

NEGOTIATED DIRECT HOURLY LABOR RATES
Screening Information Request DTFAAC-04-01323

NOTICE: This document corresponds to Clause H.19, Direct Hourly Labor Rate, and must be completed by each prospective contractor and returned as part of their proposal/best and final offer. The direct hourly rate set forth below is the direct labor portion of the negotiated composite/billing rate shown in Section B.

<u>LABOR CATEGORY</u>	<u>YEAR 1</u>	<u>YEAR 2</u>	<u>YEAR 3</u>	<u>YEAR 4</u>	<u>YEAR 5</u>
Help Desk Specialist, III	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Help Desk Specialist, II	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Help Desk Specialist, I	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Office Automation Specialist, Level IV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Office Automation Specialist, Level III	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Office Automation Specialist, Level II	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Office Automation Specialist, Level I	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Computer Operator Level IV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Computer Operator Level III	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Computer Operator Level II	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Computer Operator Level I	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
System Analyst/Programmer, Level V	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
System Analyst/Programmer, Level IV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
System Analyst/Programmer, Level III	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
System Analyst/Programmer, Level II	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
System Analyst/Programmer, Level I	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Data Base Administrator, Level III	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Data Base Administrator, Level II	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Data Base Administrator, Level I	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
System Administrator, Level IV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
System Administrator, Level III	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
System Administrator, Level II	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
System Administrator, Level I	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Technical Writer, Level II	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Technical Writer, Level I	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

94-2432 OK, OKLAHOMA CITY 07/20/04

FOR OFFICIAL USE ONLY BY FEDERAL AGENCIES PARTICIPATING IN MOU WITH DOL

WASHINGTON D.C. 20210

William W. Gross	Division of	Wage Determination No.: 1994-2432
Director	Wage Determinations	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 and Clerical Occupations	
01011 - Accounting Clerk I	10.67
01012 - Accounting Clerk II	11.737
01013 - Accounting Clerk III	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 II	10.485
01191 - Order Clerk I	10.18
01192 - Order Clerk II	14.08
01261 - Personnel Assistant (Employment) I	12.388
01262 - Personnel Assistant (Employment) II	13.519
01263 - Personnel Assistant (Employment) III	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 III	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 - Test Examiner	15.76
01520 - Test Proctor	15.76
01531 - Travel Clerk I	10.37
01532 - Travel Clerk II	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 Occupations	
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 - General 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 Practical 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 II	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 - Telecommunication 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 III	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 III	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
99041 - Carnival Equipment Operator	9.13
99042 - Carnival 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 contractor 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 the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.
- 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 ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities 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 ordnance, (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, irritation 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 ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this contract (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 the 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 be 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 ADDITIONAL 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 be 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 1444 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 contractor prepares a written report listing in order proposed classification title), a Federal grade equivalency (FGE) for each proposed classification), job description), and rationale 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 contracting 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 contracting 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 Occupations" (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 not 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 III, Cost/Price Information, L.2, Part I.

This contract is subject to the Service Contract 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.

<u>Discipline (Skill)</u>	<u>Department of Labor Occupation Title and Code</u>	<u>Exempt/Nonexempt</u>
Help Desk Specialist, III		Exempt
Help Desk Specialist, II		Exempt
Help Desk Specialist, I		Exempt
Office Automation Specialist, Level IV		Exempt
Office Automation Specialist, Level III		Exempt
Office Automation Specialist, Level III		Exempt
Office Automation Specialist, Level I		Exempt
Computer Operator Level IV	Computer Operator IV	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 IV		Exempt
System Analyst/Programmer, Level III		Exempt
System Analyst/Programmer, Level II		Exempt
System Analyst/Programmer, Level I		Exempt
Data Base Administrator, Level III		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 <input type="checkbox"/>	TM <input type="checkbox"/>	Other <input type="checkbox"/>
D. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor		

A001	GFP Annual Report			
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4. Authority	5. Contact Reference IAW G.4/CLA.4528	6. Requiring Office AMQ-240		
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7. DD 250 Req'd No	8. APP Code	9. Distribution Statement Required	10. Frequency Annual	11. As of Date (AOD) Date of assuming full performance
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12. Date of First Submission	See Block 14	13. Date of Subsequent Submission	See Block 14	15. Distribution	
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<p>14. REMARKS:</p> <p>Block 12 – After assuming full performance, report is due on September 15, 2005.</p> <p>Block 13 – Subsequent reports are due on September 15th of each subsequent year.</p>	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
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CONTRACT DATA REQUIREMENTS LIST (CDRL)

		TDP <input type="checkbox"/>		TM <input type="checkbox"/>	Other <input type="checkbox"/>
D. System/Item CSC Support Services		E. Contract/PR No.		F. Contractor	
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 No	8. APP Code	9. Distribution Statement Required		10. Frequency Quarterly	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		15. Distribution	
14. REMARKS: Block 12 – After assuming full performance, report is due on the 10 th of the month following the first quarterly period. Block 13 – Subsequent reports are due on the 10 th of the month following each quarterly reporting period.				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 <input type="checkbox"/>	TM <input type="checkbox"/>	Other <input type="checkbox"/>	
D. System/Item CSC Support Services		E. Contract/PR No.		F. Contractor			
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 No	8. APP Code	9. Distribution Statement Required		10. Frequency Quarterly	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		15. Distribution				
14. REMARKS: Block 12 – After assuming full performance, report is due on the 5 th of the month following the first quarterly period. Block 13 – Subsequent reports are due on the 5 th of the month following each quarterly reporting period.				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: Phyllis Townsley		H. Date: 5/5/04		I. Approved By: Jacqueline M. Seaman		J. Date: 5/5/04	

CONTRACT DATA REQUIREMENTS LIST (CDRL)

		TDP <input type="checkbox"/>		TM <input type="checkbox"/>		Other <input type="checkbox"/>	
D. System/Item CSC Support Services		E. Contract/PR No.		F. Contractor			
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 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	15. Distribution			
14. REMARKS: Block 12 – After assuming full performance, report is due on the 5 th day following the monthly reporting period. Block 13 – Subsequent reports are due on the 5 th day following the monthly reporting period.				a. Addressee		c. Final Copies	
						Hard Copy	Elec Copy
				AMC-700			1
				16. Total		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 <input type="checkbox"/> TM <input type="checkbox"/> Other <input type="checkbox"/>
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D. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor
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A005	Vacancy Report	
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4. Authority	5. Contact Reference PWS 1.2.1.4	6. Requiring Office AMI-600
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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
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12. Date of First Submission See Block 14	13. Date of Subsequent Submission See Block 14	15. Distribution
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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 Summary 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 COTR Name Skill Level Date Notified of Vacancy Target Date to be Filled By No. of Days Delinquent No. of Days Filled Prior to Target Date Status Task Leader Name	a. Addressee	c. Final Copies	
		Hard Copy	Elec Copy
	AMI-600 (COTR)		1

(Continued on Page 2)	16. Total		1
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G. Prepared By: Phyllis Townsley	H. Date: 5/5/04	I. Approved By: Evelyn K. Bachman	J. Date: 5/5/04
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CONTRACT DATA REQUIREMENTS LIST (CDRL)

		TDP <input type="checkbox"/>	TM <input type="checkbox"/>	Other <input type="checkbox"/>
D. System/Item CSC Support Services	E. Contract/PR No.	F. Contractor		

A005	Vacancy Report			
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4. Authority	5. Contact Reference PWS 1.2.1.4	6. Requiring Office AMI-600		
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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
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12. Date of First Submission See Block 14	13. Date of Subsequent Submission See Block 14	15. Distribution		
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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	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
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CONTRACT DATA REQUIREMENTS LIST (CDRL)

		TDP <input type="checkbox"/>		TM <input type="checkbox"/>		Other <input type="checkbox"/>	
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	13. Date of Subsequent Submission	See Block 14	15. Distribution			
14. REMARKS: Block 12 – After assuming full performance, report is due on the 5 th day following the monthly reporting period. Block 13 – Subsequent reports are due on the 5 th 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				a. Addressee	c. Final Copies		
				AMI-600 (COTR)	Hard Copy	Elec Copy	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 <input type="checkbox"/>		TM <input type="checkbox"/>		Other <input type="checkbox"/>	
D. System/Item CSC Support Services		E. Contract/PR No.		F. Contractor			
A007		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	15. Distribution			
14. REMARKS: Block 12 -- After assuming full performance, report is due on the 5 th day following the monthly reporting period. Block 14 -- Subsequent reports are due on the 5 th 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				a. Addressee	c. Final Copies Hard Copy Elec Copy		
				AMI-600 (COTR)			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 <input type="checkbox"/>		TM <input type="checkbox"/>		Other <input type="checkbox"/>	
D. System/Item CSC Support Services		E. Contract/PR No.		F. Contractor			
A008		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		15. Distribution				
14. REMARKS: Block 12 – After assuming full performance, report is due on the 10 th of each month. Block 13 – Subsequent reports are due on the 10 th 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.			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 <input type="checkbox"/>	TM <input type="checkbox"/>	Other <input type="checkbox"/>
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		15. Distribution		
14. REMARKS: Block 12 – After assuming full performance, report is due on the 5 th day following the monthly reporting period. Block 13 – Subsequent reports are due on the 5 th day of each month following each monthly reporting period. Format to include the following: Project Information Section Project Name Project Leader Phone Review Period Starting Review Period Ending Project Status Section Schedule Resource Utilization Budget Training Risks Issues and Corrective Actions Section			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.;
4. 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), mutilation/destruction 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) works 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:

Attachment 10
CUSTOMER SERVICE CENTER – SERVICE DESK
SERVICE LEVEL AGREEMENTS

- 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-LETE, 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

Attachment 10
CUSTOMER SERVICE CENTER – SERVICE DESK
SERVICE LEVEL AGREEMENTS

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.

Attachment 10
CUSTOMER SERVICE CENTER – SERVICE DESK
SERVICE LEVEL AGREEMENTS

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 desk 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;

Attachment 10
CUSTOMER SERVICE CENTER – SERVICE DESK
SERVICE LEVEL AGREEMENTS

- 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.

Attachment 10
CUSTOMER SERVICE CENTER – SERVICE DESK
SERVICE LEVEL AGREEMENTS

- 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 (24 x 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

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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 required 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;

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- 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;

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- 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.

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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

- The following are priority code requirements:

Priority Code	Customer Impact	Response to Customer	Resolution Time - Services
1 - Critical	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Individual Impacted (Inability to perform job) Important Service Request 	1 Hr.	4 Hrs.
3 - Non-critical	<ul style="list-style-type: none"> Low/No Impact (Able to perform work functions) Non-critical Service Request 	1 Hr.	16 Hrs.
4 - Request	<ul style="list-style-type: none"> New Service, Scheduled/Planned Work Non-critical service request customer specified 	1 Hr.	As Scheduled

- All times are based on normal business hours.
- Critical situations (such as a destructive virus or security threat) that require immediate attention may suspend normal response/resolution times.

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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

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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

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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