including option periods or extensions, the services provided under this PWS may be awarded to another contractor. Tbe contractor in place shall be required to assist in the transition activities.

1.2.12 Strike Contingency Plan (SCP). The contractor shall develop a SCP to ensure continuity of operations in the event of a strike by contractor personnel. Contractor services under SCP shall be at no additional cost to the Government. Two copies of *the* contractor's final SCP shall be provided to the CO and COTR for approval not later than two weeks after contract award. Any changes to the SCP shall be provided in writing to the CO within five days prior to the effective date of the change.

1.2.13 Contract Funds Status Report (CFSR). The contractor shall prepare and submit a monthly CFSR in accordance with CDRL A008.

SECTION 2 – ACRONYMS AND DEFINITIONS

2.1 3270. IBM's interactive communications terminal standard.

2.2 ACC. Account Classification Code.

2.3 Access Control Officer (ACO). The ACO serves as the system owner's representative who authorizes access to and use of the system, data, proprietary software, etc. The ACO must ensure that each person requesting data access meets the "need-to-know" requirement for the requested access. The ACO will re-certify user access, based on anniversary date, for each user for every system under their purview. The ACO ensures that if an employee changes positions, moves to another organization, moves to another region, retires, etc., the user's access is reviewed and modified or deleted as appropriate

2.4 ACD. Automatic Call Distribution.

2.5 Ad Hoc. "In real time," or "On the spot!" Ad Hoc queries are database queries that are created by the user in real-time.

2.6 Administrative Data Telecommunications Network (ADTN-2000). FAA's communications services contract for a private network using phone lines between all FAA regions and centers.

2.7 ADP. Automated Data Processing.

2.8 AMI. Office of Information Technology.

2.9 Application Service Provider (ASP). A third-party service firm, which deploys, manages, and remotely hosts a pre-packaged application or suite of applications in a "rental" or "lease" agreement. No software or hardware typically resides at the customer's site.

2.10 Antomated Call Distribution (ACD). An add-on feature to Customer Interaction Center PBX's @hone switches), ACD's intelligently handle and route incoming calls based on defined criteria (such as, next available employee, skill set, workload, group, etc.).

2.11 Batch LID. High-level restricted application batch job Logon-ID.

2.12 Call Ownership. The representative that answers the call is responsible for ensuring that he or she accomplished what the customer asked for, i.e., is the customer satisfied with resolution of the problem?

2.13 CDA. Central Domain Administration.

2.14 Certification Specialist (CS). The CS is responsible for the ongoing re-certification of the User. The CS serves as the Office of Primary Responsibility's (OPR's) representative to re-certify a user's continued access to their application system residing on the FAA's Mainframe. The CS performs only those functions relating to the re-certification of a user. These functions include validation of the user's Job Location Information (JLI), contractor information, and the individual's continued requirement to access the application to carry out a particular job function. If the OPR does not designate a CS, the re-certification responsibility falls back on the ACO.

2.15 CICS. An inter-active telecommunications software package that is capable of providing on-line real-time processing to all terminals and printers established on the network.

2.16 Client-Server. The division of an application into separate processes capable of operating on separate central processing units connected over a network.

2.17 CMT. Configuration Management Team.

2.18 COM-PLETE. An integrated telecommunications software package that is capable of providing on-line real-time processing to and from all terminal and printers established on the network.

2.19 Computer Based Training (CBT). Training done via computers, web based, packaged and hosted videos. Advantages are less expensive to deliver and Facility Led Training (FLT), less labor (no instructor), greater productivity because representatives are not off the phones for long periods of time, and can be delivered to a representatives' desktop eliminating the need for a classroom. Limitations are CBT does not provide human reinforcement, it's not as effective for soft skills training, and there is a lack of group interaction.

2.20 Contracting Officer (CO). The person authorized to act on behalf of the Government to negotiate and award contracts and modifications thereto, and to administer contracts through completion or termination. Except for certain limited authority delegated by the CO to a technical representative, the CO is the only individual with the authority to direct the work of the contractor.

2.21 Contracting Officer Technical Representative (COTR). The Government representative responsible for technical contents of the contract and any subsequent task(s). This person will be responsible for monitoring contractor's performance and will be involved with modifications or changes to the contract or Performance Work Statement, Program Reviews, and overall contractor's performance

2.22 Customer Service Center (CSC). The organization in AMI that provides service desk, office automation desktop, and production control support. It is located in Oklahoma City at the MMAC.

2.23 Database Administrator (DBA). The engineer in the IT organization that keeps the corporate databases running at peak efficiency, maintains data backups, and ensures the accuracy and "cleanliness" of the data stored in the databases.

2.24 DB/2. A relational database management system (DBMS) from IBM that was originally developed for its mainframes. It is a full featured SQL language DBMS that has become IBM's major database product. IBM has made DB/2 available for all of its own platforms, including OS/2, AS/400, AIX/6000, and OS/390 as well as Sun systems and HP-UX on HO 9000 workstations and servers.

2.25 Direct Access Storage Device (DASD). A peripheral device that is directly addressable, such as a disk or drum. The term is used in the mainframe world.

2.26 DOT. Department of Transportation

2.27 extensible Markup Language (XML). Allows designers to create their own customized tags, enabling the definition, transmission, validation, and interpretation of data between applications and between organizations.

2.28 FAA. Federal Aviation Administration,

2.29 Frequently Asked Questions (FAQs). A list of questions that are repetitively asked of Customer Support Representatives. If a user views the FAQ list, they will find answers to the most commonly asked questions, saving the support organization time and effort in handling repeat questions or problems.

2.30 Functional Support. Provides support to problems documented by the service desk that are application specific and cannot be resolved by the service desk. (Other names are Level 2 and Tier 2).

2.31 IBM. International Business Machines

2.32 ICE-MAN. The Integrated Computing Environment—Mainframe and Network is the mainframe platform where the Production Control requirement is located.

2.33 ICG. Integrated Computing Environment-Mainframe and Network (ICE-MAN) Customer Group, which has been referred to as ICE-MAN User Community (IUC). Both are a follow on to the Data General user group. Due to budget restrictions the group communicate primarily through the annual Memorandum of Understanding (MOU) agreement, the ICE-MAN Web site, a monthly telecon, and the quarterly ICE-MAN Notes.

2.34 IDCAMS. The access method services part of IBM's system managed storage (DFSMSdfp).

2.35 Instant Messaging (IM). Instant Messaging is the ability for two or more users who are online to communicate via text in real time on their computers. The FAA utilizes lotus 'Same-Time'.

2.36 INTER-COM. An interactive telecommunications software package that is capable of providing on-line real-time processing to and from all terminals and printers established on the network.

2.37 Interactive Voice Response (IVR). A software application that accepts a combination of voice telephone input and touch-tone keypad selection and provides appropriate responses in the form of voice, fax, callback, email and perhaps other media. IVR is usually part of a larger application that includes database access.

2.38 Intranet. A network internal to an organization that is based on the protocols of the Internet (namely, TCP/IP).

2.39 IRM. Information Resources Manager.

2.40 ISO. ICE-MAN Support Organization.

2.41 ISSO. Information Systems Security Officer.

2.42 ISST. Integrated Systems Support Team.

2.43 IT. Information Technology

2.44 IUC. ICE-MAN User Community, wluch bas been referred to as ICG. Both are a follow on to the Data General user group. Due to budget restrictions the group communicate primarily through the annual Memorandum of Understanding (MOU) agreement, the ICE-MAN Web site, a monthly telecon, and the quarterly ICE-MAN Notes.

2.45 Job Control Language (JCL). Provides the means of communication between an application program and the operating system and computer hardware.

2.46 Knowledge Database. A database that is stocked with information that has been reviewed by technical staff, with notes added, to make the information within it true "lmowledge." Knowledge bases are often accessible by customers via the web, and may contain such items as Frequently Asked Questions (FAQs), known bugs, answers to previously asked questions, white papers, and the like. Used intelligently, a knowledge base can be a time saver for both users and Customer Support Representatives alike. In general, a lmowledge base is a centralized repository for information: a public library, a database of related information about a particular subject.

2.47 Knowledge Management Resource. Any resources that are dedicated to maintaining lmowledge. Knowledge Management caters to the critical issues of organizational adaptation, survival and competence in face of increasingly discontinuous environmental change. Essentially, it embodies organizational processes that seek synergistic combination of data and information processing capacity of information technologies, and the creative and innovative capacity of human beings.

2.48 LAN. Local Area Network.

2.49 Lightweight Directory Access Protocol (LDAP). A client-server protocol for accessing a directory service. It is most often used to identify corporate network users, and maintain their passwords, on a central server repository. Some Customer Relationship Management (CRM) and other enterprise-application vendors are building access to LDAP services into their programs, so that two lists of users and passwords do not need to be maintained (one on an LDAP server, one in the application itself).

2.50 LINUX. A version on UNIX operating system.

2.51 Live Chat. A customer support service where a Customer Support Representative conducts a live, online text chat session with auser. Usually initiated by a website user who wants immediate access to help, but doesn't want to disconnect from the Internet to call the company by phone.

2.52 Mainframe. **A** large capacity computer system with processing power that is significantly superior to a Personal Computer or midrange computer.

2.53 MMAC. Mike Monroney Aeronautical Center

2.54 Multi-Channel. Provides customers the ability to access the company via multiple "channels," or methods of communications. Typical communication channels include web chat, web forms submission, email, phone, fax, Voice over IP (VoIP), and live chat.

2.55 National Access Control Officers (NACO). The NACO located in AMI-300 provide management of mainframe security and technical support for the security portion of hardware, software, and application resources.

2.56 Office of Primarv Responsibilitv (OPR). The OPR organization is the system owner and provides the funding for the computing service. The OPR contact serves as the primary contact with the ICE-MAN COTR in the Integrated Product Team for Information Systems (ASU-510), and with the National Access Control Officer (NACO) in the Systems Management Branch (AMI-310).

2.57 OnLine Transaction Processing (OLTP). That portion of the software that enables daily business operations such as order entry.

2.58 Open DataBase Connectivity (ODBC). A standard protocol that is used to run queries against databases that are not "natively" supported (supported directly, with their own language) by an application. Most databases support ODBC connections to front-end tools, in addition to supporting specific applications natively.

2.59 ORACLE. Oracle is a relational database management system (RDBMS). Oracle is scaleable from a small microcomputer to larger mainframes. Versions are available for many operating systems, including MVS, Unix, Windows NT and Sun.

2.60 OS. Operating System

2.61 P210. ICE-MAN Production Logical Partition (LPAR).

2.62 PC. Personal computer.

2.63 Personal Digital Assistant (PDA). Term for the handheld devices currently on the market, such as Palm-OS-based units, Pocket PC-based units, and units based on the Symbian OS from Psion.

2.64 Portal. A web site that combines elements of targeted information relevant to a given audience. For example, a company might set up a supplier portal, including information only relevant to their suppliers (such as inventory levels, corporate contact information, instructions for shipping and invoicing the company for parts shipped, etc.).

2.65 Premium Time. Premium time is any time outside an employee's normally scheduled 40-hour workweek.

2.66 Production Control. The process and support for starting, monitoring and ending batch and online production jobs.

2.67 Quality Assurance. Those actions taken by the Government to assure services meet the requirements of the contract, PWS or Task Statement of Work (SOW).

2.68 Quality Control. Those actions taken by the contractor to control the performance of services so that they meet the requirements of the contract, PWS or Task SOW.

2.69 Query Bv Example (QBE). A method for searching databases. QBE uses an existing screen to enter information into the various editable fields. The values entered represent the criteria used in the search. For example, if two fields contain a First Name and Last Name for a contact, and you wanted to find all the Joneses in the database, you would type 'Jones' in the Last Name field, and run the query. The query would return information on all the Joneses in the database.

2.70 Queues (Work Queues). Repositories for work orders that one or more employees have access to. It's a collection of actionable items, from wluch employees select the items that they will personally worlc on, and move them to their WIP (Work in Process) bins, or personal queues.

2.71 RACF. Remote Access Control Facility.

2.72 Relational DataBase Management System (RDBMS). The typical, standard database, with both data models, data definitions, and data storage capabilities. Examples include Oracle's 9i database, Microsoft's SQL Server 2000, and IBM's DB2 and Informix.

2.73 Returned Materials Authorization (RMA). Most companies require that customers contact them before returning previously purchased product, to receive authorization to return the product. The customer is usually given an RMA number, for tracking purposes.

2.74 Script. Another term for macro or batch file, a script is a list of commands that can be executed without user interaction. A script language is a simple programming language with which you can write scripts.

2.75 Service Level Aereemeut. This is the agreed-upon level of service that will be provided by the vendor to the customer upon purchase of product. Variables include: channels supported, hours of the day, days of the week, response times, and on-site support.

2.76 Service Reauest. The latest term for support case, problem ticket, work order, or other terms previously used. A Service Request is established in software to track a customer contact through to its conolusion. It contains contact information, details about the issue or problem at hand, and usually concludes with a summary of how the problem was solved.

2.77 Skill Based Routing (SBR). ACD calls are routed dependent on the slalls of the staff. The slalls are identified by the server with complex scripts.

2.78 SMF. System Management Facility.

2.79 Soft Skills. The ability of the representatives to treat the customers and soothe them, and to make judgment calls based on the value of the customer and the urgency of the request - these are diplomacy and negotiating skills. Representatives must know the SLA and what can be done, even if this requires a warm transfer. When customers pay for service desk support, they expect better quality support including well-trained agents.

2.80 SYSJ. ICE-MAN Test Logical Partition.

2.81 Task Leader (TL). Government approved, contractor representative(s) designated to provide supervision and to interface with the COTR on task activities and performance. Taslc Leaders shall not spend more than a half an hour per weelc per employee supervised on the following administrative functions: review of time cards, final interviews for vacancies and providing information to the local program office for contractor employee performance reviews. If additional time is spent on administrative functions, the contractor shall not invoice for these hours nor will the contractor be compensated. Activities specified in the Task SOW such as status reports, required deliverables, etc., are not considered to be administrative functions.

2.82 Technical Control Officer (TCO). The TCO serves as the Office of Primary Responsibility's (OPR's) designated representative to process some type of application security. There are three main types of security performed. For each type, the TCO must respond quickly to the access requested.

a Natural Security is performed for all application systems Written in the Natural programming language. A Natural TCO should logon to CARS daily.

b. Application **Security** is designed into some application systems. The person responsible must be knowledgeable with the application and lmow how to maintain this type of internal security. An Application TCO should logon to CARS daily.

c. RACF Representative is a person that maintains the Resource Access Control Facility (RACF) security rules. A RACF TCO should logon to CARS daily, AND, whenever RACF rules need to be maintained.

2.83 Technical Support. Provides solutions to technical problems documented by service desk that are actually related to the software or hardware and cannot be resolved by service desk (Other names used are: Level 2 and tier 2).

2.84 Thin Client. Another term for web browser. When an application vendor says that they have support for thin client, they mean that the majority of processing happens on back-end servers, and the display mechanism is the web browser, which conducts minimal (though, with Java or ActiveX plug-ins, possibly more substantial) processing of data.

2.85 Total Cost of Ownership (TCO). Used when evaluating software before implementation. It not only considers the costs of the software licenses, on-going maintenance fees, and support costs, it also considers how much time, and in turn, how much money, it will cost to own the software over the long term. It also considers whether the software bas bugs and will be in need of constant updates and enhancements and whether the software is difficult to use and will require higher training costs and ramp-up times. TCO considers ALL the costs that might be associated with a piece of software over its lifespan.

2.86 **TPX**. Terminal Productivity Executive.

2.87 Transport Control **Protocol/Internet** Protocol (TCP/IP). TCP/IP is the method by which data on the Internet is divided into packets of bytes. Information is divided into packets of information, with each packet delimited with header information that includes the destination address to where the paclcet is to be routed when it is transmitted over the Internet and how it is to be re-assembled with the other packets containing the coherent data on the other end. Packets may take very different routes across the Internet, arrive at a destination, be re-assembled in the same order in which they were disassembled, and presented to the user on the other end. Technically, IP is responsible for moving packets of data from node to node. IP forwards each paclcet based on a four-byte destination address (the IP number). TCP is responsible for verifying the correct delivery of data from client to server. Data can be lost in the intermediate network. TCP adds support to detect errors or lost data and to trigger retransmission until the data is correctly and completely received.

2.88 TSO. A timesharing option that allows numerous users to use the facilities of the main computer in a conversational manner.

2.89 **TSO/E**. Time Sharing Option Extensions.

2.90 **USDA/NITC**. United States Department of Agriculture National Information Technology Center.

2.91 USS. UNIX System Services.

2.92 Virtual Storage Access Method (VSAM). An IBM access method for storing data, widely used in IBM mainframes. It uses the B+ tree method for organizing data.

2.93 Voice over IP (VoIP). The ability to carry on a conversation over the Internet, while still browsing the Internet. Typically requires broadband (e.g., Direct Satellite Link (DSL), cable, or LAN-based connections), which right now have fairly limited penetration into consumer households. Hence, VoIP is not yet broadly implemented by website creators.

2.94 WAN. Wide Area Network.

2.95 Warm Transfer. A warm transfer is when the service desk employee transfers the caller to another support area and stays on line until the correct support person is identified and has "taken control" of the caller. Then, the service desk employee should disconnect.

2.96 White Paper. A lengthy, often technical, article on a topic that provides background information on corporate products, industries, or industry trends.

2.97 Wireless Application Protocol and Wireless Markup Language (WAP/WML). These are syntax used to program content for wireless phones using languages that allow the text portions of Web pages to be presented.

2.98 Work in Process (WIP). Considered to be a personal "To-Do" list. Represents personal queues, to which only one user has access. When an item is in an individual's WIP, they "own" that Service Request (SR) and are responsible for solving the problem or answering the question, unless they pass the SR to another employee's WIP.

SECTION 3 – GOVERNMENT FURNISHED PROPERTY AND SERVICES

3.1 General. The Government shall provide, without cost, the facilities, equipment, materials and services listed below. The Government-furnished property and services provided as part of this contract shall be used by the contractor only to perform under the terms of this contract. No expectation ofpersonal privacy or ownership using any FAA electronic information or communication equipment shall be expected.

3.2 Property.

3.2.1 Facilities. The Government shall provide facilities at the Mike Monroney Aeronautical Center, 6500 South MacArthur Boulevard, Oklahoma City, Oklahoma 73125, or other local Government leased/owned facilities, including all utilities, telephone, janitorial services and furniture for contractor employees performing on tasks.

3.2.2 Equipment. The Government shall provide the following:

a. A suitable working environment (i.e., office furniture and administrative supplies).

b. A Personal Computer (PC) with access to an appropriate host computer and auxiliary hardware and software required in the performance of this contract. Games delivered by the computer vendor shall be removed and individuals shall not add games to their PC.

c. Push carts and limited use of MMAC vehicles to transport equipment to buildings.

d. A laptop under certain conditions and with approval from the COTR.

e. Pagers, headsets, cell phones and maintenance agreements for such equipment when determined to be applicable by the COTR. The Government will replace items that are determined to be beyond economical repair by the COTR unless the damage or loss is due to contractor negligence.

f. A listing of Government Furnished Property (GFP) is provided under Clause G.3, Identification/Delivery of Government Property.

3.2.3 Materials. The Government shall furnish the following:

a. The basic reference manuals, and any revisions, updates, and changes thereto for use by the contractor.

b. Microfiche inherent to the nature of the functions being performed.

3.3 Use **of** Government Property.

3.3.1 Telephones. Government telephones are provided for use in conducting official business. Occasionally, contractor employees are permitted to make calls that are considerednecessary in the interest of the Government. Examples are as follows:

a. Calls to home or doctor if a contractor employee is injured or becomes sick at work.

b. A brief call to a location within the local commuting area to speak to a spouse or a minor child or those responsible for the child.

c. Brief calls to locations within the local commuting area that can be reached only during working hours, such as local Government agency, bank, or physician.

d. Brief calls to locations within the local commuting area to arrange for emergency repairs to home or car.

3.3.2 **Mail/Postage.** Contractor employees shall not have their personal mail directed to the Government office or use Government-furnished postage, either metered or stamps, for personal benefit.

3.3.3 Electronic **Mail (E-mail).** All e-mail access and use by contractor employees shall be in support of the individual's official duties and task responsibilities. All information created, transmitted, received, obtained, accessed, or in any way captured electronically using FAA e-mail systems is the property of the Government.

3.3.4 Convenience Copiers. Convenience copiers are to be used to copy material for official Government business only in performance of the task.

3.3.5 **Fax** Machines. Contractor employees shall not use **Fax** machines for other than official Govemment business in support of the task

3.3.6 Computers and Internet. All Internet and electronic media access accomplished by contractor employees (utilizing Government-furnished equipment) shall be for official Government business and in support of taslcrequirements. Use of computer systems for personal use is prohibited.

3.3.7 **Canvassing, Soliciting** or Selling. Contractor employees shall not engage in private activities for personal gain or any other unauthorized purpose while on Government-owned or leased property, nor may Government time or equipment be utilized for these purposes.

SECTION 4 - CONTRACTOR FURNISHED ITEMS AND SERVICES

4.1 General. The contractor shall furnish all personnel, services, and supervision to perform the requirements of this PWS.

4.2 Administrative Support. The contractor shall provide a local off-site office and the necessary furniture and equipment, at the contractor's expense, to perform administrative and office functions.

4.3 Task Related Support. When Government-furnisheditems are not available or accessible and with approval and authorization from the Govemment and as identified in a task description, the contractor shall provide the required work space including all utilities, telephone, janitorial services, etc.; workstations, associated hardware and software; office equipment; furnishing(s) and supplies necessary for contractor employees performing on tasks. The contractor shall provide the appropriate telecommunication connectivity, as required for information systems data base access. The Government reserves the right to inspect and approve all purchases. The Government upon inspection and acceptance, and receipt of a proper invoice shall reimburse actual expenses to the contractor. All reimbursable items become the property of the Government.

4.4 Special Personnel Support Requirements. When authorized, the contractor shall provide specialty skilled personnel to satisfy unique and specific tasks for short term or long term efforts (e.g., feasibility studies, cost analysis, information business plans, etc.) These tasks may be fixed price or require skill levels not identified under Contract Line Item Number (CLIN) 2. The Government reserves the right to award a tasks(s) to another vendor based on the criticality of the task and/or if it is in the best interest of the Govemment.

SECTION 5 – TECHNICAL REQUIREMENTS

5.1 SCOPE OF WORK

5.1.1 General. The CSC provides support to the MMAC, FAA, and DOT. The types of services provided are identified below. Actual requirements and specific details of work assignments, skill levels, expertise, reporting requirements, schedules, and deliverables will be provided in the individual task order(s). All work shall be performed in accordance with the FAA Integrated Capability Maturity Model (iCMM), International Standards Organization (ISO) 9000, Software Engineering Institute Capability Maturity Model Process Management or other existing policies, standards, and processes. All deliverables become the sole property of the Government.

As part of the task order, the contractor may be required to obtain commercially available hardware and/or software, which are integral and/or incidental to the support being provided. New labor categories or skill levels may be added to CLIN 2 during the course of this contract to reflect changes in technology or the Government's needs, provided that the labor category or skill level falls within the general scope of work for this contract, which is for CSC support services.

5.1.2 Program Requirements. The contractor shall respond timely to task order requirements, and shall implement, manage and administer task order(s) developed in accordance with the task order procedures and contract administration requirements of this contract. The contractor shall ensure that all task order work is performed in accordance with the applicable task order, the task order SOW (if applicable), and the delivery schedule, including ensuring that task order cost and labor hour estimates are not exceeded during work performance. **The contractor shall provide to the COTR on or before the fifth day of each month** a **Project Tracking Executive Summary in accordance with CDRL A009.**

Task order turn around time frames typically will be tight, allowing minimal time for response and preparation activities and subsequent work start-up. Because of the constantly expanding and changing scope, technical expertise, performance/skill levels and turn around times associated with the Government's CSC requirements, the contractor must have personnel resources readily available with varying levels of expertise and experience. Cross training needs to be an on-going process.

5.2 SERVICES

5.2.1 Services. The following, while not all-inclusive, are areas and activities typical of the services provided under this contract.

5.2.2 Service Desk. The contractor shall be familiar with and practice Information Technology Infrastructure Library (ITIL) standards in relation to the Service Desk software. The constantly expanding and changing scope requires the contractor and each Service Desk analyst to be flexible and adaptable.

5.2.2.1 General Service Desk Requirements. The contractor shall provide world-class global Service Desk support to the FAA and DOT for approximately 30,000 customers with an average of over 83,000 problem calls per year for the following: Personal Computer (PC), Integrated Computing Environment-Mainframe and Network (ICE-MAN) and FAA DELPHI. In addition, the contractor shall provide other services as described in 5.2.2.1.d below.

a. The contractor shall provide PC support to approximately 2,800 users at the MMAC. An average of 27,000 calls per year are received of which more than fifty percent are resolved without escalation. The other 50 percent are escalated to Desktop Support, Computer Hardware Mainrenance, and Networlc and Electronic Mail support. The Network and Electronic Mail support employees fall outside the scope of this contract (although the Service Desk employees work closely with them). The contractor shall provide coverage from 0600 to 1800, Monday through Friday. For special requirements defined by the COTR, the contractor employee(s) may be required to worknon-standard shift schedules to assure coverage when other contractor employees are off or have to he away from the workplace.

b. The contractor shall provide ICE-MAN support to approximately 23,000 FAA and DOT mainframe global users. Approximately 50,000 calls per year are received of which more than ninety percent are resolved without escalation. The contractor shall provide essential coverage 24 hours a day, 7 days a week, 3651366 days a year.

c. The contractor shall provide FAA Delphi support to approximately 3,000 users of the Oracle Financial Suite of Software. An average of 6,000 calls per year are received of which more than thirty percent are resolved without escalation. The contractor shall provide coverage from 0500 to 2000, Monday through Friday. As more cross training occurs, the requirement to have designated hours will be eliminated.

d. The contractor shall perform other duties that are the responsibility of the CSC such as maintaining sign-out logs for the copier room key after prime time and the elevator key, monitoring servers and telecommunications equipment in the Systems Management Facility (SMF) room, resetting servers and telecommunication equipment in SMF, facility access control, escorting personnel in SMF, etc.

5.2.2.2 <u>Specific Service</u> Desk <u>Requirements</u>. The contractor shall he required to utilize professional soft skills and writing skills in support of various functions of the CSC. Support includes:

a. Answer telephone, analyze callers needs, create a ticket for every call, monitor and track open tickets;
b. Resolve routine problems including password resets;
c. Escalate open tickets to other service providers such as system outages, telecommunication outages, equipment repair, LAN problem resolution, desktop and application support, or other technical resources;
d. Update existing tickets with current data;
e. Maintain ownership through closure of all tickets;
f. Respond to electronic-mail (e-mail);
g. Provide status and outage communication via the ACD, voice-mail (v-mail), and web sites;
h. Contribute to the creation and maintenance of Service Desk processes, procedures, and metrics;
i. Communicate status and provide follow-up to users of status on service requests tickets;
j. Provide scheduled support to customer during special testing periods;
k. Participate in Change Control activities as scheduled;
l. Produce standard and ad-hoc reports from the Service Desk software and the telephony system;
m. Provide configuration support for the telephony system;
n. Assist mainframe security administrators in establishing and re-establishing system access via the Computer Access Request System (CARS);

o. Redirect calls that are unsupported or misdirected, to the appropriate support area and/or provide appropriate contact information to the caller to ensure the highest level of customer support. At no time will a caller/customer he advised that service is not provided by the CSC, nor will the call he terminated without providing customer assistance;

p. Support other general tasks relating to user and system audits, re-authentication of users, and RACF database management.

5.2.3 Desktop Support.

5.2.3.1 General Desktop Support Requirements. The contractor shall provide Desktop support to approximately 2,800 users at the MMAC. An average of 6,200 requests are escalated from the Service Desk per year. These numbers include special projects for MMAC organizations (i.e., installation, configuration, and deployment of approximately 400 new systemslequipment upgrades). Special projects occur on an average of two per year. The contractor shall provide coverage from 0600 to 1800, Monday through Friday. The contractor staff will supplement the existing federal work force to provide this support.

5.2.3.2 Specific Desktop Support Requirements. The contractor shall provide technical expertise to support installation, management, and control of office automation desktop support. Systems are generally Microsoft Desktops with less than one percent Macintosh. Support includes:

a. Remote management of desktop systems;
b. Software installation, configuration, and troubleshooting;
c. Assemble the appropriate hardware, software, and information for an installation;
d. Upgrade from existing software packages as well as apply updatelupgrades and fixes to existing software products;
e. Solve installation problems;
f. Remove/uninstall an installation;
g. Configure network components;
h. Install, configure, manage, and troubleshoot printer, scanners, and other peripheral devices;
i. Schedule, install, configure, and delivernew systems to customers;
j. Troubleshoot software application errors;
k. Maintain property records for inventory;
l. Perform product reviews, evaluations, and reports on office automation products;
m. Document and maintain installation and troubleshooting procedures as outline in AMI-600 procedures template;
n. Provide product assistance and demonstrations to users.

5.2.4 Computer Hardware Maintenance.

5.2.4.1 General Computer Hardware Maintenance Requirements. The contractor shall provide Computer Hardware Maintenance to approximately 2,800 users at the MMAC. An average of 1,800 hardware repair and/or maintenance support requests are escalated from the Service Desk per year. The contractor shall provide coverage from 0600 to 1800, Monday through Friday. The contractor shall provide computer hardware repair, problem resolution, and maintenance for file servers, network and desktop equipment. The Government will provide all necessary tools, parts, materials, equipment, test equipment, and supplies required to provide service repair for personal computers, LAN Servers, and related hardware peripherals consigned to the MMAC. The contractor staff will supplement the existing federal work force to provide this support.

5.2.4.2 Specific Computer Hardware Maintenance Requirements. The contractor shall provide computer hardware maintenance and repair. Systems are generally Microsoft Desltops with less than one percent Macintosh. Support includes:

a. PC hardware disassembly and reassembly, remove boards, disconnect cables, remove drives, remove power supplies, and perform final check and testing;

b. Diagnose and repair or replace servers, desktop, laptop systems and associated external peripherals such as monitors, keyboards, multimedia, sound hoards, speakers, pointing devices, printers, scanners, modems, CD ROM drives, tape and disk units. This service also includes repairing networlced printers such as laser printers;

c. Conduct research to determine if equipment is under warranty. Make necessary arrangements with hardware vendors for delivery, return and replacement of hardware items under warranty;

d. Maintain property records for inventory;

e. Document and maintain hardware maintenance repair procedures.

5.2.5 Production Control (Mainframe Operational Support).

5.2.5.1 General Production Control Requirements. The contractor shall provide ICE-MAN support for over eighty-five global applications on the FAA mainframe located in Kansas City. The areas of support include IT, associated security, and monitoring production jobs (mainframe operational support). There are an average of *3,500* abnormal terminations that occur yearly. The CSC creates Service Desk tickets, contacts the appropriate Level 2 technical staff, and provides follow-up support to the Level 2. The current operating system is z/OS, z/VM supporting multiple teleprocessing monitors and multiple web servers. The contractor shall provide coverage 24 hours a day, 7 days a week, *3651366* days a year. The equipment involved shall include large-scale mainframe computer systems, mid-size mainframe computer systems, client-servers, LAN servers, communications controllers, telecommunications monitors, and other equipment associated with IT processing and communications.

5.2.5.2 Specific Production Control Requirements. The contractor shall provide production control for the ICE-MAN mainframe computer. Support includes:

a. Monitor system consoles and provide information related to mainframe operational status, abnormal terminations, and performance problems to the appropriate system technical staff;

b. Perform computer system backup and recovery tasks and log entries reflecting these actions for application systems;

c. Perform normal day-to-day computer operational tasks as defined in the *ICE-MAN Facility Management Plan's Operating Procedure;*

d. Reset and reestablish user status in servers and online systems such as COMPLETE, TSO, and CICS;

e. Perform system and application startup and shut down activities upon request;

f. Submit jobs that perform database reorganization/restoration based on application owner's directions;

g. Execute console commands to start and cancel database and software job processes as required (e.g., ADABAS, CICS, COM-PLETE, etc.);

h. Coordinate with system software staff and mainframe service provider to resolve abnormal job terminations and assist in identifying hardware/software problems that may have contributed to the termination;

i. Fully document, report, and coordinate all production control problems identified by and/or reported to the CSC by creating a problem ticket and tracking from open to close status;

j. Monitor batch job processing for abnormal job occurrences, log problems, cancel jobs as necessary;

k. Arrange and reschedule transmission of computing jobs over telecommunications networks and links upon request;

l. Escalate production jobs abnormal ends (abends), to appropriate technical or functional resources based on SLAs and/or Knowledge Management Resources;

m. Restart jobs manually or through Control-R at the direction of application or technical support personnel and coordinate manual submission of batch jobs with applications personnel, if not processing under Control-M.

5.2.6 Knowledge Management.

5.2.6.1 General Knowledge Manaeement Requirements. Crucial to providing world-class Service Desk support is the maintenance of a dynamic Knowledge Base (KB) library of Service Desk technical documentation of which some is provided by the customer representatives. The types of documents are frequently asked questions (scripting), Service Desk procedures, escalation procedures, call backrosters, application specific documents from customers, and installation and configuration procedures for desktop support. The contractor shall be required to maintain over 600 KB documents, create an average of 75 new documents a year, supporting over fifteen SLAs. Documents are in the Service Desk software, web based, and in a Lotus Notes Database.

5.2.6.2 Specific Knowledee Manaeement Requirements. The contractor shall provide Knowledge Management maintenance in the appropriate KB repository for all services in the scope of these requirements. Support includes:

a. Attend meetings at the request of the COTR, which may impact required changes to the KB repository;

b. Maintain one up-to-date hardcopy of all documentation for disaster recovery and/or system outages;

c. Coordinate all changes to the KB with the COTR;

d. Coordinate all KB work efforts with the COTR;

e. Provide status updates and/or notification bulletins to CSC analysts when changes are implemented via e-mail and verbally;

f. Coordinate updates for call back lists, escalation lists, special events, etc. with appropriate customer representative and COTR;

g. Maintain up-to-date escalation and callback lists for FAA technicians, FAA contractor technicians, and vendors as documents are received from appropriate designated personnel;

h. Maintain up-to-date process and procedures in the KB;

i. Update appropriate KB to reflect changes in CPAs/SLAs;

j. Maintain appropriate category list in KB reconciling with the Service Desk software categories;

k. Maintain appropriate category list in KB reconciling with existing CPAs/SLAs;

1 Maintain Desktop procedures utilized by the Desktop Administrators coordinating with COTR and appropriate Desktop representative.

5.2.7 Service Desk Software Administration.

5.2.7.1 **General Service Desk Software Administration Requirements**. It is vital to have up-to- t and accurate Service Desk software. As the Service Desk Administrator, tl contractor shall provide maintenance to the suite of Service Deskmodules (Service Desk, Configuration Management, and Change Management) software utilized by multiple divisions in AMI. Administrative activities include maintenancelconfigurationof fifteen SLAs (massive table updates), access for over 175 analysts, over 35 ticket categorytypes, views of data in the software, reports, and assist in software release upgrades. Future growth will be considerably impacted by the recent implementation of Service Desk software and other Service Desk modules.

5.2.7.2 Specific Service Desk Software Administration Requirements. The contractor shall provide Service Desk Software Administration. Support includes:

a. Attend meetings at the request of the COTR which may impact required changes to the software;
b. Coordinate all changes to the software with the COTR;
c. Coordinate all work efforts with the COTR;
d. Provide status updates and/or notification bulletins to appropriate personnel groups or individuals when changes are scheduled to be made and when changes are made (i.e., Configuration Management and Change Management);
e. Update the software after the appropriate approval process;
f. Work with Service Desk personnel to maintain easy-to-use Service Desk software;
g. Work with technical team and software vendor to apply, test, and implement software upgrades;
h. Work with technical team to maintain a training platform;
i. Work with trainers and others to train new customers and Service Desk staff;
j. Work with technical staff and customers to build and maintain interface files as required by customers;
k. Work with network/desktop administrators and customers to provide Asset Management for assets in the software;
1. Maintenance includes but is not limited to changes (new, change, delete) of personnel, technicians, administrators, customers, workflows, categories, views of data, and/or reports.

5.2.8 Special Support. The contractor shall perform the following:

a. Assume responsibility for the accuracy and completeness of information in the Service Desk tickets, and assure accuracy of distributed reports;
b. Ensure that monthly and as-requested reports produced are accurate, coordinated, and distributed;
c. Ensure that the documented processes and procedures are up-to-date and adhered to;
d. Monitor the work areas for emergencies such as power failure, hardware failure, operational problems, environment cleanliness, and report conditions to appropriate contact;
e. Maintain general security management and access controls for the work areas;
f. Maintain a Lotus calendar to document work schedule for each contractor employee and maintain a log of approved leave, approved overtime, and tardiness (this is primarily for disasters that may occur such as tornados, drills, etc);
g. Coordinate changes and/or problems with the Automated Call Distribution (ACD) telphony system and Call Center Management Information System (CCMIS) reporting system to appropriate parties;

5.3 EMPLOYEE LABOR CATEGORIES AND DESCRIPTIONS:

5.3.1 General. The contractor shall provide employees proficient in the following competencies for the labor categories identified below. Specific proficiencies will be identified in the SOW for each task order (if applicable):

a. Skills in Microsoft Office Suite of Products (Word, Excel, Powerpoint, and Visio);
b. Skills in Operating Systems (Microsoft Windows, Linux, z/OS, Unix, Macintosh, etc.);
c. Ability to store documents as Web (html), in Lotus Database, on Wallboard software, and/or Service Desk software;
d. Knowledge of Office Automation Desktop support;
e. Knowledge and proficiency 3270 emulation software products;
f. Knowledge of creating Service Desk tickets;
g. Operating medium and large scale computer systems;
h. Operating a computer system console;
i. The contractor shall support new technologies as they become available, throughout the life of the contract.

Category	Series
I	Help Desk
II	Office Automation
III	Computer Operator
IV	Systems Analyst and Programmer
V	Data Base and System Administrator
VI	Technical Support

5.4 CATEGORY I - HELP DESK SERIES

Skill Identifier	Skill Name	Exp Rqmnts (years)	Educ/Trng Sub (months)
A	Help Desk Specialist, Level III	5	H.S. Graduate
B	Help Desk Specialist, Level II	2	H.S. Graduate
C	Help Desk Specialist, Level I	None	H.S. Graduate

5.4.1 **Skill A - HELP DESK SPECIALIST, LEVEL III.**

5.4.1.1 Experience: At least five years of experience is required operating a computer system console of which at least 2 years must have been as a Help Desk Specialist. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.4.1.2 Minimum Education: High School graduate.

5.4.1.3 Duties: Assists customers experiencing problems with accessing or using computer resources. Resolves routine and minor technical problems related to mainframe, Local Area Network (LAN) servers, and telecommunications, and exercises judgment in escalating problems to appropriate technical personnel. Documents calls using automated problem management software. Maintains up-to-date escalation list of FAA, contractor, and vendor personnel. Monitors and reports on systems' operational status. Produces standard and

ad-hoc reports from the problem management system database. Participates in maintaining Standard Operating Procedures (SOP) for the FAA Help Desk. Mounts tapes and submits jobs, performs tape backups, and maintains tape library. Arranges and schedules retransmission of data. Performs general operational tasks on mainframe, client-server and LAN server computer systems.

5.4.2 Skill B - HELP DESK SPECIALIST, LEVEL II.

5.4.2.1 Experience: At least two years of experience is required operating a computer system console of which at least 6 months must have been as a Help Desk Specialist. Must demonstrate good communication skills and the ability to work independently or under general direction only

5.4.2.2 Minimum Education: High School graduate.

5.4.2.3 Duties: Under general supervision, assists customers experiencing problems with accessing or using computer resources. Resolves routine and minor technical problems related to mainframe, Local Area Network (LAN) servers, and telecommunications and exercises judgment in escalating problems to appropriate technical personnel. Documents calls using automated problem management sofhvare. Maintains up-to-date escalation list of FAA, contractor, and vendor personnel. Monitors and reports on systems' operational status. Produces standard and ad-hoc reports from the problem management system database.

5.4.3 Skill C - HELP DESK SPECIALIST, LEVEL I.

5.4.3.1 Experience: No experience required. Must demonstrate good communication skills.

5.4.3.2 Minimum Education: High School graduate.

5.4.3.3 Duties: Under close supervision, assists customers experiencing problems with accessing or using computer resources. Resolves routine non-technical problems (i.e., reset password) following documented procedures and refers problems of a technical nature to appropriate personnel. Documents calls using automated problem management sofhvare.

5.5 CATEGORY II - OFFICE AUTOMATION SERIES

Skill Identifier	Skill Name	Exp Rqmnts (years)	Educ/Trng Sub (months)
D	Office Automation Specialist, Level IV (MCSE or Novell CNE Certified)	7	24
E	Office Automation Specialist, Level III	7	24
F	Office Automation Specialist, Level II	5	18
G	Office Automation Specialist, Level I	3	12

5.5.1 Skill D - OFFICE AUTOMATION SPECIALIST. LEVEL IV.

5.5.1.1 Experience: At least seven years progressive experience in IT systems analysis, programming, or office automation is required. At least three years must be intensive and progressive experience in office automation. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.5.1.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience. Must be certified as a Microsoft Certified Systems Engineer (MCSE) or Novell Certified Network Engineer (CNE).

5.5.1.3 **Duties**: Designs local area networks for servers and personal computers for office settings. Performs installation as required by the manufacturer, configuration management and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of servers and personal computer software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security.

5.5.2 Skill E - OFFICE AUTOMATION SPECIALIST, LEVEL **m.**

5.5.2.1 Experience: At least seven years progressive experience in IT systems analysis, programming, or office automation is required. At least three years must be intensive and progressive experience in office automation. Must demonstrate good communication slalls and the ability to work independently or under general direction only.

5.5.2.2 Minimum Education: A Bachelor's degree in computer science, information systems, or otherrelated discipline is required. Directly related education or training can be substituted for office automation experience at the rate of 1 year formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience.

5.5.2.3 **Duties**: Designs local area networks of servers and personal computers for office settings. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of server and personal computer software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security.

5.5.3 Skill F - OFFICE AUTOMATION SPECIALIST, LEVEL II.

5.5.3.1 Experience: At least five years progressive experience is required in IT systems analysis, programming, or office automation. At least two years must be intensive and progressive experience in office automation. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.5.3.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for office automation experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 18 months substitution of education or training for experience.

5.5.3.3 **Duties**: Under general supervision, designs local area networks of mini/micro computers for office settings. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of mini/micro software. Performs detailed comparisons of various office automation approaches. Provides

management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security

5.5.4 Skill G - OFFICE AUTOMATION SPECIALIST, LEVEL I.

5.5.4.1 Experience: At least three years of progressive experience is required in IT system analysis, programming, or office automation. At least one year must be intensive and progressive experience in office automation. Must demonstrate good communication skills.

5.5.4.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for office automation experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 12 months substitution of education or training for experience.

5.5.4.3 Duties: Under close supervision, designs local area networks of mini/micro computers for office settings. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of mini/micro software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security

5.6 CATEGORY III - COMPUTER OPERATOR SERIES

Skill Identifier	Skill Name	Exp Rqmnt (years)	Educ/Trng Sub (months)
H	Computer Operator, Level IV	7	H.S. Graduate
I	Computer Operator, Level III	5	H.S. Graduate
J	Computer Operator. Level II	3	H.S. Graduate
K	Computer Operator, Level I	2	H.S. Graduate

5.6.1 Skill H – COMPUTER OPERATOR LEVEL IV:

5.6.1.1 Experience: Seven years is required in the operations of a large-scale computer system or a multi-server local area network and at least five years in a supervisory role. Knowledge of hardware, software and operating systems is required. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.6.1.2 Minimum Education: Must be a high school graduate or equivalent.

5.6.1.3 Duties: Manages computer operations. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provides users with computer output. If assigned as a Task Leader, supervises staff operations.

5.6.2 Skill I - COMPUTER OPERATOR, LEVEL III:

5.6.2.1 Experience: Five years is required in operating medium and large-scale computer systems. Must be familiar with all normal operating procedures.

5.6.2.2 Minimum Education: Must be a high school graduate or equivalent.

5.6.2.3 Duties: Operates computer consoles and peripheral equipment.

5.6.3 Skill J - COMPUTER OPERATOR, LEVEL II:

5.6.3.1 Experience: Three years is required in operating medium and large-scale computer systems. Must be familiar with all normal operating procedures.

5.6.3.2 Minimum Education: Must be a high school graduate or equivalent.

5.6.3.3 Duties: Under general supervision, operates computer consoles and peripheral equipment.

5.6.4 Skill K - COMPUTER OPERATOR LEVEL I:

5.6.4.1 Experience: Two years is required in operating medium and large-scale computer systems. Must be familiar with all normal operating procedures.

5.6.4.2 Minimum Education: Must be a high school graduate or equivalent.

5.6.4.3 Duties: Under close supervision, operates computer consoles and peripheral equipment.

5.7 CATEGORY IV – SYSTEMS ANALYST AND PROGRAMMER SERIES

Skill Identifier	Skill Name	Exp Rqmnt (years)	Educ/Trng Sub (months)
L	Systems Analyst/Programmer, Level V	7	24
M	Systems Analyst/Programmer, Level IV	6	21
N	Systems Analyst/Programmer, Level III	5	18
O	Systems Analyst/Programmer, Level II	4	15
P	Systems Analyst/Programmer, Level I	3	12

5.7.1 Skill L - SYSTEMS ANALYST/PROGRAMMER, LEVEL V:

5.7.1.1 Experience: At least seven years of progressive experience is required in computer programming and analysis in broad based IT environments, including contemporary computer hardware and programming languages. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.7.1.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience.

5.7.1.3 Duties: Performs high-level systems analysis, design, programming, documentation, and implementation of very complex applications, which are administrative, business, or technically oriented in nature. This work will principally involve one or all of the following: modifying existing applications, configuring commercial-off-the-shelf applications, and/or developing new applications. Directs and participates in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Applies higher-level business and data manipulation principles and methods to very difficult technical problems to arrive at automated solutions. Designs charts and graphs to record results. Prepares and delivers presentations and briefings as required by the task on a highly complex combination of one or more task orders. Provides mmagement with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

5.7.2 Skill M - SYSTEMS ANALYST/PROGRAMMER, LEVEL IV:

5.7.2.1 Experience: At least six years of progressive experience is required in computer programming and analysis in broad based IT settings, including contemporary computer hardware and programming languages. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.7.2.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 21 months substitution of education or training for experience.

5.7.2.3 Duties: Supports a Level V Systems Analyst/Programmer on highly complex and diverse tasks. Performs systems analysis, design, programming, documentation, and implementation of applications, which are administrative, business, or technically oriented in nature. This work will principally involve one or all of the following: modifying existing applications, configuring commercial-off-the-shelf applications, and/or developing new applications. Directs and participates in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Applies standard business and data manipulation principles and methods to technical problems to arrive at automated solutions. Designs and prepares technical reports and related documentation, and charts and graphs to record results. Prepares and delivers presentations and briefings as required by the task on a complex combination of one or more task orders. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

5.7.3 Skill N – SYSTEMS ANALYST/PROGRAMMER, LEVEL III:

5.7.3.1 Experience: At least five years of progressive experience is required in computer programming and analysis in broad based IT settings, including contemporary computer hardware and programming languages. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.7.3.2 **Minimum** Education: A Bachelor's degree in computer science, infonnation systems, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 18 months substitution of education or training for experience.

5.7.3.3 Duties: Supports a Level IV Systems Analyst/Programmer on highly complex and diverse tasks. Performs systems analysis, design, programming, documentation, and implementation of applications, which are administrative, business, or technically oriented in nature. This work will principally involve one or all of the following: modifying existing applications, configuring commercial-off-the-shelf applications, and/or developing new applications. Directs and participates in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Applies standard business and data manipulation principles and methods to technical problems to arrive at automated solutions. Designs and prepares technical reports and related documentation, and charts and graphs to record results. Prepares and delivers presentations and briefings as required by the taskorder. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

5.7.4 Skill O – SYSTEMS ANALYST/PROGRAMMER, LEVEL II:

5.7.4.1 Experience: At least four years of progressive experience is required in computer programming and analysis in broad based IT settings, including contemporary computer hardware and programming languages. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.7.4.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 15 months substitution of education or training for experience.

5.7.4.3 Duties: Under general supervision, performs assigned portions of system analysis, design, programming, documentation, and implementation of applications, which are administrative, business, or technically oriented in nature. This work will principally involve one or all of the following: modifying existing applications, configuring commercial-off-the-shelf applications, and/or developing new applications. Participates in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Applies standard business and data manipulation principles and methods to technical problems to arrive at automated solutions. Designs and prepares technical reports and related documentation, and charts and graphs to recordresults. Provides assistance in preparing and delivering presentations and briefings as required in the task Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

5.7.5 Skill P - SYSTEMS ANALYST/PROGRAMMER, LEVEL I:

5.7.5.1 Experience: At least three years of progressive experience is required in computer programming and analysis in broad based IT settings, including contemporary computer hardware and programming languages. Must demonstrate good communication slalls.

5.7.5.2 Minimum Education: A Bachelor's degree in computer science, information systems, or otherrelated discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 12 months substitution of education or training for experience.

5.7.5.3 Duties: Under close supervision, performs assigned portions of system analysis, design, programming, documentation, and implementation of applications, which are administrative, business, or technically oriented in nature. This work will principally involve one or all of the following: modifying existing applications,

configuring commercial-off-the-shelf applications, and/or developing new applications. Participates in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Applies standard business and data manipulation principles and methods to technical problems to arrive at automated solutions. Designs and prepares technical reports and related documentation, and charts and graphs to record results. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

5.8 CATEGORY V – DATA BASE AND SYSTEM ADMINISTRATOR SERIES

Skill Identifier	Skill Name	Exp Rqmnts (years)	Educ/Trng Sub (months)
Q	Data Base Administrator, Level III	7	24
R	Data Base Administrator, Level II	5	18
S	Data Base Administrator, Level I	3	12
T	System Administrator, Level IV	7	24
U	System Administrator, Level III	5	18
V	System Administrator, Level II	3	12
W	System Administrator, Level I	1	6

5.8.1 Skill Q – DATA BASE ADMINISTRATOR, LEVEL III.

5.8.1.1 Experience: At least seven years of progressive experience is required in providing or supporting installation, maintenance, and administration of system software and/or databases in a mainframe, client-server, and/or web-based environment. A minimum of 4 years experience must be directly related to database management. Must demonstrate good communication slalls and the ability to work independently or under general direction only.

5.8.1.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience.

5.8.1.3 Duties: Provides database support for IT systems in a mainframe, client-server, and/or web-based environment. Plans and coordinates new requirements with application development staff and advise project teams on the design of complex hierarchical or relational databases. Creates, modifies, deletes, reorganizes, and performs back up and restoration of database files, as required. Monitors database performance, resolves problems, performs fine-tuning, and recommends changes to improve efficiency. Establishes and maintains database security. Provides management with status of projects, problems or other outstanding project related issues.

5.8.2 Skill R – DATA BASE ADMINISTRATOR, LEVEL II.

5.8.2.1 Experience: At least five years ofprogressive experience is required in providing or supporting installation, maintenance, and administration of system software and/or databases in a mainframe, client-server, and/or web-based environment. A minimum of 3 years experience must be directly related to database management. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.8.2.2 Minimum Education: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of **18** months substitution of education or training for experience.

5.8.2.3 **Duties**: Provides database support for IT systems in a mainframe, client-server, and/or web-based environment. Plans and coordinates new requirements with application development staff and advise project teams on the design of complex hierarchical or relational databases. Creates, modifies, deletes, reorganizes, and performs back up and restoration of database files, as required. Monitors database performance, resolves problems, performs fine-tuning, and recommends changes to improve efficiency. Establishes and maintains database security. Provides management with status of projects, problems or other outstanding project related issues.

5.8.3 **Skill S – DATA BASE ADMINISTRATOR** LEVEL **I.**

5.8.3.1 Experience: At least three years of progressive experience is required in providing or supporting installation, maintenance, and administration of system software and/or databases in a mainframe, client-server, and/or web-based environment. Must demonstrate good communication slalls and the ability to work independently or under general direction only.

5.8.3.2 M i i u m Education: A Bachelor's degree in computer science, information systems, or otherrelated discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 12 months substitution of education or training for experience.

5.8.3.3 **Duties**: Under general supervision, provides database support for IT systems in a mainframe, client-server, and/or web-based environment. Plans and coordinates new requirements with application development staff and advise project teams on the design of complex hierarchical or relational databases. Creates, modifies, deletes, reorganizes, and performs back up and restoration of database files, as required. Monitors database performance, resolves problems, performs fine-tuning, and recommends changes to improve efficiency. Establishes and maintains database security. Provides management with status of projects, problems or other outstanding project related issues.

5.8.4 **Skill T – SYSTEM ADMINISTRATOR,** LEVEL **IV**.

5.8.4.1 Experience: At least seven years of progressive experience providing or supporting the installation, maintenance, and administration of system software in either a mainframe, client-server, and/or web-based environment as described in the task order (e.g., system administration of UNIX systems, Microsoft Windows, web servers, etc.) is required. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.8.4.2 **Minimum** Education: A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required. Directly related education or training can be substituted for software experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience.

5.8.4.3 **Duties**: Monitors system performance to ensure adequate resources (hardware, software and communications) are available to meet customer requirements. Coordinates problem resolution with customers,

teaming partners and vendors. Evaluates new and existing system software and recommends changes to improve efficiency and/or functionality. Tunes system software and performs worlcload analysis and load balancing to optimize system efficiency. Performs authorized maintenance of a highly specialized nature on system software, compilers, assemblers, and utility systems. Establishes and maintains system security. Provides management with status of projects, problems or other outstanding project related issues.

5.8.5 Skill U – SYSTEM ADMINISTRATOR, LEVEL III.

5.8.5.1 Experience: At least five years of progressive experience providing or supporting the installation, maintenance, and administration of system software in either a mainframe, client-server, and/or web-based environment as described in the task order (e.g., system administration of UNIX systems, Microsoft Windows, web servers, etc.) is required. Must demonstrate good communication slalls and the ability to worlc independently or under general direction only.

5.8.5.2 Minimum Edueation: A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required. Directly related education or training can be substituted for software experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 18 months substitution of education or training for experience.

5.8.5.3 Duties: Monitors system performance to ensure adequate resources (hardware, software and communications) are available to meet customer requirements. Coordinates problem resolution with customers, teaming partners and vendors. Evaluates new and existing system software andrecommends changes to improve efficiency and/or functionality. Tunes system software and performs worlcload analysis and load balancing to optimize system efficiency. Performs authorized maintenance of a highly specialized nature on system software, compilers, assemblers, and utility systems. Establishes and maintains system security. Provides management with status of projects, problems or other outstanding project related issues.

5.8.6 Skill V – SYSTEM ADMINISTRATOR, LEVEL II.

5.8.6.1 Experience: At least three years of progressive experience providing or supporting the installation, maintenance, and administration of system software in either a mainframe: client-server, and/or web-based environment as described in the task order (e.g., system administration of UNIX systems, Microsoft Windows, web servers, etc.) is required. Must demonstrate good communication slalls and the ability to workindependently or under general direction only.

5.8.6.2 Minimum Education: A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required. Directly related education or training can be substituted for software experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 12 months substitution of education or training for experience.

5.8.6.3 Duties: Under general supervision, monitors performance of system software in both mainframe, client-server, and/or web-based environments and works with appropriate technical personnel to resolve problems. Coordinates problem resolution with customers, teaming partners and vendors. Evaluates new and existing system software and recommends changes to improve efficiency and/or functionality. Develops and maintains repository of data for statistical reporting. Assists Level III System Administrator with installation, maintenance and administration system software. Establishes and maintains system security. Provides management with status of projects, problems or other outstanding project related issues.

5.8.7 Skill W – SYSTEM ADMINISTRATOR. LEVEL I.

5.8.7.1 Experience: At least one year experience providing or supporting installation, maintenance, and administration of system software in either a mainframe, client-server, and/or web-based environment as described in the task (e.g., system administration of UNIX systems, Microsoft Windows, web servers, etc.) is required. Must demonstrate good communication skills.

5.8.7.2 Minimum Education: A Bachelor's degree in computer science, information systems, engineering or other related discipline is required. Directly related education or training can be substituted for software experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 6 months substitution of education or training for experience.

5.8.7.3 Duties: Under close supervision, monitors performance of system software in both mainframe, client-server, and/or web-based environments and works with senior level personnel to troubleshoot and resolve problems. Coordinates problem resolution with customers, teaming partners and vendors. Assists with coordination and testing of new software and software upgrades. Produces and distributes statistical reports. Establishes and maintains system security. Provides management with status of projects, problems or other outstanding project related issues.

5.9 CATEGORY VI – TECHNICAL SUPPORT SERIES

Skill Identifier	Skill Name	Exp Rqmnt (years)	Educ/Trng Sub (months)
X	Technical Writer, Level II	5	18
Y	Technical Writer, Level I	3	12

5.9.1 Skill X - TECHNICAL WRITER. LEVEL II:

5.9.1.1 Experience: Five years of IT technical writing and documentation experience, graphics and presentation support, and/or maintenance of website content is required. Must have substantial knowledge of the capabilities of computer systems and demonstrate good communication skills and the ability to work independently or under general direction only.

5.9.1.2 Minimum Education: A Bachelor's degree in English, communications, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 18 months substitution of education or training for experience.

5.9.1.3 Duties: Researches and writes documentation for IT systems including operations, procedures, standards, process guides, configuration management, program reports, etc., for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation according to standards. Creates and provides graphic support of technical information for both technical and non-technical personnel. Maintains web content of a website including the collection of current or updated information.

5.9.2 Skill Y - TECHNICAL WRITER, LEVEL I:

5.9.2.1 Experience: Three years of technical writing and documentation experience is required. A minimum of one year must be in IT technical documentation. Must have substantial knowledge of the capabilities of

computer systems and demonstrate good communication skills and the ability to work independently or under general direction only.

5.9.2.2 **Minimum Education:** A Bachelor's degree in English, communications, or other related discipline is desired. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 12 months substitution of education or training for experience.

5.9.2.3 Duties: Prepares, writes, and edits IT documentation including graphic presentation of information, which incorporates information provided by the user, specialist, analyst, programmer, and operations personnel. Interprets technical documentation standards and prepares documentation according to standards. Documentation is for both technical and non-technical personnel.

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WASHINGTON D.C. 20210

William W.Gross
Director

Division of
Wage Determinations

Wage Determination No.: 1994-2432
Revision No.: 17
Date Of Last Revision: 07/09/2004

State: Oklahoma

Area: Oklahoma Counties of Alfalfa, Atoka, Beckham, Blaine, Bryan, Caddo, Canadian, Carter, Cleveland, Coal, Custer, Dewey, Ellis, Garfield, Garvin, Grady, Grant, Harper, Hughes, Johnston, Kingfisher, Lincoln, Logan, Love, Major, Marshall, McClain, Murray, Noble, Oklahoma, Payne, Pontotoc, Pottawatomie, Roger Mills, Seminole, Washita, Woods, Woodward

Fringe Benefits Required Follow the Occupational Listing

OCCUPATION CODE - TITLE	MINIMUM WAGE RATE
01000 - Administrative Support end Clerical Occupations	
01011 - Accounting Clerk I	10.67
01012 - Accounting Clerk 11	11.737
01013 - Accounting Clerk 111	13.721
01014 - Accounting Clerk IV	18.28
01030 - Court Reporter	16.775
01050 - Dispatcher, Motor Vehicle	14.81
01060 - Document Preparation Clerk	11.99
01070 - Messenger (Courier)	9.49
01090 - Duplicating Machine Operator	11.456
01110 - Film/Tape Librarian	11.96
01115 - General Clerk I	9.11
01116 - General Clerk II	9.87
01117 - General Clerk III	12.50
01118 - General Clerk IV	18.00
01120 - Housing Referral Assistant	18.26
01131 - Key Entry Operator I	8.96
01132 - Key Entry Operator 11	10.485
01191 - Order Clerk I	10.18
01192 - Order Clerk 11	14.08
01261 - Personnel Assistant (Employment) I	12.388
01262 - Personnel Assistant (Employment) 11	13.519
01263 - Personnel Assistant (Employment) 111	15.157
01264 - Personnel Assistant (Employment) IV	17.578
01270 - Production Control Clerk	17.322
01290 - Rental Clerk	11.579
01300 - Scheduler, Maintenance	12.64
01311 - Secretary I	12.64
01312 - Secretary II	15.76
01313 - Secretary 111	18.26
01314 - Secretary IV	20.53
01315 - Secretary V	21.74
01320 - Service Order Dispatcher	13.07
01341 - Stenographer I	11.31
01342 - Stenographer II	13.31
01400 - Supply Technician	20.53
01420 - Survey Worker (Interviewer)	13.25
01460 - Switchboard Operator-Receptionist	10.02
01510 - Teat Examiner	15.76
01520 - Test Proctor	15.76
01531 - Travel Clerk I	10.37
01532 - Travel Clerk 11	10.89
01533 - Travel Clerk III	11.42

01611 - Word Processor I	9.46
01612 - Word Processor II	11.33
01613 - Word Processor III	12.24
03000 - Automatic Data Processing Occupatioas	
03010 - Computer Data Librarian	9.77
03041 - Computer Operator I	11.33
03042 - Computer Operator II	13.95
03043 - Computer Operator III	18.70
03044 - Computer Operator IV	20.23
03045 - Computer Operator V	22.41
03071 - Computer Programmer I (1)	19.89
03072 - Computer Programmer II (1)	22.83
03073 - Computer Programmer III (1)	27.62
03074 - Computer Programmer IV (1)	27.62
03101 - Computer Systems Analyst I (1)	24.30
03102 - Computer Systems Analyst II (1)	27.20
03103 - Computer Systems Analyst III (1)	27.62
03160 - Peripheral Equipment Operator	11.33
05000 - Automotive Service Occupations	
05005 - Automotive Body Repairer, Fiberglass	15.64
05010 - Automotive Glass Installer	15.47
05040 - Automotive Worker	14.08
05070 - Electrician, Automotive	16.35
05100 - Mobile Equipment Servicer	12.54
05130 - Motor Equipment Metal Mechanic	15.64
05160 - Motor Equipment Metal Worker	14.08
05190 - Motor Vehicle Mechanic	15.64
05220 - Motor Vehicle Mechanic Helper	11.98
05250 - Motor Vehicle Upholstery Worker	13.31
05280 - Motor Vehicle Wrecker	14.08
05310 - Painter, Automotive	14.86
05340 - Radiator Repair Specialist	14.08
05370 - Tire Repairer	12.12
05400 - Transmission Repair Specialist	15.64
07000 - Food Preparation and Service Occupations	
(not set) - Food Service Worker	6.87
07010 - Baker	9.04
07041 - Cook I	7.94
07042 - Cook II	9.56
07070 - Dishwasher	6.98
07130 - Meat Cutter	11.33
07250 - Waiter/Waitress	7.05
09000 - Furniture Maintenance and Repair Occupations	
09010 - Electrostatic Spray Painter	14.86
09040 - Furniture Handler	10.36
09070 - Furniture Refinisher	14.86
09100 - Furniture Refinisher Helper	11.75
09110 - Furniture Repairer, Minor	13.31
09130 - Upholsterer	14.86
11030 - Genera1 Services and Support Occupations	
11030 - Cleaner, Vehicles	8.67
11060 - Elevator Operator	8.51
11090 - Gardener	10.49
11121 - House Keeping Aid I	7.27
11122 - House Keeping Aid II	8.57
11150 - Janitor	8.51
11210 - Laborer, Grounds Maintenance	8.82
11240 - Maid or Houseman	7.27
11270 - Pest Controller	11.28
11300 - Refuse Collector	8.99
11330 - Tractor Operator	9.84
11360 - Window Cleaner	9.02
12000 - Health Occupations	
12020 - Dental Assistant	12.71
12040 - Emergency Medical Technician (EMT)/Paramedic/Ambulance Driver	11.42
12071 - Licensed Practical Nurse I	11.21

12072 - Licensed Practice1 Nurse II	12.61
12073 - Licensed Practical Nurse III	14.10
12100 - Medical Assistant	10.20
12130 - Medical Laboratory Technician	12.57
12160 - Medical Record Clerk	11.24
12190 - Medical Record Technician	13.54
12221 - Nursing Assistant I	7.72
12222 - Nursing Assistant II	8.68
12223 - Nursing Assistant III	9.48
12224 - Nursing Assistant IV	10.62
12250 - Pharmacy Technician	12.19
12280 - Phlebotomist	12.16
12311 - Registered Nurse I	18.34
12312 - Registered Nurse II	22.43
12313 - Registered Nurse II, Specialist	22.43
12314 - Registered Nurse III	27.13
12315 - Registered Nurse III, Anesthetist	27.13
12316 - Registered Nurse IV	32.53
13000 - Information and Arts Occupations	
13002 - Audiovisual Librarian	16.49
13011 - Exhibits Specialist I	18.53
13012 - Exhibits Specialist II	20.67
13013 - Exhibits Specialist III	24.88
13041 - Illustrator I	18.70
13042 - Illustrator II	20.67
13043 - Illustrator III	25.81
13047 - Librarian	17.58
13050 - Library Technician	11.07
13071 - Photographer I	12.06
13072 - Photographer 11	14.88
13073 - Photographer III	17.97
13074 - Photographer IV	22.44
13075 - Photographer V	25.75
15000 - Laundry, Dry Cleaning, Pressing and Related Occupations	
15010 - Assembler	7.19
15030 - Counter Attendant	7.19
15040 - Dry Cleaner	9.18
15070 - Finisher, Flatwork, Machine	7.19
15090 - Presser, Hand	7.19
15100 - Presser, Machine, Drycleaning	7.19
15130 - Presser, Machine, Shirts	7.19
15160 - Presser, Machine, Wearing Apparel, Laundry	7.19
15190 - Sewing Machine Operator	9.83
15220 - Tailor	10.49
15250 - Washer, Machine	7.87
19000 - Machine Tool Operation and Repair Occupations	
19010 - Machine-Tool Operator (Toolroom)	17.99
19040 - Tool and Die Maker	24.44
21000 - Material Handling and Packing Occupations	
21010 - Fuel Distribution System Operator	15.51
21020 - Material Coordinator	17.33
21030 - Material Expediter	17.33
21040 - Material Handling Laborer	10.95
21050 - Order Filler	11.74
21071 - Forklift Operator	13.81
21080 - Production Line Worker [Food Processing)	13.81
21100 - Shipping/Receiving Clerk	11.78
21130 - Shipping Packer	11.78
21140 - Store Worker I	11.86
21150 - Stock Clerk (Shelf Stocker; Store Worker II)	14.38
21210 - Tools and Parts Attendant	13.81
21400 - Warehouse Specialist	13.81
23000 - Mechanics and Maintenance and Repair Occupations	
23010 - Aircraft Mechanic	17.28
23040 - Aircraft Mechanic Helper	12.55
23050 - Aircraft Quality Control Inspector	17.56

23060 - Aircraft Servicer	14.21
23070' - Aircraft Worker	15.04
23100 - Appliance Mechanic	14.94
23120 - Bicycle Repairer	12.12
23125 - Cable Splicer	19.91
23130 - Carpenter, Maintenance	14.95
23140 - Carpet Layer	14.17
23160 - Electrician, Maintenance	17.07
23181 - Electronics Technician, Maintenance I	15.72
23182 - Electronics Technician, Maintenance II	22.61
23183 - Electronics Technician, Maintenance III	25.36
23260 - Fabric Worker	14.63
23290 - Fire Alarm System Mechanic	16.94
23310 - Fire Extinguisher Repairer	13.76
23340 - Fuel Distribution System Mechanic	19.03
23370 - General Maintenance Worker	14.08
23400 - Heating, Refrigeration and Air Conditioning Mechanic	15.64
23430 - Heavy Equipment Mechanic	15.64
23440 - Heavy Equipment Operator	16.82
23460 - Instrument Mechanic	17.02
23470 - Laborer	9.38
23500 - Locksmith	15.07
23530 - Machinery Maintenance Mechanic	16.70
23550 - Machinist, Maintenance	15.64
23580 - Maintenance Trades Helper	11.98
23640 - Millwright	16.24
23700 - Office Appliance Repairer	15.62
23740 - Painter, Aircraft	14.86
23760 - Painter, Maintenance	14.86
23790 - Pipefitter, Maintenance	18.73
23800 - Plumber, Maintenance	18.00
23820 - Pneudraulic Systems Mechanic	16.94
23850 - Rigger	17.75
23870 - Scale Mechanic	15.39
23890 - Sheet-Metal Worker, Maintenance	18.55
23910 - Small Engine Mechanic	15.49
23930 - Telecomunication Mechanic I	19.01
23931 - Telecommunication Mechanic II	19.93
23950 - Telephone Lineman	19.01
23960 - Welder, Combination, Maintenance	15.64
23965 - Well Driller	17.20
23970 - Woodcraft Worker	16.94
23980 - Woodworker	12.54
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	8.41
24580 - Child Care Center Clerk	12.06
24600 - Chore Aid	7.94
24630 - Homemaker	15.64
25000 - Plant and System Operation Occupations	
25010 - Boiler Tender	20.34
25040 - Sewage Plant Operator	15.27
25070 - Stationary Engineer	21.76
25190 - Ventilation Equipment Tender	11.82
25210 - Water Treatment Plant Operator	14.86
27000 - Protective Service Occupations	
(not set) - Police Officer	19.37
27004 - Alarm Monitor	12.55
27006 - Corrections Officer	17.95
27010 - Court Security Officer	18.48
27040 - Detention Officer	17.95
27070 - Firefighter	17.58
27101 - Guard I	10.25
27102 - Guard II	15.03
28000 - Stevedoring/Longshoremen Occupations	
28010 - Blocker and Bracer	17.37
28020 - Hatch Tender	16.72

28030 - Line Handler	16.72
28040 - Stevedore I	16.57
28050 - Stevedore II	18.50
29000 - Technical Occupations	
21150 - Graphic Artist	18.92
29010 - Air Traffic Control Specialist, Center (2)	30.50
29011 - Air Traffic Control Specialist, Station (2)	21.03
29012 - Air Traffic Control Specialist, Terminal (2)	23.16
29023 - Archeological Technician I	15.46
29024 - Archeological Technician II	18.59
29025 - Archeological Technician III	23.01
29030 - Cartographic Technician	21.63
29035 - Computer Based Training (CBT) Specialist/ Instructor	25.02
29040 - Civil Engineering Technician	19.53
29061 - Drafter I	12.17
29062 - Drafter II	14.05
29063 - Drafter III	18.53
29064 - Drafter IV	21.63
29081 - Engineering Technician I	14.93
29082 - Engineering Technician II	18.70
29083 - Engineering Technician JII	20.55
29084 - Engineering Technician IV	26.62
29085 - Engineering Technician V	30.72
29086 - Engineering Technician VI	35.25
29090 - Environmental Technician	18.73
29100 - Flight Simulator/Instructor (Pilot)	27.20
29160 - Instructor	19.76
29210 - Laboratory Technician	16.28
29240 - Mathematical Technician	22.75
29361 - Paralegal/Legal Assistant I	15.17
29362 - Paralegal/Legal Assistant II	19.77
29363 - Paralegal/Legal Assistant III	24.18
29364 - Paralegal/Legal Assistant IV	29.26
29390 - Photooptics Technician	21.63
29480 - Technical Writer	20.46
29491 - Unexploded Ordnance (UXO) Technician I	19.38
29492 - Unexploded Ordnance (UXO) Technician II	23.45
29493 - Unexploded Ordnance (UXO) Technician 111	28.11
29494 - Unexploded (UXO) Safety Escort	19.38
29495 - Unexploded (UXO) Sweep Personnel	19.38
29620 - Weather Observer, Senior (3)	22.14
29621 - Weather Observer, Combined Upper Air and Surface Programs (3)	19.24
29622 - Weather Observer, Upper Air (3)	19.24
31000 - Transportation/ Mobile Equipment Operation Occupations	
31030 - Bus Driver	12.12
31260 - Parking and Lot Attendant	8.00
31290 - Shuttle Bus Driver	12.21
31300 - Taxi Driver	9.49
31361 - Truckdriver, Light Truck	12.21
31362 - Truckdriver, Medium Truck	13.79
31363 - Truckdriver, Heavy Truck	16.94
31364 - Truckdriver, Tractor-Trailer	16.94
99000 - Miscellaneous Occupations	
99020 - Animal Caretaker	9.96
99030 - Cashier	7.35
4 - Carnival Equipment Operator	9.13
59042 - ival Equipment Repairer	9.82
99043 - Carnival Worker	7.15
99050 - Desk Clerk	8.41
99095 - Embalmer	19.38
99300 - Lifeguard	10.19
99310 - Mortician	21.48
99350 - Park Attendant (Aide)	12.79
99400 - Photofinishing Worker (Photo Lab Tech., Darkroom Tech)	9.09
99500 - Recreation Specialist	11.65
99510 - Recycling Worker	10.19

99610 - Sales Clerk	10.81
99620 - School Crossing Guard (Crosswalk Attendant)	7.43
99630 - Sport Official	10.19
99658 - Survey Party Chief (Chief of Party)	21.47
99659 - Surveying Technician (Instr. Person/Surveyor Asst./Instr.)	17.31
99660 - Surveying Aide	12.07
99690 - Swimming Pool Operator	12.58
99720 - Vending Machine Attendant	10.45
99730 - Vending Machine Repairer	12.58
99740 - Vending Machine Repairer Helper	10.16

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: Life, accident, and health insurance plans, sick leave, pension plans, civic and personal leave, severance pay, and savings and thrift plans. Minimum employer contributions costing an average of $2.59 per hour computed on the basis of all hours worked by service employees employed on the contract.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 10 years, and 4 after 15 years. Length of service includes the whole span of continuous service with the present conrractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)

2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at rhe rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pap.

3) WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordinance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activiries involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritarion of the skin, minor burns and the

like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordance, explosive, and incendiary ordnance material rrher than small arms ammunition. These differenrials are only applicable to work that has been specifically designated by the agency for ordance, explosives, and incendiary material differential pay.

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this conrract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces rhe hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of $3.35 per week (or $.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

** NOTES APPLYING TO THIS WAGE DETERMINATION **

Source of Occupational Title and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by the Third Supplement, dated March 1997, unless otherwise indicated. This publication may he obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

REQUEST FOR AUTHORIZATION OF ADDITION-AL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall he initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)] When multiple wage determinations are included in a contract, a separate SF 10.44 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

1) When preparing the bid, the contractor identifies the need for a conformed

occupation) and computes a proposed rate).

2) After contract award, the contracror prepares a written report listing in order proposed classification title), a Federal grade equivalency (FGE) for each proposed classification), job description), and rarionale for proposed wage rate), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.

3) The contracring officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The conrracting officer transmits the Wage and Hour decision to the contractor.

6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occuparions" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may nor be used to artificially split, combine, or subdivide classifications listed in the wage determination.

SKILL CATEGORY DESIGNATION (EXEMPT/NONEXEMPT)
SIR/RFO No. DTFAAC-04-R-01323

NOTICE: This document corresponds to AMS Clause 3.6.2-28, Service Contract Act of 1965, as Amended (April 1996), and to AMS Clause 3.6.2-30, Fair Labor Standards Act and Service Contract Act-Price Adjustment (Multiple Year and Option contracts)(April 1996), and to the U.S. Department of Labor Wage Determination No. 94-2432, Revision No. 16. It must be completed by each offeror and returned as part of volume ID, Cost/Price Information, L.2, Part I.

This contract is subject to the Service Contraot Act of 1965: as amended (41 U.S.C. 351 et seq.). Every service employee performing work under a service contract in excess of $2,500 must be paid not less than the minimum prevailing wage rate and fringe benefits unless a specific exemption applies. The contractor must identify exempt/nonexempt skill categories below. Every nonexempt skill category should indicate the corresponding Department of Labor Occupation Title and Code.

Discipline (Skill)	Department of Labor Occupation Title and Code	Exempt/Nonexempt
Help Desk Specialist, III		Exempt
Help Desk Specialist, II		Exempt
Help Desk Specialist, I		Exempt
Office Automation Specialist, Level N		Exempt
Office Automation Specialist, Level ID		Exempt
Office Automation Specialist, Level ID		Exempt
Office Automation Specialist, Level I		Exempt
Computer Operator Level N	Computer Operator N	Non-Exempt
Computer Operator Level III	Computer Operator III	Non-Exempt
Computer Operator Level II	Computer Operator II	Non-Exempt
Computer Operator Level I	Computer Operator I	Non-Exempt
System Analyst/Programmer, Level V		Exempt
System Analyst/Programmer, Level N		Exempt
System Analyst/Programmer, Level III		Exempt
System Analyst/Programmer, Level II		Exempt
System Analyst/Programmer, Level I		Exempt
Data Base Administrator, Level ID		Exempt
Data Base Administrator, Level II		Exempt
Data Base Administrator, Level I		Exempt
System Administrator, Level IV		Exempt
System Administrator, Level III		Exempt
System Administrator, Level II		Exempt
System Administrator, Level I		Exempt
Technical Writer, Level II		Exempt
Technical Writer, Level I	Technical Writer	Non-Exempt

CONTRACT DATA REQUIREMENTS LIST (CDRL)

		TDP ☐ TM ☐ Other ☐
D. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor

A001	GFP Annual Report	
4. Authority	5. Contact Reference IAW G.4/CLA.4528	6. Requiring Office AMQ-240

7. DD 250 Req'd	8. APP Code	9. Distribution Statement Required	10. Frequency	11. As of Date (AOD)
No			Annual	Date of assuming full performance

12. Date of First Submission	13. Date of Subsequent Submission
See Block 14	See Block 14

14. REMARKS:

Block 12 – After assuming full performance, report is due on September 15, 2005.

Block 13 – Subsequent reports are due on September 15th of each subsequent year.

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMQ-240 (CO)	1	1
16. Total	1	1

G. Prepared By: Phyllis Townsley	H. Date: 5/5/04	I. Approved By: Jacqueline M. Seaman	J. Date: 5/5/04

CONTRACT DATA REQUIREMENTS LIST (CDRL)

TDP ☐ TM ■ Other ☐

3. System/Item	E. Contract/PR No.	F. Contractor
CSC Support Services		

A002	Direct Hourly Labor Rate Report	
4. Authority	5. Contact Reference IAW H.19/Cla.0125	6. Requiring Office AMQ-240

7. DD 250 Req'd	8. APP Code	9. Distribution Statement Required	10. Frequency	11. As of Date (AOD)
No			Quarterly	Date of assuming full performance

12. Date of First Submission	See Block 14	13. Date of Subsequent Submission	See Block 14

14. REMARKS:

Block 12 – After assuming full performance, report is due on the 10th of the month following the first quarterly period.

Block 13 – Subsequent reports are due on the 10th of the month following each quarterly reporting period.

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMQ-240 (CO)	1	1
16. Total	1	1

G. Prepared By: Phyllis Townsley	H. Date: 5/5/04	I. Approved By: Jacqueline M. Seaman	J. Date: 5/5/04

CONTRACT DATA REQUIREMENTS LIST (CDRL)

TDP ☐ TM ☐ Other ☐

D. System/Item	E. Contract/PR No.	F. Contractor
CSC Support Services		

A003	Contract Employee Listing	
4. Authority	5. Contact Reference IAW H.31/Cla.4554(g)	6. Requiring Office AMQ-240/AMI-600/AMC-700

7. DD 250 Req'd	8. APP Code	9. Distribution Statement Reauired	10. Frequency	11. As of Date (AOD)
No			Quarterly	Date of assuming full performance

12. Date of First Submission	13. Date of Subsequent Submission
See Block 14	See Block 14

14. REMARKS:

Block 12 – After assuming full performance, report is due on the 5th of the month following the first quarterly period.

Block 13 – Subsequent reports are due on the 5th of the month following each quarterly reporting period.

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMQ-240 (CO)		1
AMI-600 (COTR)		1
AMC-700		1
16. Total		3

G. Prepared By:	H. Date:	I. Approved By:	J. Date:
Phyllis Townsley	5/5/04	Jacqueline M. Seaman	5/5/04

CONTRACT DATA REQUIREMENTS LIST (GDRL)

TDP ☐ TM ☐ Other ☐

B. System/Item	E. Contract/PR No.	F. Contractor
CSC Support Services		

A004	Employee Changes	
4. Authority	5. Contact Reference IAW H.31/CLA.4554(g)(1)	6. Requiring Office AMC-700

7. DD 250 Req'd	8. APP Code	9. Distribution Statement Required	10. Frequency	11. As of Date (ADD)
No			Monthly	Date of assuming full performance

12. Date of First Submission	13. Date of Subsequent Submission
See Block 14	See Block 14

14. REMARKS:

Block 12 – After assuming full performance, report is due on the 5th day following the monthly reporting period.

Block 13 – Subsequent reports are due on the 5th day following the monthly reporting period.

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMC-700		1
16. Total		1

G. Prepared By:	H. Date:	I. Approved By:	J. Date:
Phyllis Townsley	5/5/04	Jacqueline M. Seaman	5/5/04

CONTRACT DATA REQUIREMENTS LIST (CDRL)

		TDP ☐	TM ☐ Other ☐
D. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor	
4005	Vacancy Report		
4. Authority	5. Contact Reference PWS 1.2.1.4	6. Requiring Office AMI-600	

7. DD 250 Req'd	8. APP Code	9. Distribution Statement Required	10. Frequency	11. As of Date (AOD)
No			Weekly	Date of assuming full performance

12. Date of First Submission	See Block 14	13. Date of Subsequent Submission	See Block 14

14. REMARKS:

Block 12 – After assuming full performance, report is due on the following Monday.

Block 13 – Subsequent reports are due every Monday thereafter.

Format to include the following:

Current Vacancies
- Vacancy information Section
  - Task Number
  - COTR Name
  - Skill Level
  - Date Notified of Vacancy
  - Target Date to be Filled By
  - No. of Days Delinquent
  - Status
  - Task Leader Name
- Summery Section
  - Total No. of Positions Filled
  - No. of Positions to be Filled Past Due
  - Percent of Positions to be Filled Past Due

Filled Vacancies
- Vacancy Information Section
  - Task Number
  - CCTR Name
  - Skill Level
  - Date Notified of Vacancy
  - Target Date to be Fiiled By
  - No. of Days Delinquent
  - No. of Days Filled Prior to Target Date
  - Status
  - Task Leader Name

(Continued on Page 2)

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMI-600 (CCTR)		1
16. Total		1

G. Prepared By: Phyllis Townsley	H. Date: 5/5/04	I. Approved By: Evelyn K. Bachman	J. Date: 5/5/04

CONTRACT DATA REQUIREMENTS LIST (CDRL)

		TDP ☐ TM ☐ Other ☐
D. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor

A005	Vacancy Report	
4. Authority	5. Contact Reference PWS 1.2.1.4	6. Requiring Office AMI-600

7. DD 250 Req'd No	8. APP Code	9. Distribution Statement Required	10. Frequency Weekly	11. As Of Date (AOD) Date of assuming full performance
12. Date of First Submission See Block 14		13. Date of Subsequent Submission Block		

14. REMARKS:

Summary Section

Total No. of Positions Filled Late
Percent of Positions Filled Late
Average No. of Days Later over Target Date
Total No, of Positions Filled on Time
Percent of Positions Filled on Time
Total No, of Positions Filled Early
Percent of Positions Filled Early
Average No. of Days Early over Target Date

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMI-600 (COTR)		1
16. Total		1

G. Prepared By: Phyllis Townsley	H. Date: 5/5/04	I. Approved By: Evelyn K. Bachman	J. Date: 5/5/04

CONTRACT DATA REQUIREMENTS LIST (CDRL)

		TDP ☐	TM ☐	Other ☐
D. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor		

A006	Training Report	
4. Authority	5. Contact Reference PWS 1.2.1.6	6. Requiring Office AMI-600

7. DD 250 Req'd No	8. APP Code	9. Distribution Statement Required	10. Frequency Monthly	11. As of Date (AOD) Date of assuming full performance
12. Date of First Submission See Block 14		3. Date of Subsequent submission See Block 14		

14. REMARKS:

Block 12 – After assuming full performance, report is due on the 5" day following the monthly reporting period.

Block 13 – Subsequent reports are due on the 5th day of each month following each monthly reporting period.

Format to Include the following:

Identification Section
- Report Title
- Contract Number
- Reporting Period

Training Information Section
- Organization
- Task Number
- Contract Employee Name
- Course Name
- Purpose of Training

Summary of Training by Organization Section
- Organization
- No. of Employees
- No. of Courses
- Total

Summary of Training Year to Date Section
- Month
- No. of Employees
- No. of Courses
- Total

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMI-600 (COTR)		1
16. Total		1

G. Prepared By: Phyllis Townsley	H. Date: 5/5/04	I. Approved By: Evelyn K. Bachman	J. Date: 5/5/04

CONTRACT DATA REQUIREMENTS LIST (CDRL)

TDP ☐ TM ☐ Other ☐

II. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor

A4007	Premium Hour Report	
4. Authority	5. Contact Reference IAW PWS 1.2.4(d)	6. Requiring Office AMI-600

7. DD 250 Req'd No	8. APP Code	9. Distribution Statement Required	10. Frequency Monthly	11. As of Date (AOD) Date of assuming full performance
12. Date of First Submission	See Block 14	13. Date of Subsequent Submission	See Block 14	

14. REMARKS

Block 12 – After assuming full performance, report is due on the 5th day following the monthly reporting period.

Block 14 – Subsequent reports are due on the 5th day of each month following each monthly reporting period.

Format to Include the following:

Identification Section
- Task Number
- Reporting Period
- COTR Name
- Task Leader Name

Premium Hour Section
- Contract Employee Name
- Skill Level
- Total Premium Hours Authorized
- Total Premium Hours Used (Year to Date)
- Total Premium Hours Remaining
- Premium Hours Requested this Month
- Reason and Project/System
- Summary of Premium Hours Used by Month

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMI-600 (COTR)		1
		1
16. Total		Multiple

G. Prepared By: Phyllis Townsley	H. Date:	I. Approved By: Evelyn K. Bachman	J. Date:

CONTRACT DATA REQUIREMENTS LIST (CDRL)

TDP ☐ TM ☐ Other ☐

II. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor

/4008	Contract Funds Status Report	CFSR
4. Authority	5. Contact Reference PWS 1.2.13	6. Requiring Office AMQ-240

7. DD 250 Req'd No	8. APP Code	9. Distribution Statement Required	10. Frequency Monthly	11. As of Date (AOD) Date of assuming full performance
12. Date of First Submission See Block 14		13. Date of Subsequent Submission See Block 14		

14. REMARKS:

Block 12 – After assuming full performance, report is due on the 10th of each month.

Block 13 – Subsequent reports are due on the 10th of each month.

Format to include the following for each task:

a. Contract obligated amount (broken out by modifications)
b. Total amount invoiced (break out cost of each effort)
c. Funds remaining
d. Open commitments (to be invoiced)
e. % spent of obligated amount
f. Forecast expenditures
g. Forecast overage/shortage

Contract format acceptable. Initial submittal requires Government approval to ensure format provides complete data.

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMQ-240 *(CO)*	1	1
16. Total	1	1

G. Prepared By: Phyllis Townsley	H. Date: 5/5/04	I. Approved By: Jacqueline M. Seaman	J. Date: 5/5/04

CONTRACT DATA REQUIREMENTS LIST (CDRL)

		TDP ☐ TM ☐ Other ☐
D. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor

A009	Project Tracking Executive Summary	
4. Authority	5. Contact Reference PWS 5.1.2	6. Requiring Office AMI-600

7. DD 250 Req'd No	8. APP Code	9. Distribution Statement Required	10. Frequency Monthly	11. As of Date (AOD) Date of assuming full performance
12. Date of First Submission See Block 14		13. Date of Subsequent Submission See Block 14		

14. REMARKS:

Block 12 – Aiter assuming full performance, report is due on the 5th day iollowlng the monthly reporting period.

Block 13 – Subsequent reports are due on the 5th day of each month following each monthly reporting period.

Format to include the following:

Project Information Section
- Project Name
- Project Leader
- Phone
- Review Period Startin(
- Review Period Ending

Project Status Section
- Schedule
- Resource Utilization
- Budget
- Training
- Risks

Issues and Corrective Actions Section

15. Distribution

a. Addressee	c. Final Copies Hard Copy	Elec Copy
AMI-600 (COTR)		1
16. Total		Multiple

G. Prepared By: Phyllis Townsley	H. Date: 5/5/04	I. Approved By: Evelyn K. Bachman	J. Date: 5/5/04

ATTACHMENT 8
SCREENING STANDARDS-CONTRACTOR

1. Record of conviction for illegal use or possession of intoxicants;

2. Record of conviction for illegal use, possession, or sale of controlled substances or marijuana;

3. Record of conviction of criminal behavior relating to immoral conduct, such as child molestation, rape, sexual assault, incest, bestiality, indecent exposure, lewd acts, etc.;

a. Record of conviction of criminal behavior relating to dishonesty, such as theft, larceny, burglary, robbery, forgery, extortion, counterfeiting, blackmail, fraud, conversion, sale, or possession of stolen property, embezzlement, etc.;

5. Record of conviction for criminally disruptive or violent behavior, such as assault, battery, kidnapping, abduction, murder, rape, arson, vandalism, voluntary manslaughter, child abuse, etc.;

6. Record of conviction for illegal use, possession, manufacture, or sale of firearms or explosives.

7. Violation of Hatch Act restrictions (5 U.S.C. Chapter 73), mutilationjdestruction of public records, striking against the Government, desertion from the military, disregard for debts, engaging in riots or civil disorders, or a pattern of unemployability based upon misconduct or delinquency as reflected in employment history.

nt or deception or fraud in examination or appointment.

4. Issues related to disruptive or violent behavior:
Pattern of violence as reflected in (1) conviction record; (2) disregard for life or property; (3) civil actions; (4) employment record; (5) medical record; (6) aggravated assault; (7) assault with a deadly weapon; (8) assault with intent to commit rape; (9) kidnapping/abduction; (10) murder; (11) rape; (12) arson; (13) threat or assault upon a public official; (14) voluntary manslaughter; and (15) child abuse.

5. Issues related to termination or forced resignation:
Pattern of unemployability based on misconduct or delinquency as reflected in employment history.

6. Issues related to firearms/weapons:
Improper/illegal sale or transportation of firearm or explosive; manufacture of firearms or explosives.

7. Miscellaneous issues:
Hatch Act violation; (2) mutilation/destruction of public records; (3) engaging in riots or civil disorders; (4) striking against Government; and (5) desertion.

ATTACHMENT 9
*ADJUDICATIVE STANDARDS: ISSUES
CLA 1262 (JUL 2001)

Major issues or conduct which standing alone would be disqualifying under suitability, for any position is a conviction record within the past 9 years, particularly for issues 1, 2, 4, 5, 6, or 8. In addition, a pattern is defined as two or more convictions or a combination of two or more issues of any or all of the items listed below.

1. Issues related to use or possession of intoxicants:
   Pattern of excessive use as reflected in (1) conviction record; (2) job performance; (3) employment history; (4) inability to function responsibly; (5) medical treatment; and (6) health.

2. Issues related to illegal use/possession of controlled substances or marijuana:
   Pattern of excessive use as reflected in (1) conviction record; (2) job performance; (3) employment history; (4) inability to function responsibly; (5) medical treatment; (6) health; (7) manufacturing; (8) addiction; (9) importing/trafficking; and (10) cultivating for sale.

3. Issues related to financial responsibility:
   Pattern of irresponsibility as reflected in (1) credit history; (2) disregard for debts; (3) abuse of fiduciary trust; and (4) continuing, major, valid liabilities.

4. Issues related to immoral conduct:
   Pattern of misconduct as reflected in (1) conviction record; (2) medical treatment; (3) public knowledge; (4) child molestation; (5) sexual assault statutory rape; (6) incest; and (7) bestiality.

5. Issues related to honesty:
   Pattern of dishonesty as reflected in (1) disregard for truth; (2) conviction records; (3) abuse of trust; (4) employment records; (5) blackmail; (6) counterfeiting; (7) extortion; (8) armed robbery; and (9) intentional false statement or deception or fraud in examination or appointment.

6. Issues related to disruptive or violent behavior:
   Pattern of violence as reflected in (1) conviction record; (2) disregard for life or property; (3) civil actions; (4) employment record; (5) medical record; (6) aggravated assault; (7) assault with a deadly weapon; (8) assault with intent to commit rape; (9) kidnapping/abduction; (10) murder; (11) rape; (12) arson; (13) threat or assault upon a public official; (14) voluntary manslaughter; and (15) child abuse.,

7. Issues related to termination or forced resignation:
   Pattern of unemployability based on misconduct or delinquency as reflected in employment history.

8. Issues related to firearms/weapons:
   Improper/illegal sale or transportation of firearm or explosive; manufacture of firearms or explosives.

9. Miscellaneous issues:
   Hatch Act violation; (2) mutilation/destruction of public records; (3) engaging in riots or civil disorders; (4) striking against Government; and (5) desertion.

Attachment 10

CUSTOMER SERVICE CENTER – SERVICE DESK SERVICE LEVEL AGREEMENTS

Service Level Agreements (SLAs) are established and approved between the Customer Service Center (CSC) and the Customer each fiscal year. The following are the current SLAs for Fiscal Year 2004.

A. ICE-MAN Support and Service Requirements for Technical and Operations Support

1. Service and Support Requirements

   The FAA's primary data processing facility, operated and maintained by the United States Department of Agriculture, National Information Technology Center (NITC), hereafter referred to as the Mainframe Service Provider (MSP), provides customers with large-scale mainframe data processing services on a utility basis, allowing customers to access as much or as little computing power on any computing platform as their needs require - and pay accordingly.

   The Systems Management Branch (AMI-310) worlcs with the MSP to provide customers a wide variety of software services in support of their data processing requirements. The mission of this joint effort with the MSP is to ensure customers have access to the computing resources necessary to conduct the FAA's business in a timely, cost-efficient manner and in a secure environment.

2. The CSC Will:

   a. Answer help desk calls and log information using automated help-desk software;
   b. Reset passwords;
   c. Reset communications lines/remotes;
   d. Resolve problem or coordinate resolution with appropriate technical personnel;
   e. Produce statistical management reports;.
   f. Store tapes on racks or in the vault as appropriate;
   g. Distribute microfiche and reports;
   h. Maintain customer satisfaction reporting process;
   i. Survey customers and provide survey results report;

3. The CSC for Production Control Will:

a. Monitor batch job processing for abnormal job occurrences, log problems, cancel jobs as necessary, and notify appropriate application and/or technical support personnel.

1. Restart jobs (manually or through Control-R) at direction of application or technical support personnel.
2. Maintain Control-M job schedules and coordinate manual submission of batch jobs with applications.
3. Execute console commands to start and cancel database and software job processes as required (e.g., ADABAS, INTERCOMM, CICS, COM-PLETE, etc.).

b. Coordinate with mainframe service provider to resolve abnormal job terminations and identify hardware/software problems that may have contributed to the termination.

B. Application Systems Division Support for Aeronautical Center Security Management System (ACSMS); Aeronautical Center Security Policies System (ACSPS); and Employee/Student Training/Educational Resources (ESTER) Survey System

1. Service and Support Requirements

At the present time, the volume of calls for these applications is low (about 30 calls a month). The CSC will monitor the volume at will initiate a meeting when/if the volume changes significantly. If call volume should increase significantly and increase resource requirements for CSC, determine if charges shall be assessed.

a. ACSMS has 45 users and average one call a week.
b. ESTER averages 50 users a month and about five calls a week.
c. Survey System has 16 users and may receive one call a month.
d. ACSPS has 12 users and averages one call a week.

These are web accounts and are available to users 24 hours a day. Most ACSMS users will be trying to access the system when they first arrive in the morning and after their lunch period. When a user has had three failed logon attempts in a row, their account will be locked and a message will be displayed to contact

405-954-3000. This is peak time as to when a user may be locked out or forgets their password.

The HELPDESK application allows an authorized user (CSC)to login over the web, select one of the three systems, then unlock and or reset the password on a callers (mostly AMP-300 or AMC-700) web account. The web account lockout came about because of an ARC Initiative to better secure web applications. The HELPDESK system was developed by and will be maintained by the Applications Systems Division, AMI-200.

2. The ***CSC*** Will:

a. Provide support 24x7x365;
b. Utilize the FAQs and KnowledgeBase provided as required;
c. Attend training provided by the customer for the CSC;
d. Incorporate the escalation documentation according to the severity codes and adhere to it;
e. Record outage description on the status recording and respond to users appropriately;
f. Review the verbiage to be displayed on the web;
g. Provide an Automated Call Distribution telephone system;
h. Open a problem ticket for every call;
i. Maintain help desk software;
j. Monitor the progress of all "open" tickets to ensure adequate resolution and response time to the end user;
k. Conduct formal customer satisfaction surveys periodically;
l. Send surveys to 10% of daily problem calls that are closed;
m. Provide monthly metric reports;
n. Meet with the customer to determine resource requirements (at specified milestone dates);
o. Maintain adequate resources to provide support;
p. Attend recurring meetings between the established points of contacts if requested by the customer;
q. Initiate a meeting if required with the customer;
r. Provide a current escalation point of contact list for the CSC to the customer;
s. Have a goal of resolving 80% of calls without escalation;
t. Conduct turnover meetings between every shift to ensure outstanding problems are identified.

3. The Applications Systems Division, AMI-200) Will:

   a. Notify the CSC if the support hours and/or requirements need to be changed;
   b. Provide training for the CSC as required;
   c. Maintain the escalation documentation;
   d. Maintain the FAQs and/or a KnowledgeBase documentation;
   e. Maintain the application's plan on who is to notify the CSC of scheduled outages, upgrades, and unscheduled outages;
   f. Provide an opportunity for the CSC to review any verbiage on the web that references the CSC;
   g. Initiate a meeting if required with the CSC.

C. FAA Tier 1 and ABA DELPHI Service Desk Requirements

1. Service and Support Requirements

   Below are the service and support requirements for Tier 1 and ABA for the FAA DELPHI core users.

   The DOT DELPHI Oracle Financial Suite consists of the following seven applications:

   a. General Ledger
   b. Accounts Payable
   c. Accounts Receivable
   d. Fixed Assets
   e. Budget Execution
   f. Purchase Orders
   g. Project Accounting

2. The CSC, Tier 1 Service and Support, Will:

   a. Provide support 24 hours a day 365 days a year (24x7x365). The help deslc phone number is 405-954-3000. Voice mail will be available. The "go live" date is November 5,2002;
   b. Be the first point of contact for FAA DELPHI users. A Kintana ticket will be created for every incoming FAA DELPHI call;

c. Attempt to resolve every call by performing technical and/or functional support;
d. Assist the caller in the navigation of tutor documentation;
e. Use KnowledgeBase documents created by ABA or their contractors;
f. Resolve 80% of calls without referral to Tier 2 after the "go live" interim period of six months;
g. Notify the end user that the problem is resolved and close the ticket;
h. Monitor the progress of all open tickets to ensure adequate resolution and response time to the end user;
i. Conduct formal customer satisfaction surveys periodically;
j. Provide monthly status/performance report to ABA;
k. Work with ABA to determine resource requirements at specified milestone dates after implementation;
l. Maintain the KnowledgeBase documents after the "go live" interim period of six months;
m. Develop policies and procedures jointly between Tier 1, Tier 2, and ABA and followed, including response time, priority codes, and escalation procedures;
n. Hire resources for Tier 1 by Sept 16,2002;
o. Attend some of the FAA DELPHI Oracle Financial Suite training as appropriate by all of the resources;
p. Conduct more frequent meetings initially between the established point of contacts for ABA and Tier 1 for coordination of day-to-day and operation issues;
q. Provide a current escalation list for FAA employees, FAA contractors, and applications by all parties.

3. The following priority codes from Kintana will be followed after the "go live" interim period of six months:

a. Low - An enhancement request has been or should be submitted to Oracle.
b. Normal - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days.
c. High - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days.

d. Critical - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days.
e. Emergency - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP.

4. ABA or Their Contractors Will:

a. Notify Tier of any scheduled outages, system down time, upgrades, patches, and all known issues;
b. Conduct training for Tier 1 prior to Nov. 5,2002 on using Kintana, the DELPHI tutorials, the KnowledgeBase, and the DELPHI Oracle Financial Suite;
c. Deliver the KnowledgeBase documents and maintain them during the interim time after the "go live" interim period of six months;
d. Provide a current escalation list for FAA employees, FAA contractors, and applications for all parties.

D. ICE-MAN Marketing (E-SERV)

1. Service and Support Requirements

A new website for ICE-MAN Marketing worldwide Internet web site is now online. There is a potential for new customers for ICE-MAN. It is hosted on the ICE-MAN enterprise platform and runs under job name WUSSAMQ3. The public address or URL is http://iceman-eservices.faa.gov. The website is available all the time (24x 7x365). This is not an application, and usage should be minimal. However, the responses are critical. Peaks in usage may occur after ICE-MAN marketing personnel appear at marketing events or after marketing materials are distributed. At this time, it is unknown if this will cause high volumes of calls to be placed to the CSC.

Scheduled downtime follows ICE-MAN scheduled downtime. Outside of scheduled downtimes, it should always be available to potential customers. ICE-MAN team members within the Systems Management Branch, AMI-310, will

monitor weekly and special notices about scheduled and un-scheduled outages. During an outage, follow the Process to *Handle* E-SERV *Calls* and refer to the Frequently Asked Question (FAQ) about outages.
Some members of the ICE-MAN Program Team are given restricted page addresses for accessing sensitive information. These users will use their personal ICE-MAN user-id and password so normal procedures will be followed should they "lock" their accounts. The restricted page addresses will not be identified or linked anywhere on the site, so outside viewers should not be able to get to them or therefore make inquiries about them.

At this point, no funding is reauired from E-Serv. The CSC is to function mainly as a "live" point of contact that callers are referred to on marketing materials and from the web site should they have additional questions

2. The ***CSC* Will:**

a. Provide support 24x7x365;
b. Utilize the FAQs provided as required;
c. Attend training if provided by the customer for the CSC;
d. Utilize the severity codes for ICE-MAN;
e. Outages will follow ICE-MAN scheduled and unscheduled outages;
f. Record outage description on the status recording and respond to users appropriately;
g. Review the verbiage to be displayed on the web;
h. Provide an Automated Call Distribution telephone system;
i. Open a problem ticket for every customer call;
j. Maintain help desk software;
k. Monitor the progress of all "open" tickets to ensure adequate resolution and response time to the end user;
l. Conduct formal customer satisfaction surveys periodically;
m. Send surveys to 10% of daily problem calls that are closed;
n. Meet with the customer to determine resource requirements (at specified milestone dates);
o. Maintain adequate resources to provide support;
p. Attend recurring meetings between the established points of contacts if requested by the customer;
q. Initiate a meeting if required with the customer;
r. Provide a current escalation point of contact list for the CSC to the customer;

s. Conduct turnover meetings between every shift to ensure outstanding problems are identified and monitored.

3. The ICE-MAN Marketing, E-SERV **Will:**

a. Notify the CSC if the support hours need to be changed;
b. Provide training for the CSC as required;
c. Maintain the FAQs and documentation on how to handle calls;
d. Maintain the application's plan on who is to notify the CSC of scheduled outages, upgrades, and unscheduled outages;
e. Provide an opportunity for the CSC to review any verbiage on the web that references the CSC;
f. Initiate a meeting if required with the CSC.

E. Systems Management Facility (SMF)

1. Service **and Support** Requirements

Below are the service and support requirements for the Systems Management Facility (SMF) and the responsibilities of the SMF to assist the CSC in providing these services.

2. The CSC Will:

a. Provide access control support 24x7x365 according to the *SMF* Access *Rules;*
b. Perform periodic "walk through" of the SMF to determine if any problems exist. If so, call Mike Myers or Clarence Fanning to get direction (During the day call office number, after hours call at home). If they are unavailable, contact AMP Trouble Desk at 4-3687;
c. Utilize the current copy of the *SMF Authorized* Access List;
d. Utilize the current copy of the *SMF Authorized* Escort List;
e. Utilize the current copy of the *SMF* Access *Rule;*
f. Provide an Automated Call Distribution telephone system;
g. Maintain help desk software;
h. Review the verbiage to be displayed on the web and provide feedback;
i. Open a problem ticket every time that after hours requires a call for access to SMF;

j. Monitor the progress of all "open" tickets to ensure adequate resolution and response time to the end user;
k. Meet with the customer to determine resource requirements (at specified milestone dates);
l. Maintain adequate resources to provide support;
m. Attend recurring meetings between the established points of contacts if requested by the customer;
n. Initiate a meeting if required with the customer;
o. Provide a current escalation point of contact list for the CSC to the customer;
p. Have a goal of resolving 80% of calls without escalation;
q. Conduct turnover meetings between every shift to ensure outstanding problems are identified;
r. Record outage description on the status recording and respond to users appropriately.

At this time, the SMF will not provide training for the CSC.

3. The Systems Management Branch, **AMI-310, Will:**

a. Notify the CSC if the support hours need to be changed;
b. Provide training to the CSC as required;
c. Maintain the documentation SMF *Authorized* Access List and provide timely updates to CSC;
d. Maintain the documentation SMF *Authorized* Escort List and provide timely updates to CSC;
e. Maintain the documentation SMF Access *Rules* and provide timely updates to CSC;
f. Maintain escalation documentation (including after hours points of contact;
g. Provide an opportunity for the CSC to review any verbiage on the web that references the CSC;
h. Initiate a meeting if required with the CSC;
i. Provide verbiage to record on outage description utilizing the 4-3000 or the hot line at 4-3967. If no response, leave a message on the 4-3000, which will generate a beeper call.

Attachment 11

CUSTOMER SERVICE CENTER – DESKTOP SUPPORT SERVICE LEVEL AGREEMENTS

Service Level Agreements (SLAs) are established and approved between the Customer Service Center (CSC) and the Customer each fiscal year. The following are the current SLAs for Desktop Support for Fiscal Year 2004.

A. Priority Level Chart

1. The following are priority code requirements:

Priority Code	Customer Impact	Response to Customer	Resolution Time - Services
1 - Critical	• Office/Unit Impacted (Complete work stoppage) • Critical Service Request	15 Min.	Resources will be assigned to resolve the problem as soon as possible.
2 - Important	• Individual Impacted (Inability to perform job) • Important Service Request	1 Hr.	4 Hrs.
3 - Non-critical	Low/No Impact (Able to perform work functions) • Non-critical Service Request	1 Hr.	16 Hrs.
4 - Request	• New Service, Scheduled/Planned Work • Non-critical service request customer specified	1 Hr.	As Scheduled

2. All times are based on normal business hours.

3. Critical situations (such as a destructive virus or security threat) that require immediate attention may suspend normal response/resolution times.

4. Calls from executive management and their office administrators are treated as a critical priority.

5. If the call is not resolved by the service desk, the response time is the time it takes the assigned technician to make initial contact with the customer.

6. If the customer is unavailable for an extended period of time on an open ticket, the user will be notified that the ticket has been placed on wait/hold status until the customer can schedule an appropriate time.

7. All priority 2 and 3 services that require customer presence will be changed to a priority 4 if customer is unavailable. Customer will be notified and reasonable attempts will be made to reschedule with the customer.

8. Software upgrades are deployed as an Aeronautical Center function, not as an organizational function (everyone follows a plan to move to platform at same time) due to supportability, configuration management, and security. If software is installed outside the approved standard and/or configuration management process, the response/resolution times could be affected and the SLA may need to be amended.

B. Services

1. The following tables outline information for the deliverables and identify their priorities.

Table **A**

Basic Office **Automation** Services		**Priority**
Software Services	Software problems that affect productivity	2
	Basic "How to" questions for supported software	3
	Installation of new workstations, hardware and/or software	4
	New employee setup – requires 2-days advance notice	4
Hardware Services	Hardware problems that affect productivity	2
	Installation of new hardware	4
Hardware Maintenance	Hardware repairs – subject to availability of parts	4

Attachment 11

CUSTOMER SERVICE CENTER – DESKTOP SUPPORT
SERVICE LEVEL AGREEMENTS

Table B

Server Level Support		Priority
Local Area Network	Network server outages affecting entire office or division	1
	Login or access problems	2
	Account administration	3
	Changes to network file permissions or directory structure	3
Network Infrastructure Services	Domain Naming Service (DNS)	2
	Windows Internet Name Service (WINS)	1
	Firewall & security services	4
	Internet access	4
	IP – Internet Protocol address assignments/administration	2
	Routing or router problems	1

Table C

Email Services		Priority
Broadcast Messages	Broadcast message service	2
Remote Access	Remote access assistance	2
Directory Services	ADE – Automatic Directory Exchange	3
	Mail directory issue	3
	Naming standards	3
	Synchronizing directory	3
FTP Site	Access to AMC FTP – File Transfer Protocol site	2
Mail Accounts	Login or access problems	2
Maintenance	Assist administrators with post office maintenance issues	3
Post Office Administration	Email administration	3
	Email router for support offices	1
	Export/Import of user's mailboxes	2
	Mail list changes	4
	Post office database errors	1
	Post office outages	1

Attachment 11

CUSTOMER SERVICE CENTER – DESKTOP SUPPORT
SERVICE LEVEL AGREEMENTS

Table D

Scheduling Services		Priority
Lotus Notes Server	Lotus Notes server administration	3
	Outages affecting the entire office/division	1
	Login or access problems	2
	Distribution list updates	3
	Mailbox administration	4

Table E

Security Services		Priority
Security	Virus or security breach	1

Table F

Consulting and Budget Services		Priority
Consulting Services	Updating technology	As required
	Implementation of new national or local systems	As required
Budget Services	Hardware estimates	As required
	Server upgrades	As required
	Desktop software estimates	As required
	Inclusion of AMQ in an overall Office Automation Budget Plan	As required

C. Compliance Reporting Methods

1. Performance metrics will be reported monthly.
2. Meet with customer on a regularly scheduled basis to assure compliance with this SLA.
3. Customer satisfaction follow up surveys will be conducted.
4. Follow up survey results will be tabulated monthly.

D. Performance Metrics

Metric	Performance Criteria
Service Response	Respond to 90% of service requests within 1 hour
Service Resolution	Resolve 80% of service requests within specified SLA