

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

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**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, and perform 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 Government 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 Government 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 Government review and approval.

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

---

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 Check with 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 knowledge, 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 be 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

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

---

b. Directed/Mandated by the Government: The class is directed/mandated by Government regulation, FAA Administrator (AOA-1), or an FAA 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 specify 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 knowledge and skills 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.

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

---

**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, 365/366 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 by 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 work requirements. 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 Time Requested by 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 work requirements. 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. **Monthly 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:

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

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- 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 Government 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 heating, 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 Government 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 Government 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.

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

---

**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. The 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.

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

---

**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    **Automated Call Distribution (ACD)**. An add-on feature to Customer Interaction Center PBX's (phone 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.

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

---

- 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-LETE**. 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.

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

---

- 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

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

---

- 2.44 **IUC**. ICE-MAN User Community, which has 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 "knowledge." 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 knowledge 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 knowledge. 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 a user. 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.

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

---

- 2.56 Office of Primary Responsibility (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 By 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.

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

---

- 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 which employees select the items that they will personally work 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 Agreement**. 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 Request**. 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 conclusion. 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 skills of the staff. The skills 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. Task Leaders shall not spend more than a half an hour per week 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.

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

---

**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 know 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 has 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 packet 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 packet 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.

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

---

**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.

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

---

**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 of personal 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 considered necessary 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.

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

---

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 Government 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 task requirements. 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.

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

---

**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-furnished items are not available or accessible and with approval and authorization from the Government 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 task(s) to another vendor based on the criticality of the task and/or if it is in the best interest of the Government.

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

---

**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.

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

---

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 Maintenance, and Network 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 work non-standard shift schedules to assure coverage when other contractor employees are off or have to be away from the work place.

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, 365/366 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 Specific Service Desk Requirements.** The contractor shall be 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);

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

---

**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 be advised that service is not provided by the CSC, nor will the call be 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 systems/equipment 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 update/upgrades 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 deliver new 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.

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

---

**5.2.4.2 Specific Computer Hardware Maintenance Requirements.** The contractor shall provide computer hardware maintenance and repair. Systems are generally Microsoft Desktops 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 boards, speakers, pointing devices, printers, scanners, modems, CD ROM drives, tape and disk units. This service also includes repairing networked 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, 365/366 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-LETE, 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;

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

---

- 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 Management 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 back rosters, 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 Knowledge Management 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;
- l. Maintain Desktop procedures utilized by the Desktop Administrators coordinating with COTR and appropriate Desktop representative.

**5.2.7 Service Desk Software Administration.**

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

---

**5.2.7.1 General Service Desk Software Administration Requirements.** It is vital to have up-to-date and accurate Service Desk software. As the Service Desk Administrator, the contractor shall provide maintenance to the suite of Service Desk modules (Service Desk, Configuration Management, and Change Management) software utilized by multiple divisions in AMI. Administrative activities include maintenance/configuration of fifteen SLAs (massive table updates), access for over 175 analysts, over 35 ticket category types, 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;
- l. 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) telephony system and Call Center Management Information System (CCMIS) reporting system to appropriate parties;

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

**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

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

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 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.

**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 software.

**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.

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

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**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 III.**

**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 skills 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 other related 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

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

---

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:**

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

**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.

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

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**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 management 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, 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.

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

---

**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 task order. 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 record results. 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 skills.

**5.7.5.2 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 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,

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

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**

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

**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 skills 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 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 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.

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

---

**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 skills and the ability to work independently or under general direction only.

**5.8.3.2 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 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,

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

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teaming partners and vendors. Evaluates new and existing system software and recommends changes to improve efficiency and/or functionality. Tunes system software and performs workload 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 skills and the ability to work independently or under general direction only.

**5.8.5.2 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 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 and recommends changes to improve efficiency and/or functionality. Tunes system software and performs workload 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 skills and the ability to work independently 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.

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

**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

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

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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.