AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 | 49

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
0005	05/31/2012		

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
AMQ0240-ARC		AMQ340-ARC	

AMQ-240 CONTRACT MANAGEMENT TEAM
FAA AERONAUTICAL CENTER
PO BOX 25082
MPD ROOM 302
OKLAHOMA CITY OK 73125

AMQ-340 CONTRACT MANAGEMENT TEAM
FAA AERONAUTICAL CENTER
PO BOX 25082
MPD ROOM 369
OKLAHOMA CITY OK 73125

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	(x)	9A. AMENDMENT OF SOLICITATION NO.
CNI AVIATION INC 2600 JOHN SAXON BLVD NORMAN OK 73071		9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER NO. DTFAAC-11-D-00013
		10B. DATED (SEE ITEM 13) 11/03/2010

CODE	FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Schedule $0.00

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(x)	
☐	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
☐	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14.
☒	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO THE AUTHORITY OF: AMS Clause 3.10.1-14 Changes, Time & Materials or Labor Hr
☐	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Customer Service Center, Office Automation Services and Custom Solutions Division Support Services Contract

MOD 5 - Issued to incorporate the PWS v.17 that clarifies the CNI telework plan and scheduling coordination.

FIRST: This modification incorporates the Customer Service Center (CSC), Office Automation Services (OAS), and Custom Solutions Division (CSD) Support Contract PWS v.17 dated 5/21/2012 (see PWS attachment document paragraph 1, entitled Telecommuting).

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
Manager, CNI Aviation LLC Chickasaw Nation Industries	Avis Franklin
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED
(Signature of person authorized to sign)	30 MAY 12
16B. CONTRACTING OFFICER	16C. DATE SIGNED
(Signature of Contracting Officer)	5/31/2012

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

SECOND: By mutual agreement, the correction to the PWS has no impact ($0.00) on cost for either parties. The rates and total prices remain unchanged.

THIRD: All other provisions remain unchanged and in full force and effect.

****

MOD 004 -- Issued to incorporate CNI Continuity of Contract Performance Plan (COOP), and incorporate the Limitation of Government obligation clause.

FIRST: CNI Continuity of Contract Performance Plan (Version 1.0 dated 10/20/2011) is hereby incorporated and attached. The plan is submitted in support of FAA COOP.

SECOND: FAA CLA clause entitled Limitation of Government's obligation - Allotment of funds is hereby incorporated as follows:

Limitation of Government obligation Allotment of Funds
A. The Government shall not be obligated to pay the contractor any amount in excess of the amount set forth in each delivery order and the contractor shall not be obligated to continue performance by virtue of which the FAA¿s Obligation hereunder would exceed the amount set forth in each delivery order unless and until the Contracting Officer has notified the contractor in writing that such amount has been increased and shall have specified in such notice a revised amount which shall thereupon constitute the Not-to Exceed Ceiling for performance of the delivery order.
B. The Contractor shall notify the Contracting Officer in writing at the earliest practicable time whenever it is expected that costs to be incurred within the succeeding thirty (30) days will exceed 75 percent (75%) of the amount stated in the Delivery Order. The contractor will also notify the Contracting Officer in writing at any other time if expected costs to be incurred for items chargeable to each Task Order will be substantially greater or less than ceiling amount of the Task Order.
C. The FAA reserves the right to increase or decrease the funds allotted herein for a delivery order by an administrative ¿Modification of Delivery Order¿ on a unilateral basis to the respective Delivery Order. In no event shall the Contracting Officer decrease funds below the amount incurred by the contractor at the time of the notice of decrease.

THIRD: All other provisions of the contract remain unchanged and in full force and effect.

****

MOD 005 - Issued to Exercise Option Yr 1, Incorporate the current DOL Wage Determination, Incorporate current AMS clauses, and revised rates for Option Yr 1 thru Option Yr 4.

FIRST: Option Yr 1 Services described by the STR DTFAAC-10-R-00343 Schedule B CLINS 13a through CLIN 24 are hereby incorporated by reference. The detailed labor categories, estimated hours, and rates are provided on the attached CNI Schedule B Revised Option Yr 1 thru Option Yr 4 hereby incorporated herein.

Continued ...

CONTINUATION SHEET	REFERENCE NO OF DOCUMENT BEING CONTINUED DTFAAC-11-D-00013/0005	PAGE 3 OF 45

NAME OF OFFEROR OR CONTRACTOR
CNI AVIATION INC

ITEM NO (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)

SECOND: DOL Wage Determination 2005-2932 rev.15 dated 6/13/2011 is hereby incorporated and attached.

THIRD: The revised rates resulting from DOL WD dated 6/13/2011 for Help Desk Specialist I thru IV (Option Yr 1 thru Option Yr 4) are hereby incorporated as identified in Attachment 1- Sechedule B.

FOURTH: The Office of Information Technology (AMI-1) and Office of Application Services (AME-1) Performance Work Statement Section M entitled Off-site Requirements is hereby revised to clarify FAA and Contractor responsibilities when Offsite Service is required as a result of COOP or emergency determination. The PWS Section M, page 13r is incorporated herein and attached to supercede the previous page (Version 16a dated 8/12/10). The responsibilities will comply with FSO COOP Plan Appendix E: Telework Guidance, Appendix G Alternate Location/Facility Information as planed and coordinated through AMI Emergency Readiness Officer.

FIFTH: The total Estimated value for Option Yr 1 is hereby increased by $ 24,644.16

From: $4,170,639.94 To: $4,195,284.10

SIXTH: The AMS clauses (updates) and AMS clauses IAW prescription are provided via Attachment 2 and incorporated herein.
DISTR: TS Small Business: NO

LIST OF CHANGES:
Small Business changed to : NO
Payment:
FAA AC ACCTG DWC
DOT/FAA AMZ-110
PO BOX 25710
OKLAHOMA CITY OK 73125
Period of Performance: 12/01/2011 to 09/30/2015

Performance Work Statement (PWS)

Customer Service Center (CSC)
Office Automation Services (OAS)
and
Custom Solutions Division (CSD)
Support Contract

Federal Aviation Administration

Office of Information Technology (AMI-1)
Office Automation Services Division (AMI-600)
Customer Service Center Division (AMI-900)

Office of Application Services (AME-1)
Custom Solutions Division (AME-500)

6500 South MacArthur Blvd
Oklahoma City, Oklahoma 73169

1. Introduction and Overview

A. Background

The Enterprise Services Center (ESC) is a center of excellence providing the best-integrated business services and solutions to the Federal Government. The ESC delivers products and services enabling their customers to excel in managing the business of government. The ESC consists of the Office of Information Technology (AMI), the Office of Enterprise Systems (AME), the Office of Financial Services (AMZ), and the Office of Customer Services (AMO). All of these organizations reside under the FAA's Regions and Center Operations (ARC) Line of Business.

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 Office of Application Services (AME) is a directorate of ESC that provides system design, technical management, programming services and administration of systems for assigned national and local programs. AME also provides innovative information management solutions to local, agency, and other government organizations.

The Customer Service Center Division (CSC) and Office Automation Services Division (OAS) are service divisions within the AMI directorate. The Custom Solutions Division (CSD) is a service division within the AME directorate. CSC, OAS and CSD divisions have a requirement for technical support in tandem with the government to provide the following services for the MMAC, FAA, DOT and other Federal Agencies:

Customer Service Center Services:

- Service Desk Support.
- Production Control and Application Monitoring.
- Information Technology Service Management (ITSM) Software Administration.

Office Automation Services:

- Desktop Support (Deskside and Remote Administration).
- Computer Hardware Maintenance.
- Asset and Quality Management Systems Support.

Custom Solutions Division:

- Application Specific Help Desk Support.
- Application Monitoring.

The Service Provider (SP) shall provide these services as defined in Section 5 of this Performance Work Statement (PWS). The SP shall implement and manage all services listed in this PWS.

B. Objectives

The objective of this PWS is for the SP to provide high-quality, user-focused technical services to the Office of Information Technology (AMI) and Office of Application Services (AME). The SP shall effectively administer, manage, and perform the duties and responsibilities as defined in this PWS. AMI

has historically used its own Service Level Agreement (SLA) internally with its customers, which currently reflects minimum Acceptable Performance Levels (APL) allowed for services listed in this PWS. The SP is expected to develop and provide to AMI and AME a Best-in-Class Service Level Agreement that shall become a binding part of the contract effort and shall be used in conjunction with the Government's own Quality Assurance Surveillance Plan (QASP) (**Attachment 5**). The SP's SLA shall "equal or exceed" AMI and AME's requirements for services listed in this PWS. The SP's proposed SLA shall be required when proposals are submitted (CDRL A001). The Contracting Officer (CO) will notify the SP of acceptance or required modifications to the SLA. The SP shall make appropriate modifications (at no additional cost to the Government) and obtain acceptance of the SLA from the CO prior to completion of Contract Phase-in. The SP's SLA shall be updated as changes occur to Government SLAs and/or target metrics and shall be submitted for review and acceptance by the CO. Guidance (minimum required) on AMI and AME's SLAs and Performance Measures is provided in **Attachment 1** (ARC SLA), **Attachment 2** (OAS Performance Measures) and **Attachment 3** (CSC Performance Measures) and **Attachment 6** (CSD Performance Measures).

The SP shall be responsible for providing project supervision and for assuming a role with the Government in providing technical solutions and in securing and retaining business. SP personnel will be performing work as required to accomplish the CSC and OAS requirements of AMI and the CSD requirements of AME. SP services are to be performed using facilities and materials provided by the Government, Section 3.C. Services will be principally performed at the MMAC, Oklahoma City, Oklahoma, unless otherwise stipulated by the Government on individual task order(s).

The SP shall be responsible for all applicable directives, orders, regulations, specifications, etc., provided by the Government, in support of this contract. All tasks and deliverables shall be accomplished in accordance with ISO 9001 Standards and Information Technology Infrastructure Library (ITIL) guidelines. New and/or changes to processes and procedures will be developed with the coordination of the SP and the Government.

C. Scope of Work

The SP shall provide IT technical support to the ARC Office of Information Technology Directorate (AMI-1), Customer Services Center Division (AMI-900) and Office Automations Services Division (AMI-600), to support their primary ARC IT Infrastructure responsibility for Service Desk (known as the CSC) Support and Office Automation Services (OAS) for all specified users and sites. The SP shall also provide IT technical support to the ARC Office of Application Services Directorate (AME-1), Custom Solutions Division (AME-500), to support their primary application specific service desk (known as the CSD). The CSC, OAS, and CSD Support are located at MMAC in Oklahoma City, Oklahoma. The purpose of this Scope of Work is to provide a brief overview of the technical requirements for the required services. Specific details regarding the required services are provided in paragraph 5, Performance Requirements.

The SP shall provide the following services:

Customer Service Center Services

The CSC provides Level 1 Service Desk and Service Management (i.e., incident management, asset management, and configuration management) services to both DOT and Non-DOT customers nationwide. The CSC Service Desk operates 24 hours a day, seven days per week, 365/366 days per year (24x7x365/366), providing desktop and application support for approximately 50,000 DOT and Non-DOT end-users. CSC is the first point of contact for the customers' end-users who need support.

The CSC currently utilizes an Automated Call Distribution (ACD) phone system. **The CSC is able to gain efficiencies and economies of scale through the utilization of skill based routing.** As CSC agents are cross-trained on various systems, application and/or customer requirements, additional skill sets can be added to their purview, thus utilizing their time more effectively.

The CSC handles incidents, problems, questions, change management, provides an interface for other activities such as customer change requests, and problem management is planned in a future implementation. CSC support includes but is not limited to:

- Monitor call queues (phone and email).
- Answer phones promptly.
- Exhibit courteous, professional behavior when dealing with customers.
- Utilize the Knowledge Base (part of the CSC Information Technology Systems Management (ITSM) tool suite).
- Assess the problem / request.
- Access desktops remotely, when necessary.
- Escalate call to experts or Level 2 technicians.
- Document findings and actions in the CSC ITSM tool suite.

The CSC provides production control and application monitoring. Production Control is the monitoring of mainframe applications and batch processing for abends (abnormal system activity) 24x7x365/366, as well as the monitoring of email boxes for incoming email notifications or alerts of abnormal system activity. This consists of products including but not limited to TPX, SDSF, 3270 Terminal Emulation Software, Control-D/M/R and Netview. Production Control Responsibilities include but are not limited to:

- Continually monitor mainframe using TSO and Control-M.
- Answer Production Control hotline.
- Ensure that all systems and on-lines are up and in an active state as required by affected applications.
- Periodically monitor the console at the command center, checking for various "Shout" messages and clearing any outstanding messages to prevent stacking console messages.
- Contact appropriate systems or applications programmers by phone to provide the job abend information and abend steps, and when applicable, follow their instructions and restart appropriate jobs.
- Retrieve and comply with application callback information provided in the CSC Knowledge Database.
- Open an event for any abend that may occur throughout the shift, detailing all activity that is required for the affected job abend.

CSC Operations staff provides Service Desk Software Administration. The System Administrators are responsible for the overall administration and maintenance of the ITSM software tool suite modules. System Administrator responsibilities include monitoring an assignment queue and coordinating resolution with customers, Level 2 support technicians and possibly vendors. System Administrator monitors performance of system software and works with senior level personnel to troubleshoot and resolve issues. System administrator monitors performance of the ITSM software tool, assists in testing

software enhancements and/or upgrades as well as other project related items. System Administrator services include but are not limited to:

- Monitor queue and maintain adequate day-to-day production operations support; maintenance includes, but is not limited to, changes (new, change, delete) of personnel, technicians, administrators, customers, workflows, views of data, and/or reports.
- Update ITSM Software Tool after appropriate approvals are granted.
- Work with senior level personnel to implement new requirements into ITSM Software Tool.

The CSC ensures the delivery of customer satisfaction and other key measurements of effective IT Service Management through its implementation of Information Technology Infrastructure Library (ITIL) software and best practices. The CSC service management software system is a Service Desk and IT Services Management solution supporting all ITIL disciplines in a single integrated and out-of-the-box product. The CSC currently utilizes BMC Remedy software suite.

At the present time, there are no System Administrator positions being utilized on this contract however, in the event new business is acquired, it is foreseeable we will need contract resources in this skill category for implementation of new customers.

Office Automation Services

OAS supports approximately 5,300 desktops and/or laptops for all ARC and ARC Supported customers at the MMAC. The ARC IT infrastructure is currently comprised of the most common Microsoft Windows servers, Active Directory, Dell Pentium-based desktops and laptops with Windows XP operating systems, and Microsoft Office productivity software. The current messaging system used by FAA is Lotus Notes.

Deployment of new PCs and reimaging of existing PCs is accomplished by the use of Microsoft Windows Deployment Service (WDS). A detailed listing of the current ARC Standard Desktop Configuration is provided in **Attachment 4**. The SP shall support any and all future technologies implemented into the ARC IT infrastructure.

OAS provides Remote Administration (RA) Support. Remote Administrator positions are sedentary in nature. Remote Administrators are the first point-of-contact for most events elevated to Level 2 technicians and are expected to closely monitor all incoming event traffic. When an issue can be resolved remotely, it is incumbent upon the Remote Administrator to resolve the issue within the Service Level Agreement times. Remote Administrator logs all corrective actions in events utilizing the provided ITSM software tool. RA Support includes but is not limited to:

- Effectively troubleshoot and resolve, or escalate, issues.
- Remotely Install/Remove software applications.
- Effectively disseminate workload to appropriate service group.

OAS provides Computer Deployment Administration Services Deployment Administrator positions provide face-to-face customer support. Deployment Administrators are responsible for monitoring a Deployment Administration queue and effectively prioritizing their workload daily. Deployment Administrators contact customers to schedule site visits. Once on site, Deployment Administrators set up new or existing desktop and laptop computers, image the hard drive, and configure and test Windows operating system and application software to assure basic functionality, all within the Service Level Agreement times. Deployment Administrators log all computer setup and configuration

actions in requests utilizing the provided ITSM software tool. Computer Deployment Services include but are not limited to:

- Monitor Deployment Administration queue in the CSC ITSM tool suite.
- Effectively and efficiently set up and configure new and existing computers.
- Log all computer setup and configuration actions in the ITSM software tool.

The Process Automation Administration Team is a subgroup within the Computer Deployment Administration Services group. Process Automation Administrators are responsible for researching and developing improved methods for deployment of computers and software through the use of the most advanced technologies and techniques available to the OAS. Most work performed by Process Automation Administrators is not ticket-based in the CSC ITSM tool suite, but is expected to accelerate computer and software deployment and troubleshooting activities performed by other OAS employees in support of OAS customers.

OAS provides Deskside Administration Support Deskside Administrator positions provide face-to-face customer support. Deskside Administrators are responsible for monitoring a personal event queue and effectively prioritizing their workload daily. Deskside Administrators contact affected customers to schedule site visits. Once on-site, Deskside Administrators will effectively troubleshoot issues and work to resolutions within the Service Level Agreement times. Deskside Administrators log all corrective actions in events utilizing the provided CSC ITSM software tool. Deskside Administrator Support includes but is not limited to:

- Monitor personal event queue in the CSC ITSM tool suite.
- Effectively troubleshoot issues and resolve incidents.
- Log all corrective actions taken to resolve incidents in the ITSM software tool.

OAS provides Hardware Administration Support. Hardware Administrator positions provide face-to-face customer support. Hardware Administrators are responsible for hardware requests for warranty repairs and replacement parts in PC systems, printers and peripherals that are under warranty with respective manufacturers. Hardware Administrators monitor a Hardware Administration queue and effectively prioritize their workload daily. Hardware Administrators contact affected customers to schedule site visits. Once on-site, Hardware Administrators will effectively troubleshoot issues and work to resolutions within the Service Level Agreement times. Hardware Administrators log all corrective actions in events utilizing the provided CSC ITSM software tool. Hardware Administrator Support includes, but is not limited to:

- Replace and repair hardware.
- Order parts.
- Track warranty repair assets.

OAS provides Asset and Quality Management Support. Property Assistants provide Asset Management Support. Property Assistants monitor and resolve all events in the Asset Management queue utilizing the ITSM software tool by updating information (computer user, organization, etc.). Property Assistants resolve IT property issues by working with Government property delegates, property transfer documents and working with the provided AITS (Automated Inventory Tracking System) and the CSC ITSM software tool. Property Assistant provides GSA vehicle support by maintaining records, mileage logs

and submitting reports to MMAC Facilities Management point-of-contact. Property Assistant provides cell phone support by resolving cell phone issues with appropriate contacts. Property Assistant also serves as the Document Administrator by providing document maintenance support for Quality Management System processes and procedures.

- Monitor Asset Management queue in the CSC ITSM tool suite.
- Effectively troubleshoot, and resolve or escalate issues.
- Track IT property bar codes.
- Maintain documentation of processes and procedures.

OAS provides Special Projects Support. Special Projects Administrators provide support for a variety of mandated or elective projects related to Office Automation Support. These projects include, but are not limited to, federally mandated information systems operational or security programs, Microsoft Windows operating system upgrades, Microsoft Office upgrades, and other standard or specialized application software upgrades. Special Projects Team activities include, but are not limited to,: handling acceptance and waiver requests for new software applications that are not currently on the ARC-approved software applications list; development of project implementation and testing plans; coordination and direction of, and participation in, testing of application software, operating system software, and software upgrades; development of resolutions and workarounds to issues that arise during testing and implementation of new application and operating system software and software upgrades. Some Special Projects Team work is CSC ITSM ticket-based, and some is monitored outside the CSC ITSM software tool. Ticket-based work requests are expected to be completed within the Service Level Agreement times. Special Projects Administrator support includes, but is not limited to:

- Handling acceptance and waiver requests for currently unapproved software applications
- Development of project implementation and testing plans
- Coordination and direction of, and participation in, software testing
- Development of resolutions and workarounds for issues identified during software testing

Custom Solutions Division Services:

The CSD provides Level 1 and Level 2 Help Desk services to DOT customers and the general public nationwide. The CSD Help Desk operates Monday through Friday from 7:00 a.m. to 5:00 p.m. Central Time and provides application specific help to DOT and general public end users.

The CSD currently utilizes the Universal Call Directory (UCD) phone system. The CSD handles application specific incidents, problems, and questions. CSD support includes but is not limited to:

- Monitor call queues (phone, voice mail, and email).
- Answer phone promptly.
- Exhibit courteous, professional behavior when dealing with customers.
- Assess the problem / request.
- Resolve the problem / request, if possible.
- Escalate the problem to experts, when necessary.
- Create help desk tickets for all phone calls, voicemail, or email that are received.
- Monitor Application Status Reports and forward any errors to the CSD Technical Team.

- Assist in testing new custom application releases.
- Provide any required general assistance on the custom application to end users.

2. General Requirements

A. Service Requirements

The SP shall adhere to their Government-approved, Best-in-Class SLA to meet the primary areas of technical support listed in this PWS. The SP shall prioritize work and track performance against the SP SLA and SP Quality Control Plan (QCP) through the use of the Remedy ITSM tool set, ensuring that contractual performance metrics are met or exceeded.

Thus, the SP shall be responsible for compliance and performance in accordance with their own SLA that meets the needs of this PWS and AMI/AME Operations. The SP SLA and QCP shall be reviewed annually, providing all updates to the CO for verification and approval at the beginning of each new contract period. The following Priority Levels are considered critical to success of AMI OAS Operations (which does not include CSC or CSD) and shall be used in support of all service requests:

Priority	**Customer Impact**	**CSC Event Process Time**	**Response to Customer by Level 2 after escalation**	**Resolution Time**
Critical	• Office/Unit Impacted (Complete work stoppage) • Critical Service Request	15 Min.	15 Min.	4 Business Hrs. Resources will be assigned to resolve the issue as soon as possible.
High	• Individual Impacted (Inability to perform job) • Important Service Request	15 Min.	1 Hr.	4 Business Hrs.
Normal	• Low/No Impact (Able to perform work functions) • Non-critical Service Request	15 Min.	1 Hr.	24 Business Hrs.
Simple Request	• New Software Install • Simple changes that do not require a Change Process.	15 Min.	1 Hr.	60 Business Hrs.
Request	• New Service, PC Setup, New Employee Setup (Examples, not limited to.) • Non-critical service request customer specified	15 Min.	1 Hr.	360 Business Hrs.
Project	• Long-term project change	15 Min	1 Hr.	9360 Business Hrs.

B. Hours of Operation

CSC Hours of Operation. CSC Hours of Operation are 24x7x365/366, **including all Federal holidays.**

OAS Hours of Operation. OAS Hours of Operation are between the hours of 0600 to 1800 Central Time, Monday through Friday, excluding Federal Holidays (listed in paragraph C). Additionally, there may be unscheduled support requests that may require on-call personnel to report to the MMAC. On-call personnel shall respond to the customer within one hour of being contacted. Frequency is estimated at approximately thirty calls per year.

CSD Hours of Operation. CSD Hours of Operation are between the hours of 0700 to 1700 Central Time Monday through Friday, excluding Federal Holidays (listed in paragraph C). The SP shall maintain a forty hour work week that must begin on Monday and end on Friday.

C. Observance of Legal Holidays and Administrative Leave

The Government observes only the holidays listed below:

New Year's Day	Labor Day
Martin Luther King, Jr.'s Birthday	Columbus Day
Washington's Birthday	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day
Any other day designated by Federal statute	
Any other day designated by Executive Order	
Any other day designated by Presidential proclamation	

When any such day falls on Saturday, the preceding Friday is observed and when any such day falls on Sunday, the following Monday is observed.

NOTE: Legal Holidays and Administrative Leave only apply to OAS and CSD personnel. CSC operations are required 24x7x365/366, including all Legal Holidays and during periods of Administrative Leave.

D. Service Provider Program/Project Manager

The SP shall assign a Program/Project Manager (PM) who shall be responsible for the performance of the work specified in accordance with the terms and conditions of this contract. The PM is considered as Key Personnel as addressed in AMS 3.8.2-17. The PM shall be available during core hours (9:30 am – 2:30 pm CT business days) within three business days of the request to meet with Government personnel designated as the Contracting Officer (CO), MMAC Program Manager, and/or Contracting Officer's Technical Representative (COTR). The PM must be able to read, write, speak and understand English.

The PM shall as a minimum have a Bachelor's degree, successfully completed 24 hours of college level management or business courses, and have a minimum of five years of project management or managerial experience in either private industry or the Government. The PM shall also possess the following qualifications:

- Be highly experienced in management of projects of the magnitude of this contract.

- Have a working knowledge of Government logistics operations.
- Possess effective management, organization, and problem solving skills.

The SP PM shall be responsible for the following:

- Manage the program for the Contractor.
- Be the primary point of contact for the CO, COTR or Government program manager to resolve problems under the contract. Shall designate a representative as acting PM whenever absent and provide adequate notifications to the CO and COTR.
- Ensure reports and other deliverables are delivered timely.
- Maintain appropriate staffing levels. In furtherance of labor-hour taskings, fill vacancies within twenty work days after the vacancies occur or provide a written statement to the CO and COTR stating the reason(s) for not meeting the placement criteria with stated corrective actions to timely meet future employee placements.
- Attend meetings pertaining to contract performance as required by the CO.

E. Administrative, Managerial, Supervisory

The SP is responsible for providing adequate supervision of its employees. The SP shall provide a Task Lead for each of the following: CSC, OAS and CSD. These employees should divide their time between supervisory administrative duties and the performance requirements outlined in Section 5. Task Leaders are working supervisors and shall not spend more than half an hour per week per employee supervised on the following supervisory administrative functions:

- Review of time cards.
- Scheduling.
- Final interviews for vacancies.
- Providing information to the SP for employee performance reviews.

The Task Lead will be responsible for all quality assurance as specified in the SP's quality assurance plan. The Task Lead is the point of contact between the SP and the FAA COTR.

Qualifications for Task Lead shall include that of a high school graduate or equivalent and three years progressive experience in Service Desk Management and Office Automation, respectively. Must be professional at all times and possess good customer communication skills. A Bachelor's degree in computer science, information systems, or other related discipline is desired.

Task Lead shall also have the following skills/qualifications:

- Possess working knowledge of Service Desk or Office Automation, respectively.
- Be skilled at getting work accomplished through team efforts.
- Possess ability to effectively communicate orally and in writing.
- Possess flexibility to supervise personnel with technical skills in a wide range of ITIL disciplines.
- Possess ability to assign and prioritize the work of subordinates.

Task Lead will be responsible for the following:

- Receive, review, sign, and accept or reject work assignments from the COTR and justify to the Government the rationale for not accepting work.
- Assign work to individual SP employees.
- Monitor to insure work is completed timely and correctly per SLA requirements.
- Resolve discipline problems with the SP's employees.
- Resolve any other disputes with the COTR.
- Attend meetings pertaining to contract performance as required by the CO/COTR/Program Manager.

F. Leave Management

The SP shall maintain adequate staffing levels under to ensure performance and delivery requirements are met. In furtherance of Labor-Hour tasks, the SP shall manage leave usage whereas to ensure FAA requirements will not be impacted by significant unplanned leave usage.

G. Training

The SP shall be required to have an ongoing training program via their Training Plan to ensure SP employees acquire new knowledge and skills necessary to support new technology for managing changes in workload requirements listed in this PWS, and as new technology is employed. The SP Training Plan shall include a new employee-training program.

When advantageous to the Government, training may be provided by the Government at no cost to the SP or paid for by the SP 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 SP employee or a train-the-trainer, as required to fulfill additional requirements such as new Customer Provider Agreements (CPAs)/SLAs, changes to CPAs/SLAs, service desk software, agency policies, security issues, software upgrades, etc.). In these instances, the FAA will pay direct hourly charges associated with the number of hours spent in training or

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

Reimbursement of Government-paid training costs will be required if a SP employee does not remain in the position for a year from the date of training. The SP shall provide to the COTR on or before the fifth day of each month a Training Report in accordance with CDRL A002.

H. Quality Control Requirements

Quality Control Plan: The SP shall establish and maintain a Quality Control Plan to ensure the requirements of this contract are provided as specified. The SP shall provide a Quality Control Plan describing the inspection system for the requested services listed in the PWS. The SP shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The written Quality Control Plan shall be required when proposals are submitted (CDRL A003). The CO will notify the SP of acceptance or required modifications to the Plan. The SP shall make appropriate modifications

(at no additional cost to the Government) and obtain acceptance of the Plan by the CO prior to completion of contract Phase-In. The Plan shall be updated as changes occur and shall be submitted for review and acceptance by the CO.

Quality Assurance. The Government will monitor and evaluate the SP's performance under this contract. When an observance indicates defective performance, the COTR will notify the CO and the SP. Any action taken by the CO as a result of surveillance will be according to the terms of this contract. Any matter concerning a change to the scope, prices, terms or conditions of this contract shall be referred to the CO. The services to be performed by the SP during the period of this contract will at all times and places be subject to review by the CO or authorized representative(s). Other Government personnel may from time-to-time observe SP operations; however, these personnel will not interfere with SP performance.

I. Telecommuting

The Government may permit from time-to-time telecommuting by the SP employees when determined to be in the best interest of the Government in order to meet work requirements. The SP must have an established program subject to review by the Government CO and COTR. Specific date, time, and description of the tasks to be performed shall be approved by the COTR prior to telecommuting. All telecommuting schedules must be authorized by the CO. Telecommuting will be at no additional cost to the Government.

J. Travel

Travel must be coordinated with the COTR and approved by the CO. The SP shall obtain prior authorization for travel prior to incurring any travel costs. A proposal showing a complete breakdown of all travel charges shall be provided to the COTR at no additional cost to the Government. The SP shall be responsible for arranging all required travel. Reimbursements will be made in accordance with existing Federal travel regulations and the Reimbursement of Travel Costs clause contained in this contract (See Section H). If accepted, the CO will provide a written authorization to the COTR and SP to proceed with travel, subject to available travel funding.

K. Conservation of Utilities

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

- Lights shall be used only in areas where and when work is actually being performed.
- Mechanical equipment controls for heating, ventilation, and air conditioning systems shall not be adjusted by the SP or by SP employees unless authorized.
- Water Faucets or valves shall be turned off after the required usage has been accomplished.

L. Work Area Professionalism

SP personnel shall ensure the work area reflects a professional appearance because the CSC, OAS, and CSD are 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.

M. Off-Site Space Requirements

In the event adequate space is not available to house the personnel required for specific task(s) or in the unlikely event that AMI or AME declares a Continuity of Operations (COOP) situation, the SP shall provide (with approval and authorization from the CO) the required space including the following:

- 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 SP shall provide the appropriate telecommunication connectivity as required for information systems access. In recognition of the cost differential between Government and contractor facilities, a factor will be negotiated and applied when services are not performed at Government facilities.

N. Transition

Phase-In Plan: Services under this contract are vital to the Government and must be continued without interruption; therefore, upon contract expiration, a successor, either the Government or another SP, may continue them. The SP agrees to:

- Furnish, as part of its technical proposal, a Phase-In Plan (CDRL A004).
- Exercise its best efforts and cooperation to effect an orderly and efficient transition.

To ensure a smooth transition in the change of work effort from the current SP, the SP shall begin the 30-day Phase-In period as required by the SIR/contract. The purpose of this Phase-In is to:

- Observe work accomplished by current employees.
- Complete personnel requirements (work force) including the hiring of personnel to assure satisfactory performance beginning on the contract start date. Soliciting personnel for employment during their duty hours is prohibited, unless interview arrangements are made through the contracting and personnel offices.
- Obtain security clearances, if required.
- Complete training requirements and accomplish necessary training of SP employees.
- Complete the development of necessary work plans/procedures.
- Complete the development of quality control plans and procedures.

The SP will use this time for staffing and implementing those operating procedures under the contract described in the required Phase-In Plan. The SP shall be allowed access to the facilities to familiarize supervisors, key personnel and staff with equipment, reporting, work scheduling and procedures. However, such access will not interfere with the production efforts of current SP personnel. To preclude such interference, arrangements for access to the Government facilities will be made with the CO.

Phase-Out: Should the FAA award a follow-on contract to this effort; the SP agrees to cooperate with the FAA and the follow-on SP to insure a smooth transition to the new contract. During the phase-out familiarization period, the incumbent shall be fully responsible for all current task order services. In the event the follow-on contract is awarded to other than the incumbent, the incumbent SP shall cooperate to the extent required to permit an orderly change over to the successful SP. With regard to the successor SP's access to incumbent employees, a recruitment notice may be

placed in each facility. At the conclusion of any performance period, including option periods or extensions, the services provided under this contract may be awarded to another SP. The SP in place shall be required to assist in the phase-in activities.

O. Contract Funds Status Report (CFSR)

The SP shall prepare and submit a monthly CFSR in accordance with CDRL A005 for labor hour taskings.

P. Invoicing

All invoices submitted under the resulting contract must be reviewed and approved by the CO and COTR for payment. Invoices should track costs at the CLIN and task level to provide auditable details for payment approval.

Q. Period of Performance

A one year (base) period of performance with four one-year options is contemplated.

R. Place of Performance

The contract is to be performed at the following location unless otherwise stipulated by the government in individual task orders:

MMAC
6500 South MacArthur Boulevard
Oklahoma City OK 73169.

S. Government/Contractor Relationship

The services to be delivered by the SP to the Government are non-personal services. No employer-employee relationship will exist between the Government and the SP and/or between the Government and the SP's employees.

T. Security Investigation

SP personnel shall be required to perform duties requiring a security investigation. The type of investigation required will be determined by the position risk level designation for all duties, functions, and/or tasks performed. The scope of the investigation required and the forms to be completed shall be determined in accordance with FAA Order 1600.72A, Contractor and Industrial Security Program. The SP shall be responsible for the preparation and submittal of the required forms to the Security Office. The SP personnel shall not be required nor permitted to perform work prior to receipt of the required approval unless a temporary waiver is granted by the appropriate Government official. The SP shall take all necessary steps to assure that contractor or subcontractor personnel who are selected for assignment to the resulting contract are persons of professional and personal integrity and trust, and meet all other requirements stipulated herein. The fact that the Government performs security investigations shall not in any manner relieve the SP of this responsibility.

The SP shall submit a semi-annual report providing a listing of the names of all SP personnel who had access to an FAA facility, sensitive information and/or resources anytime during the reporting period. Copies shall be submitted to the CO, Security Office, COTR(s), and MMAC PM, pursuant to CDRL A006 (Contract Employee Listing). In furtherance of the above report, the SP shall also submit a monthly report of any employment changes made during the reporting period to the CO, Security Office, COTR(s), and MMAC PM, pursuant to CDRL A007 (Employee Changes). Examples of such changes are terminations, new hires, and name changes.

U. 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.

3. Government Furnished Property and Services

A. General

The Government will 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 SP 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.

B. Facilities and Utilities

The Government will provide space and facilities plus associated utilities and housekeeping, equivalent to that provided to FAA personnel, for the SP to perform the work defined in this document. Where possible space provided shall be maintained to the same standards as like areas occupied by FAA personnel. Facilities provided are to be used exclusively in support of this contract. The SP shall not make any alterations to Government furnished space or facilities except as approved in writing by the CO or the COTR with no direct cost to this contract. Whenever the SP vacates Government space, such space and facilities shall be restored to its original condition, considering any approved alterations plus normal wear and tear, at no direct cost to this contract.

C. Government Furnished Property

The items described in the following paragraphs shall be considered Government furnished property. Definitions, usage and contractor accountability shall be in accordance with Acquisition Management Policy, Contract Administration, Section 3.10 and Contractor's Guide for Control of Government Property, Section 4. Contract Administration.

The SP will be required to provide property management controls to ensure optimum utilization and security. The FAA retains property management authority for all items provided, as well as, sole discretion in the placement, movement and removal of all property provided to the SP. The SP must not remove, relocate, or re-assign Government furnished property without prior approval of the COTR. SP shall optimize their use of Government furnished property provided. The SP shall comply with associated FAA property clauses and contract requirements, including submission of an annual report pursuant to CDRL A008 (GFP Annual Report).

D. Office Furniture

Government will provide workstations, desks, chairs, filing cabinetry, telephones, and headsets for SP personnel comparable to those provided to Government personnel. Any furnishings provided are at the sole discretion of the Government (i.e., type, model, style, etc.)

E. General Supplies

The SP is responsible for providing their general office supplies. Company specific supplies and materials required by the SP, (i.e., pre-printed stationary, business cards, and timecards) will not be supplied by the Government. It is at the Government's discretion to provide general office supplies in support of contract requirements.

AMI or AME will provide the appropriate supplies needed (i.e. toner, ink cartridges) for Government furnished equipment.

F. Computer Hardware and Software

With the exception of computer hardware and software required by the SP management and administrative personnel, the FAA will maintain and distribute all computer equipment and software typically required to fulfill requirements as requested by FAA under this contract, subject to availability, and based on AMI or AME's workload priorities. SP personnel shall not install, uninstall, move, or make modifications to any hardware or software on computers designated for SP individual use located at the MMAC without prior approval from the COTR and in coordination with the cognizant AMI-600, AMI-900 or AME-500 Property Custodian. The SP will be required to implement and manage property management controls or procedures including conducting property audits two times per year for all loaned FAA property. The outcomes of these audits will be provided to the COTR and the AMI-600 or AMI-900 Property Custodian. Before Government equipment can be provided, the SP Program/Project Manager or designee must sign the appropriate FAA property documents.

G. FAA Computer Network

The FAA maintains a computer network and provides SP access. The Government will provide contract personnel with access as required for SP support requirements. SP personnel shall not connect any computer equipment to the FAA network without prior authorization from the COTR. The COTR will be responsible for obtaining the network access and any clearances necessary through the Government. For further information please refer to FAA Order 1370.79A *'Internet Use Policy'*, http://www.faa.gov/index.cfm and to FAA Office of Human Resources *'Local Area Network Rules of Behavior'* http://www.faa.gov/ahr/policy/.

H. Misuse of FAA Computer Network

The SP must adhere to all FAA Intranet, Internet, network policies and orders. Misuse of FAA provided computer equipment or network by SP personnel will result in a determination by Government management as to appropriate corrective action for each infraction. Depending upon the nature and severity of the infraction, corrective actions can range from loss of privileges (i.e., loss of access to the Internet, government e-mail system, etc.) to a recommendation to the CO for removal of SP personnel. Further, these determinations are not subject to appeal. Lastly, these provisions do not preclude the imposition of any applicable civil or criminal penalty resultant from an infraction. For further information, please refer to FAA Order 1370.79A *'Internet Use Policy'*, http://www.faa.gov/index.cfm.

All SP personnel using FAA computer resources or accessing the FAA network shall agree to and sign the FAA Office of Human Resources 'Local Area Network Rules of Behavior' prior to receiving requested access. Please refer to the Human Resource Management website for further information: http://www.faa.gov/ahr/policy/.

4. Applicable Directives - References

The SP shall perform the effort described herein in accordance with all applicable government directives (publications, notices, FAA orders, etc.). The contractor shall obtain said directives via the internet at http://www.faa.gov/regulations_policies/. In the event that a directive is not available on line, the Contracting Officer shall be contacted to make alternative arrangements to view said document. It shall be the responsibility of the SP to be aware of any changes to these government directives.

5. Performance Requirements

A. Customer Service Center

The Office of Information Technology (AMI), Customer Service Center (CSC) Division (AMI-900), provides Level 1 Service Desk and Service Management services to both DOT and Non-DOT customers. The CSC Service Desk operates 24x7x365/366 providing password maintenance, application and desktop support for approximately 50,000 DOT and Non-DOT end users. The CSC handles incidents, problems, questions, change management, provides an interface for other activities such as customer change requests, and problem management is planned in a future implementation. The CSC ensures the delivery of customer satisfaction and other key measurements of effective IT Services Management through its implementation of ITIL software and best practices.

(1) Service desk

The SP shall provide Level 1 Service Desk and Service Management (i.e. incident management, asset management, and configuration management) services for approximately 50,000 DOT and Non-DOT customers nationwide. CSC is the first point of contact for their customers' end-users who need support. CSC's workload currently consists of Password Maintenance events, Application events, and Desktop events.

Call center operations are located at MMAC. This requirement is for 24/7/365/366 operation. CSC agents are defined as Level 1/Tier 1 Support. The CSC staff assists customers experiencing password issues, problems with accessing or using computer resources and/or application issues. CSC agents attempt to resolve these incidents over the phone and also exercise judgment in escalating problems/issues to technical support personnel. Work requires documenting events using automated infrastructure management/ticketing software.

The service desk agent shall be able to perform password maintenance for end users following documented processes and procedures. These Password Maintenance events are repetitive and simplistic in nature and require minimal technical expertise.

The service desk agent shall be able to perform application support for multiple systems. These systems include but are not limited to accounting systems, procurement systems, payroll systems, computer based

instruction systems, etc. These Application events are complex in nature and require a high level of technical expertise.

The service desk agent shall be able to troubleshoot issues with Microsoft Office, Lotus Notes and the applicable Operating System being utilized by the FAA. Other software packages are numerous and range from commercial-off-the-shelf (COTS) to customized programs for FAA use and some are software packages written by the FAA for sole use by the FAA and/or DOT. These Desktop events are complex in nature and require a very high level of technical expertise.

CSC logged approximately 207,061 events from May 2009 to May 2010. These events consist of three basic types of work, i.e. Password/Login Maintenance, Desktop, and Application. Events are broken down as follows:

Event Type	CSC Resolved	Events Escalated to L2
Password Maintenance	54,236	0
Application	3,602	77,190
Desktop	8,028	64,005

Event growth rate from FY06 to FY07 was 35%, FY07 to FY08 was 7%, FY08 to FY09 was 19% and event growth rate from FY09 to an estimated total for FY10 is 41%. At this time, it is anticipated that the annual growth rate for CSC events will average 26%.

ESC actively markets CSC services; therefore, it is anticipated that CSC's customer base will continue to grow. It is foreseeable that CSC could gain new business increasing workload by an additional 25% annually.

Core business hours are 0500 to 2000 central time, however CSC operations run 24x7x365/366.

- Peak hours have historically shown to be from 0630 – 1430 accounting for approximately 80% of call volume.
- Between the hours of 1430 to 1730 there is a steady ramp-down accounting for approximately 15% of call volume.
- Between the hours of 1730 to 0500 there are minimal calls, however, staff continues to perform production control and monitoring services every 15 minutes. After hours (2000 – 0500)/weekends/holiday support accounts for approximately 5% of call volume.

Qualifications for Help Desk Specialists are outlined in Section 6 (Technical Requirements). In addition to these qualifications, the SP shall be familiar with and practice ITIL standards in relation to the ITSM service desk software tool. The SP shall ensure all CSC agents are Help Desk Institute (HDI) Customer Service Representative (CSR) and/or Support Center Analyst (SCA) certified (or equivalent) within six months of hire date (CDRL A002).

Support includes but is not limited to:

- Answers phones promptly.
- Monitoring email, phone and vmail.
- Ability to communicate effectively over the phone or in person (English is required, other languages welcome).
- Ability to write clearly and concisely.
- Exhibiting courteous, professional behavior when dealing with customers.
- Utilizing the Knowledge Database (part of the CSC tool suite).
- Assessing the issue/request.

- Accessing desktops remotely, when applicable.
- Escalating call to experts or Level 2 technicians.
- Documenting findings and actions taken to resolve events in CSC ITSM software tool.
- Providing status and outage communication via the ACD, voice-mail (v-mail), and web sites.
- Coordinate and maintain call back lists, escalation lists, special events, etc., with appropriate customer representative and COTR.
- Update appropriate Knowledge Base to reflect changes.
- Keeping users apprised of incident and resolution status per CSC guidance.

(2) Production Control

Production Control is an additional responsibility of the CSC Service Desk and is a collateral duty of the CSC agents. The SP shall provide Production Control support for approximately forty global applications on the FAA mainframe located in Kansas City. The areas of support include monitoring production jobs (mainframe operational support), issuing minimal console commands and monitoring incoming email notifications for system server outages. There is an average of 1,000 abnormal terminations that occur yearly. The CSC creates Service Desk events, contacts the appropriate Level 2 technical staff, and provides follow-up support to the Level 2. The SP shall provide coverage 24 hours a day, seven days a week, 365/366 days a year. The production control consoles and applicable incoming email account shall be checked at a maximum of every fifteen minutes.

Because Production Control services are a collateral duty, additional skill sets are not required other than those listed in Service Desk, Section 5.A.1.

Support includes but is not limited to:

- Monitor system consoles and provide information related to mainframe operational status, abnormal terminations, and performance problems to the appropriate system technical staff.
- Answer Production Control hotline and provide applicable support needed to resolve issue.
- Reset and reestablish user status in servers, printers and online systems such as COMPLETE, TSO, and CICS.
- Perform system and application startup and shut down activities upon request.
- Execute console commands.
- 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.
- Fully document, report, and coordinate all production control problems identified by and/or reported to the CSC by creating events and track from open to close status.
- Escalate production jobs abnormal ends (abends) to appropriate technical or functional resources based on SLAs and/or Knowledge Management Resources.
- 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.

(3) Service Desk Software Administration

It is vital to have up-to-date and accurate ITSM software. As the Service Desk Administrator, the SP shall provide maintenance to the suite of ITSM modules (Incident Management, Change Management, Problem Management, Service Level Management and Configuration Management,). Administrative activities include maintenance/configuration of multiple customer SLAs, access control for all ITSM tool users, all category types, views of data in the software, reports, and assist in software release upgrades. In 2008, Service Desk Administrators resolved 3,305 events.

Qualifications for Service Desk Administrator shall include an Associate's degree in computer science, information systems, or other related discipline with two years progressive experience in system or software administration OR a Bachelor's degree in computer science, information systems, or other related discipline with one year of experience in system or software administration.

In addition to the qualifications listed above, the SP shall ensure all Service Desk Administrators are ITIL foundations certified within six months of hire date.

Support includes but is not limited to:

- Attend meetings which may impact required changes to the software.
- Coordinate all changes to the software with CSC Administration team.
- 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).
- Update the software after the appropriate approval process.
- Work with Service Desk personnel to maintain easy-to-use Service Desk software.
- Work with technical team and software vendor to apply, test, and implement software upgrades.
- Ensure that monthly and as-requested reports produced are accurate, coordinated, and distributed.
- Work with trainers and others to train new customers and Service Desk staff.
- Work with technical staff and customers to build and maintain interface files as required by customers.
- Maintenance includes but is not limited to changes (new, change, delete) of personnel, technicians, administrators, customers, workflows, categories, views of data, and/or reports.

B. Office Automation Services

The Office Automation Services Division (OAS) currently provides support in six main functional work areas. These work areas are defined as Remote Administration, Deployment Administration, Deskside Administration, Hardware Administration, Asset and Quality Management, and Special Projects Administration. SP support is no longer required for the currently all government employee Remote Administration staff, unless it is to provide a back up capacity. OAS currently has twenty-five government employees that work with the SP staff to complete all of the FAA's goals for this division. The Government staff will serve as project leads for the numerous objectives assigned to the division.

In fiscal year 2009, Level 2 received a total of 28,620 events. These events were distributed between the work areas by job function as follows:

Work Area	OAS Events Resolved	SP Events Resolved
Remote Administration*	17,242	3,178
Deskside Administration**	4,827	2,046
Hardware Administration	2,059	1,630
Asset & Quality Mgmt	4,492	4,466

* The full time Remote Administration staff has been all federal employees since May 2009.
**During the first nine months of FY2009, Computer Deployment and Special Projects events were included in the Deskside Administration events in the ITSM tool in use during this period.

Workload depicted for FY09 may not represent future workload patterns. The expected growth in events per year is between two and four thousand. These events vary in complexity from an extreme degree of difficulty to a more simplistic degree, i.e. extreme, major, medium and minimum. The workload for events in the RA, Asset Management and Hardware work areas is first in, first out. The workload for events in the Deskside Support Administration group is based on the next available technician in sequence, and is called a round-robin system. Each month the COTR will generate a report from the ITSM software that depicts event totals resolved by each SP technician for tracking purposes. This report will be distributed to the CO and SP lead and a copy stored by the COTR.

The requirement of the OAS division is to meet or exceed target metrics for Response Time, Resolution Time and Customer Survey Response Statistics. These target metrics are:

- Meet or exceed 90% of Response and Resolution times.
- Meet or exceed 90% Positive Response (Excellent or Good) ratio of returned Customer Surveys.

These calculations are based on CSC (Level 1) and OAS (Level 2) event information and statistics that are derived from the provided ITSM software tool. Accomplishment of this requirement shall be measured by a scale of "Green, Yellow, Red", where "Green" is pass/compliant "Yellow" is warning/at risk and "Red" is fail/breached. The SP shall maintain a status of "Green", which is internally reported on a monthly basis to MMAC and ARC management.

The table shows SLA metrics:

Priority	**Customer Impact**	**CSC Event Process Time**	**Response to Customer by Level 2 after escalation**	**Resolution Time**
Critical	• Office/Unit Impacted (Complete work stoppage) • Critical Service Request	15 Min.	15 Min.	4 Business Hrs. Resources will be assigned to resolve the issue as soon as possible.
High	• Individual Impacted (Inability to perform job) • Important Service Request	15 Min.	1 Hr.	4 Business Hrs.
Normal	• Low/No Impact (Able to perform work functions) • Non-critical Service Request	15 Min.	1 Hr.	24 Business Hrs.
Simple Request	• New Software Install • Simple changes that do not require a Change Process.	15 Min.	1 Hr.	60 Business Hrs.
Request	• New Service, PC Setup, New Employee Setup (Examples, not limited to) • Non-critical service request customer specified	15 Min.	1 Hr.	360 Business Hrs.
Project	• Long-term project change	15 Min	1 Hr.	9360 Business Hrs.

(1) Remote Administration

The SP shall be required to provide Remote Administration (RA) back up support to approximately 3,200 users at the MMAC. RA must be able to work within a team and remotely work on computer equipment using only authorized remote control tools and software while closely following national and local policies and procedures. RA must log all corrective actions in events using the provided ITSM software tool. RA must be familiar with ITIL terminology and best practices. RAs are change managers within the ITSM software tool for service desk change requests affecting our customer base.

RA duties are sedentary in nature and RAs are expected to closely monitor all incoming event traffic. RAs are the first point-of-contact after the Service Desk for most events escalated to OAS. If the RA can resolve the issue remotely, the RA must resolve the issue within the SLA times. If the RA cannot resolve the issue remotely, the RA must escalate the event to the appropriate service area for resolution.

The RA installs, removes and troubleshoots a variety of software and hardware issues. The RA must be able to troubleshoot issues with Microsoft Office and the applicable Operating System being utilized by the FAA. Other software packages are numerous and range from commercial-off-the-shelf (COTS) to customized programs for FAA use and some are software packages written by the FAA for sole use by the FAA and/or DOT. The RA must follow up with customers to ensure work is completed to the customer's satisfaction.

Qualifications for Remote Administration shall include an Associate's degree in computer science, information systems, or other related discipline with two years progressive experience in office automation support, OR a Bachelor's degree in computer science, information systems, or other related discipline with one year of experience in office automation support. Candidates must have A+ and/or Network+ certification.

Support includes but is not limited to:

- Provides remote control support.
- Provides technical phone support when remote control is unavailable.
- Provides backup Deskside Administration and Computer Deployment Administration support.
- Software installation, configuration, and troubleshooting.
- Upgrades from existing software packages as well as apply update/upgrades and fixes to existing software products.
- Removes/uninstalls hardware and/or software.
- Configure network components via remote control.
- Configure and troubleshoot printers, scanners, and other peripheral devices.
- Troubleshoots software application errors.
- Performs product reviews, evaluations, and reports on office automation products.
- Documents and maintains processes and procedures.
- Possesses ability to effectively communicate orally and in writing in English.
- Provides product assistance and demonstrations to users.
- Ensures professional, courteous, and helpful customer service is always provided.

(2) Computer Deployment Administration

The SP shall provide Computer Deployment Administration support to approximately 3,200 users at the MMAC. The SP shall provide coverage from 0600 to 1800, Monday through Friday, unless otherwise authorized by the COTR. The SP staff will supplement the existing federal work force to provide this

support. This support includes installation (computer set up, hard drive imaging, and copying of customer data from existing computers to new computers), and hardware and software configuration of approximately 1,900 new computer upgrades per year. The SP shall also provide Process Automation Administration support to assist in the research and development of improved methods for deployment of computers and software through the use of the most advanced technologies and techniques available to the OAS. The SP staff will supplement the existing federal work force to provide this support.

Minimum qualifications for a Computer Deployment Administrator position shall include high school graduate or equivalent, and three years of progressive Office Automation experience. Minimum qualifications for a Process Automation Administrator position shall include high school graduate or equivalent, and four years of progressive Office Automation experience. Must be professional at all times and possess good customer communication skills. A Bachelor's degree in computer science, information systems, or other related discipline is desired. Directly related education or training can be substituted for office automation experience at the rate of one year of formal education equals nine months of experience, not to exceed a total of twelve months substitution of education or training for experience.

Support includes but is not limited to:

- Assemble the appropriate hardware, software, and information for hard drive imaging and installation using Microsoft Windows Deployment Service (WDS).
- Schedule, install, configure, and deliver new or existing computer systems to customers.
- Deploy and resolve installation problems for desktop/laptop systems.
- Copy customer data and configuration settings from previously used computers to new or upgraded computers.

(3) Deskside Support Administration

The SP shall provide Deskside Administration support to approximately 3,200 federal and contract employees at the MMAC. The SP shall provide coverage from 0600 to 1800, Monday through Friday, unless otherwise authorized by the COTR. The SP staff will supplement the existing federal work force to provide this support.

The SP shall provide technical expertise to support troubleshooting and resolution of customer computer problem incidents. Systems are generally Microsoft Windows desktops/laptops with less than one percent Apple computers. Applications are generally commercial-off-the-shelf (COTS), but there are also numerous software applications that are unique to the FAA. Organizations such as finance, accounting, budget, logistics and infrastructure have applications specifically developed for that organization.

Minimum qualifications for a Deskside Administrator position shall include high school graduate or equivalent, and three years of progressive Office Automation experience. Must be professional at all times and possess good customer communication skills. A Bachelor's degree in computer science, information systems, or other related discipline is desired. Directly related education or training can be substituted for office automation experience at the rate of one year of formal education equals nine months of experience, not to exceed a total of twelve months substitution of education or training for experience.

Support includes but is not limited to:

- Provides face-to-face customer support of desktop/laptop systems.
- Provides backup Remote Administration and Computer Deployment Administration support.

- Responds to cell phone text or voice messages within SLA times.
- Provides software installation, configuration, troubleshooting and resolution of reported Incidents.
- Installs updates, upgrades, patches and fixes to existing software products.
- Removes/uninstalls hardware and/or software.
- Configures network components.
- Installs, configures, and troubleshoots printers, scanners, and other peripheral devices.
- Troubleshoots and resolves application and operating system software errors.
- Perform product reviews, evaluations, and reports on office automation products.
- Follows documented OAS processes and procedures.
- Possesses ability to effectively communicate orally and in writing in English.
- Provides product assistance and demonstrations to users.
- At a minimum rate of four times daily, checks the ITSM software tool Deskside Support queue for new Incidents and Requests.
- Ensures that customer work stoppages take priority over other events.
- Ensure professional, courteous, and helpful customer service is always provided.

(4) Hardware Support Administration

The SP shall provide Hardware Maintenance support to approximately 3,200 federal and contract employees at the MMAC. Systems are generally desktop/laptop computers running Microsoft Windows, with less than one percent being Apple computers.

The SP shall provide coverage from 0600 to 1800, Monday through Friday, unless otherwise authorized by the COTR. The SP shall provide computer hardware repair/replacement, problem resolution, and maintenance for desktop and laptop computers, and peripherals, such as, but not limited to, monitors, printers, scanners, and multifunction devices. The Government will provide all necessary tools, parts, materials, equipment, test equipment, and supplies required to provide service repair for personal computers and related hardware peripherals consigned to the MMAC.

Minimum qualifications for a Hardware Support Administrator position shall include a high school graduate or equivalent, and three years of progressive Office Automation experience with an emphasis in Hardware Support. Must be professional at all times and possess good customer communication skills. A Bachelor's degree in computer science, information systems, or other related discipline is desired. Directly related education or training can be substituted for office automation experience at the rate of one year of formal education equals nine months of experience, not to exceed a total of twelve months substitution of education or training for experience.

Hardware Support includes but is not limited to:

- PC hardware disassembly and reassembly (disconnection/reconnection of cables, removal/replacement of electronic circuit boards, removal/replacement of data storage drives, removal/replacement of power supplies, and performance of final checking and testing).
- Diagnoses and repairs or replaces desktop/laptop computer components (motherboards, I/O boards, sound boards, video boards, fixed (hard) drives, removable media drives, etc.) and associated peripherals such as monitors, keyboards, multimedia devices, speakers, pointing devices, printers, scanners, modems, CD/DVD drives, tape and disk units. This service also includes repairing networked printers such as laser printers.
- Conducts research to determine if equipment is under warranty. Make necessary arrangements with hardware vendors for delivery, return and replacement of hardware items under warranty.
- Maintains property records for inventory.

- Documents and maintains hardware maintenance repair procedures.
- Possesses ability to effectively communicate orally and in writing in English.
- At a minimum rate of four times daily, checks the ITSM software tool Hardware Support queue for new Incident and Requests.
- Responds to and resolve Incidents and Requests within SLA times.
- Ensures that customer work stoppages take priority over other events.
- Responds to cell phone text or voice messages within SLA times.
- Provides backup Deskside Administration and Computer Deployment Administration support.
- Ensure professional, courteous, and helpful customer service is always provided.

(5) Asset and Quality Management

The SP shall provide IT Asset Management (ITAM) Support in two service areas, i.e. ITSM software tool asset tracking and Automated Inventory Tracking System (AITS) maintenance. The ITAM support personnel will be referred to as the Property Assistant.

The SP shall provide ITAM support within the ITSM software tool, supporting desktop and laptop computers, monitoring an asset queue for workload to make all applicable updates. ITSM updates include tracking unique machine identifier (barcode), hardware and software configurations and lifecycle management, user association, organizational location and machine status. The SP shall produce reports as needed detailing current assets, and shall compile information regarding IT assets from acquisition documents, invoices, ITSM software tool and the FAA property system.

The SP shall use, update and maintain the FAA inventory control tracking system to ensure all hardware and software assets are properly accounted for by entering assets into the inventory control tracking system known as the Automated Inventory Tracking System (AITS) in accordance with established processes and procedures. The current volume of this requirement is approximately 5,300 desktops and laptops. Property Assistants resolve IT property issues by working with Government property delegates, property transfer documents and working within AITS. Property Assistant provides GSA vehicle support by maintaining records and mileage logs and submitting reports to MMAC Facilities Management point-of-contact. Property Assistant provides cell phone support by resolving cell phone issues with appropriate contacts. Property Assistants also serves as the Document Administrator by providing document maintenance support for Quality Management System processes and procedures.

Qualifications for Property Assistant shall include a high school graduate or equivalent and one year of Office Automation experience. Must be professional at all times and possess good customer communication skills. A Bachelor's degree in computer science, information systems, or other related discipline is desired.

Support includes but is not limited to:

- Monitor Asset Management queue.
- Effectively troubleshoot issues to resolution.
- Document findings and actions.
- Generate adhoc reports as needed.
- Order receipt tracking.
- Lifecycle tracking.
- Removal and exchange tracking.
- Maintain the inventory control system.
- Maintain property records for inventory, cell phone support and vehicle logs.
- Maintain documentation of processes and procedures.

- Possess ability to effectively communicate orally and in writing in English.
- Provides limited backup Deskside support.
- Ensure professional, courteous, and helpful customer service is always provided.

(6) Special Projects Administration

The SP shall provide Special Projects Administration support to approximately 3,200 federal and contract employees at the MMAC. The SP shall provide coverage from 0600 to 1800, Monday through Friday, unless otherwise authorized by the COTR. The SP staff will supplement the existing federal work force to provide this support. The SP shall provide support for a variety of mandated or elective projects related to Office Automation. These projects include, but are not limited to, federally mandated information systems operational or security programs, Microsoft Windows operating system upgrades, Microsoft Office upgrades, and other standard or specialized application software upgrades. Support activities include, but are not limited to, development of project implementation and testing plans, management of these implementation and testing activities, development of problem resolutions and workarounds, and follow-up activities, including transitioning from testing to production environments.

Minimum qualifications for a Hardware Support Administrator position shall include a high school graduate or equivalent, and three years of progressive Office Automation experience with an emphasis in project participation and project management. Must be professional at all times and possess good customer communication skills. A Bachelor's degree in computer science, information systems, or other related discipline is desired. Directly related education or training can be substituted for office automation experience at the rate of one year of formal education equals nine months of experience, not to exceed a total of twelve months substitution of education or training for experience.

Special Projects Support includes, but is not limited to:

- Assist with coordination and planning of new or upgraded software deployments
- Assist with testing, issue resolution, and implementation of new or upgraded software
- Assist with reporting of new or upgraded software projects
- Assist with maintaining project and software documentation.

Reporting and Measuring

Deliverables and Performance Objectives	**PWS/SIR Reference**	**Performance Threshold**	**Method of Surveillance**
1. The Service Provider shall provide a Staffing Plan at the time of proposal submission and an updated plan 30 days after contract award.	Section L	100% Compliance	Technical Evaluation and COTR Monitoring
2. The Service Provider shall provide a Phase-In Plan at the time of proposal submission.	2.N	100% Compliance	Technical Evaluation and COTR Monitoring
3. The Service Provider shall provide Best-in-Class SLA at the time of proposal submission and an updated SLA 30 days after CO notification.	Section L	100% Compliance	Technical Evaluation and COTR Monitoring
4. The Service Provider shall maintain	1.B	100% Compliance	COTR Monitoring,

all performance target metrics as identified in the SP SLA.			Customer Complaint and Periodic Inspection
5. The Service Provider shall provide a Quality Control Plan at time of proposal submission and an updated plan 45 days after contract award.	2.A	100% Compliance	Technical Evaluation and COTR Monitoring
6. The Service Provider shall provide Contract Data Requirements List (CDRL) A001 – A00X.	Attachment XX - CDRLs	100% Compliance	COTR Monitoring

C. Custom Solutions Division

The Office of Application Services (AME), Custom Solutions Division (AME-500), provides Level 1 and Level 2 Help Desk support to both DOT and Non-DOT customers. The CSD help desk operates Monday through Friday, 7:00 a.m. to 5:00 p.m. excluding government holidays. The CSD help desk provides password and application specific support for DOT customers and the general public. The CSD handles incidents, problems, questions, and general assistance to DOT customers and applicants. The CSD ensures the delivery of customer satisfaction.

(1) CSD Help desk

The SP shall provide Level 1 Help Desk support services to approximately 400,000 customers nationwide. The CSD help desk is the first point of contact for many of their customers' end-users who need support. The CSD's workload currently consists of Password Assistance events and Application specific events.

The CSD help desk operations are located at MMAC. The SP shall provide coverage from 0700 to 1700, Monday through Friday excluding federal holidays. CSD agents are defined as applications specific Level 1/Tier 1 and Level 2/Tier 2 Support. The CSD staff assists customers experiencing password issues, and problems with accessing and using specific CSD applications. CSD agents attempt to resolve these incidents over the phone and also exercise judgment in escalating problems/issues to technical support personnel. Work requires documenting events using automated infrastructure management/ticketing software.

The CSD help desk agent shall be able to perform password assistance for end users following documented processes and procedures. These Password Assistance events are repetitive and simplistic in nature and require minimal technical expertise.

The CSD help desk agent shall be able to perform application support for multiple CSD applications. These systems include but are not limited to Human Resource careers, automated staffing applications and other customized programs. These Application events are complex in nature and require a very high level of technical expertise.

CSD help desk logged approximately 24,500 tickets in 2008. These events consist of four basic types of work, i.e. User ID / Password, Account Locked, Application Access, and General Help assistance. Events are broken down as follows:

Ticket Type	CSD Resolved
User ID / Password Assistance	18,700
Account Locked	1,100
Application Access Assistance	2,300
General Help	2,400*

*370 Events were escalated to Level 2 services in outside of CSD help desk.

Event growth rate from 2006 to 2007 was 45% and event growth rate from 2007 to 2008 was 12%. At this time, it is anticipated that the annual growth rate for CSD will be between 10 and 25%.

ESC actively markets CSD services; therefore, it is anticipated that CSD's customer base will continue to grow. It is foreseeable that CSD could gain new business increasing workload by an additional 25% annually.

Qualifications for CSD Help Desk Specialist shall include that of a high school graduate or equivalent and one-year Call Center experience, answering phones and logging events in an ITSM software tool. Must be professional at all times and possess good customer communication skills.

Support includes but is not limited to:

- Answers phones promptly.
- Monitoring email, phone and voice-mail.
- Ability to communicate effectively over the phone or in person. English is required, other languages welcome.
- Ability to write clearly and concisely.
- Exhibiting courteous, professional behavior when dealing with customers.
- Escalating call to experts or Level 2 technicians.
- Creating help desk tickets for all phone calls, voicemail, or email that is received.
- Assessing the issue/request.
- Providing status and outage communication via voice, email, voice-mail, and web sites.
- Coordinate and maintain call back lists, escalation lists, special events, etc. with appropriate customer representative and COTR.
- Monitoring Application Status Reports and forward any errors to CSD Technical Team
- Run pre-built scripts to backup documents.
- Assist in testing new custom application releases.
- Assist in creating application documentation folders.
- Provides any required general assistance on the custom application to end users, which includes the FAA, DOT, or general public users. Types of assistance may include password resets, technical issues, user administration, Oracle SQL-Net installation, and navigation issues.

6. Technical Requirements

Normally overtime shall not be required. However, when there is a need for over-time it must be requested in advance to the COTR with written documentation and approved by the CO prior to the commencement of any overtime work.

The SP shall be poised to provide staffing within twenty business days of issuance of task orders. Vacancies on tasks issued pursuant to this section of the PWS shall be filled within 27 working days after

the vacancies occur for existing tasks or when new task order(s) are officially authorized in writing by the CO, or the SP shall provide a written statement to the MMAC PM and COTR(s) stating the reason(s) for not meeting the placement criteria with stated corrective actions to timely meet future employee placements (Vacancy Report CDRL A009).

A. Employee Labor Categories and Descriptions

Category	Series
I	Help Desk Specialist
II	Office Automation
III	System Administrator

1. Help Desk Specialist

Skill Identifier	Skill Name	Education Plus Years of Experience	Experience Substitution
A	Help Desk Specialist, Level IV	Associate Degree + 3 (1 of those years Supv)	6 yr (2 of those years Supv)
B	Help Desk Specialist, Level III	Associate Degree + 3	6 years
C	Help Desk Specialist, Level II	Associate Degree + 1	3 years
D	Help Desk Specialist, Level I	H.S. Graduate +1	None

6.A.1.a **Skill A - HELP DESK SPECIALIST, LEVEL IV**

Experience:

- Minimum three or more years experience, one of which in a supervisory capacity, with an Associate's degree OR six or more years experience, two of which in a supervisory capacity, in a service desk, call center or other technical support role, preferably in professional services.
- Minimum two years supervisory experience.
- Practice ITIL standards in relation to the ITSM service desk software tool, ITIL Foundations certification preferred.
- Superior customer service skills.
- Able to communicate effectively over the phone or in person. English is required; other languages welcome.
- Able to write clearly and concisely.
- Strong interpersonal and leadership skill.
- Sufficient maturity in interpersonal development needed to contend with potential difficult situations and users. Desire and aptitude to learn information technology support functions and processes.
- High level of competency in computer operations, Windows-based computer environment and general computer knowledge.
- Experience working in a fast-changing, stressful environment where you must be flexible and learn quickly.
- Advanced computer literacy and desktop support experience.
- Active Directory, Lotus Notes and Remedy ITSM software preferred.

Minimum Education:

- Associate's degree in related discipline plus three years of related experience (one of which in a supervisory capacity), or six years of related experience (two of which in a supervisory capacity), i.e. service desk, call center or other technical support role, preferably in professional services.
- Within six months of hire date, Help Desk Institute (HDI) Customer Service Representative (CSR) and/or Support Center Analyst (CSA) certification required.

Duties:

- Answer phones promptly.
- Work independently to research and resolve complex, technical issues.
- Broaden own technical, functional, and industry skill base.
- Log all events and document findings and actions taken to resolve events in CSC ITSM software tool.
- Routinely provide remote control support.
- Work with more senior department members in researching and writing documentation and procedures.
- Apply troubleshooting skills by using effective, investigative methods and by using service desk troubleshooting tools.
- Perform problem diagnosis, problem recognition, research, isolation and resolution.
- Able to resolve more highly complex events routinely. Very complex events are escalated to second level support.
- Accountable for training others, mentoring and providing regular guidance on an as-needed basis.
- Conduct work load planning, estimating and prioritization.
- Determine team training needs.
- Ensure adherence to defined policies/procedures.
- Proactively identify process improvement opportunities.

6.A.1.b Skill B - HELP DESK SPECIALIST, LEVEL III

Experience:

- Minimum three or more years experience with an Associate's degree OR six or more years experience in a service desk, call center or other technical support role, preferably in professional services.
- Practice ITIL standards in relation to the ITSM service desk software tool, ITIL Foundations certification preferred.
- Able to communicate effectively over the phone or in person. English is required; other languages welcome.
- Able to write clearly and concisely.
- Strong interpersonal and leadership skill, supervisory experience preferred.
- Sufficient maturity in interpersonal development needed to contend with potential difficult situations and users. Desire and aptitude to learn information technology support functions and processes.
- High level of competency in computer operations, Windows-based computer environment and general computer knowledge.
- Experience working in a fast-changing, stressful environment where you must be flexible and learn quickly.
- Advanced desktop support experience.
- Active Directory, Lotus Notes and Remedy ITSM software preferred.

Minimum Education:

- Associate's degree in related discipline plus three years of related experience, or six years of related experience, i.e. service desk, call center or other technical support role, preferably in professional services.
- Within six months of hire date, Help Desk Institute (HDI) Customer Service Representative (CSR) and/or Support Center Analyst (CSA) certification required.

Duties:

- Answer phones promptly.
- Work independently to research and resolve complex, technical issues.
- Log all events and document findings and actions taken to resolve events in CSC ITSM software tool.
- Routinely provide remote control support.
- Work with more senior department members in researching and writing documentation and procedures.
- Apply troubleshooting skills by using effective, investigative methods and by using service desk troubleshooting tools.
- Perform problem diagnosis, problem recognition, research, isolation and resolution.
- Able to resolve more highly complex events routinely. Very complex events are escalated to second level support.
- Accountable for training others, mentoring and providing regular guidance on an as-needed basis.

6.A.1.c Skill C - HELP DESK SPECIALIST, LEVEL II

Experience:

- Minimum one or more years experience with an Associate's degree OR three or more years experience in a service desk, call center or other technical support role, preferably in professional services.
- Familiar with and practice ITIL standards in relation to the ITSM service desk software tool.
- Able to communicate effectively over the phone or in person. English is required; other languages welcome.
- Able to write clearly and concisely.
- Sufficient maturity in interpersonal development needed to contend with potential difficult situations and users. Desire and aptitude to learn information technology support functions and processes.
- Intermediate computer knowledge.
- Able to work in a fast-changing, stressful environment where you must be flexible and learn quickly.
- Desktop support experience, Active Directory, Lotus Notes and Remedy ITSM software preferred.

Minimum Education:

- Associate's degree in related discipline plus one year of related experience, or three years of related experience, i.e. service desk, call center or other technical support role, preferably in professional services.
- Within six months of hire date, Help Desk Institute (HDI) Customer Service Representative (CSR) and/or Support Center Analyst (CSA) certification required.

Duties:

- Answer phones promptly.
- Under general supervision, provide customer assistance with routine inquiries and applications, software, hardware and network operations problems.
- Log all events and document findings and actions taken to resolve events in CSC ITSM software tool.
- Provide periodic remote control support.
- Follow and make use of standard procedure documentation.
- Develop troubleshooting skills by using effective, investigative methods and by using service desk troubleshooting tools.
- Perform problem diagnosis, problem recognition, research, isolation and resolution.
- Able to resolve more complex events immediately. Very complex events are escalated to second level support.
- Accountable for helping others or providing regular guidance on an as-needed basis.

6.A.1.d Skill D - HELP DESK SPECIALIST, LEVEL I

Experience:

- Minimum one or more years experience in a service desk, call center or other technical support role, preferably in professional services.
- Able to communicate effectively over the phone or in person. English is required; other languages welcome.
- Able to write clearly and concisely.
- Sufficient maturity in interpersonal development needed to contend with potential difficult situations and users.
- Basic computer knowledge.
- Able to work in a fast-changing, stressful environment where you must be flexible and learn quickly.
- Remedy ITSM software preferred.

Minimum Education:

- High School diploma or equivalent plus one year related experience.
- Within six months of hire date, Help Desk Institute (HDI) Customer Service Representative (CSR) and/or Support Center Analyst (CSA) certification required.

Duties:

- Answer phones promptly.
- Under direct supervision, provide customer assistance with routine inquiries and applications, software, hardware and network operations problems.
- Log all events and document findings and actions taken to resolve events in CSC ITSM software tool.
- Follow and make use of standard procedure documentation.
- Able to resolve less complex events immediately. More complex events are escalated to second level support.

2. Office Automation

Skill Identifier	Skill Name	Exp Rqmnts (years)	Educ/Trng Sub (months)
E	Office Automation Specialist, Level IV	7	24
F	Office Automation Specialist, Level III	5	24
G	Office Automation Specialist, Level II	4	18
H	Office Automation Specialist, Level I	3	12

6.A.2.a Skill E – OFFICE AUTOMATION SPECIALIST, LEVEL IV

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

Minimum Education: A High School diploma or equivalent is required. A Bachelor's degree in computer science, information systems, or other directly related discipline is desired and can be substituted for work experience at the rate of one year formal education equals nine months of experience, not to exceed a total of 24 months. Individual must be certified as a Microsoft Certified Systems Engineer (MCSE) or Novell Certified Network Engineer (CNE), which can be substituted for additional office automation experience not to exceed a total of six months.

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. A metric used to distinguish between the different office automation skill levels specifies that a Level IV specialist should be able to resolve an estimate of five events that have an extreme degree of difficulty per day.

6.A.2.b Skill F - OFFICE AUTOMATION SPECIALIST, LEVEL III

Experience: Five years of directly related work experience is required. Individual must demonstrate good communication skills and the ability to work independently or under general direction only.

Minimum Education: A High School diploma or equivalent is required. A Bachelor's degree in computer science, information systems, or other directly related discipline is desired and can be substituted for work experience at the rate of one year formal education equals nine months of experience, not to exceed a total of 24 months. In addition, certification as a Microsoft Systems Engineer (MCSE) or a Novell Certified Network Engineer (CNI) can be substituted for office automation experience not to exceed a total of six months.

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. A metric used to distinguish between the different office automation skill levels would be that a Level III specialist should be able to resolve an estimate of ten events that have a major degree of difficulty per day.

6.A.2.c Skill G - OFFICE AUTOMATION SPECIALIST, LEVEL II

Experience: Four years of directly related work experience is required. Individuals must demonstrate good communication skills and the ability to work independently or under general direction only.

Minimum Education: A High School diploma or equivalent is required. A Bachelor's degree in computer science, information systems, or other directly related discipline is desired and can be substituted for work experience at the rate of one year of formal education equals nine months of experience, not to exceed a total of eighteen months. In addition, certification as a Microsoft Systems Engineer (MCSE) or a Novell Certified Network Engineer (CNI) can also be substituted for office automation experience not to exceed a total of six months.

Duties: Under general supervision, designs local area networks of mini/micro computers for office settings. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of mini/micro software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security. A metric used to distinguish between the different office automation skill levels would be that a Level II specialist should be able to resolve an estimate of fifteen events with a medium degree of difficulty per day.

6.A.2.d Skill H - OFFICE AUTOMATION SPECIALIST, LEVEL I

Experience: Three years of directly related work experience is required. Individual must demonstrate good communication skills and the ability to work independently or under general direction only.

Minimum Education: A High School diploma or equivalent is required. A Bachelor's degree in computer science, information systems, or other directly related discipline is desired and can be substituted for office automation experience at the rate of one year of formal education equals nine months of experience, not to exceed a total of twelve months. In addition, certification as a Microsoft System Engineer (MCSE) or a Novell Certified Network Engineer (CNI) can also be substituted for office automation experience not to exceed a total of six months.

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. A metric used to distinguish between the different office automation skill levels would be that a Level I specialist should be able to resolve an estimate of twenty events with a minimum degree of difficulty per day.

3. System Administrator

Skill Identifier	Skill Name	Exp Rqmnts (years)	Educ/Trng Sub (months)
I	System Administrator, Level IV	7	24
J	System Administrator, Level III	5	18
K	System Administrator, Level II	3	12
L	System Administrator, Level I	1	6

6.A.3.a Skill I – SYSTEM ADMINISTRATOR, LEVEL IV

Experience: At least seven years of progressive experience providing or supporting the installation, maintenance, and administration of system software in 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.

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 one year of formal education equals nine months of experience, not to exceed a total of 24 months substitution of education or training for experience.

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.

6.A.3.b Skill J – SYSTEM ADMINISTRATOR, LEVEL III

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.

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 one year of formal education equals nine months of experience, not to exceed a total of eighteen months substitution of education or training for experience.

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.

6.A.3.c **Skill K – SYSTEM ADMINISTRATOR, LEVEL II**

Experience: At least three years of progressive experience providing or supporting the installation, maintenance, and administration of system software in 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.

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 one year of formal education equals nine months of experience, not to exceed a total of twelve months substitution of education or training for experience.

Duties: Under general supervision, monitors performance of system software in 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.

6.A.3.d **Skill L – SYSTEM ADMINISTRATOR, LEVEL I**

Experience: At least one year experience providing or supporting installation, maintenance, and administration of system software in 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.

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 one year of formal education equals nine months of experience, not to exceed a total of six months substitution of education or training for experience.

Duties: Under close supervision, monitors performance of system software in 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.

7. Definitions

3270. IBM's interactive communications terminal standard.

ACD. See "Automated Call Distribution" below.

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

AME. Office of Enterprise Systems.

AMI. Office of Information Technology.

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 (i.e., next available employee, skill set, workload, group, etc.).

Burn Rate. Refers to the rate at which a firm uses up available cash against contract funding usually quoted on a monthly basis.

Change. The process of moving from one defined Change Management state to another.

Change Request (CR). A formal request submitted to CCB to change the IT infrastructure, services, or documentation.

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.

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

Computer Based Training (CBT). Training done via computers, web based, packaged and hosted videos. Advantages are less expensive to deliver than 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 that CBT does not provide human reinforcement, it's not as effective for soft skills training, and there is a lack of group interaction.

Configuration Item (CI). Any component of the IT infrastructure, including documentation such as SLA or Change Request (CR), which is or should be under the control of configuration management.

Configuration Management Data Base (CMDB). A database in which accurate, up to date information about CIs and their relationships is stored.

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 SP.

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

Customer Service Center (CSC). The organization in AMI that provides service desk, production control, and ITSM administration support for the FAA, DOT and other federal agencies. It is located at the Mike Monroney Aeronautical Center in Oklahoma City.

Custom Solutions Division (CSD). The organization in AME that services federal agencies by providing diversified, cost-effective, and dependable system solutions using innovative technology through a diverse range of tools and platforms. The Division is knowledgeable and disciplined in the System Development Lifecycle (SDLC), Project Management, and Information Systems Security, while maintaining professional certifications in Oracle, Microsoft, and Project Management Professional.

Data Item Description (DID). Provides detailed document preparation instructions based on CDRL requirements.

DOT. Department of Transportation.

Escalation. Passing information about, or requesting action upon an incident, problem or change to more senior staff or other specialists.

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.

FAA. Federal Aviation Administration.

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.

Incident. Event which is not part of the standard operation of services and causes an interruption to, or a reduction of, the quality of that service.

Incident Management Process. A stepwise progression of the procedures necessary to restore IT services, as well as those necessary to manage the ongoing process.

Individual Development Plan (IDP). A training plan for each employee that details what courses they are required to have or acquire to perform their duties for their job category. Required as part of the contractor's training plan.

Information Technology Infrastructure Library (ITIL). A set of internal directions for managing organizations that focuses on IT. ITIL is the most widely accepted approach to IT service management in the world. ITIL provides a cohesive set of well-defined best practices, drawn from public and private sectors, and includes a comprehensive qualification scheme, accredited training, organizations and

supporting implementation and assessment tools. ITIL is an overall plan for managing information technology services.

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'.

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

IRM. Information Resources Manager.

ISSO. Information Systems Security Officer.

ISST. Integrated Systems Support Team.

IT. Information Technology.

Knowledge Base. Data base containing incident, problem and known error records, as well as scripts to help gather initial incident information in the most appropriate and logical manner.

Known Error. An error for which the root cause is known and for which a temporary workaround or a permanent alternative has been identified.

LAN. Local Area Network.

Level 1 Support. Level 1 CSC support provides an initial point of contact for all types of IT and Application user issues and may involve complex problems which must be escalated to Level 2 for resolution.

Level 2 Support. Level 2 OAS support provides RA, Desk-side and Hardware investigation and resolution of incidents escalated by the CSC. If Level 2 is unable to resolve complex or application related issue, the issue will be escalated to vendor.

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

Major Incident. Those incidents with an extreme impact on the user community or service.

MMAC. Mike Monroney Aeronautical Center, located in Oklahoma City, Oklahoma.

Office Automation Services (OAS). The organization in AMI that provides remote control, desk-side, and PC hardware support for the FAA, DOT and other federal agencies. It is located at the Mike Monroney Aeronautical Center in Oklahoma City.

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

OS. Operating System.

Package Release. Multiple SW CI packaged and tested for release as a single unit (e.g., Microsoft Office).

PC. Personal computer.

Personal Digital Assistant (PDA). Term for handheld computing devices and "smartphones", such as Blackberry-, Palm-, and Windows Mobile- based units.

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

Problem. The unknown underlying (root) cause of one or more incidents.

Procedures. What steps it takes to perform an activity.

Process. How the procedural steps will be performed to accomplish an activity.

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

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

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

Queues (Work Queues). Automated repositories for service request events to which one or more employees have access.

Release. A collection of new and/or changed CIs which are tested and introduced into the live environment together.

REMEDY. An integrated tool suite utilized to support the service management framework of the IT organization.

Remote Installation Services (RIS). Part of Microsoft Windows Server 2003, RIS is a software tool used to create, store and download complete PC hard drive software images. The high data transfer rate of RIS images greatly accelerates the speed in which PC operating system and application software can be installed, thus greatly reducing the time required to install and configure software in new computers or reinstall and reconfigure software in existing computers.

Repair. Physical or logical changes required to restore CI functionality.

Resolution. Restoration of services to users through recovery of a repaired configuration item (CI).

Restoration. User indicates that service is acceptable, and is able to resume working.

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.

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.

Service Desk. The single point of contact (CSC) within the IT organization for users of IT and application services.

Service Level. Service levels are characteristics of a service in definitive and quantifiable terms.

Service Level Agreement (SLA). A written agreement that documents agreed service levels for an IT service support contract (both commercial and government) providing key performance indicators, metrics, and acceptable performance levels of service.

Service Level Targets. Service level targets define the service that IT must deliver to a customer in qualitative terms.

Service Request. A request from a user or customer for support, consumables, etc.

Service Request. A Service Request is established in an ITSM System to track a customer contact through to its conclusion. It contains contact information, details about the problem or request at hand, and usually concludes with a summary of how the problem was solved or the request was satisfied.

Services, IT. A collection of related components provided in support of one or more business processes per the PWS.

Significant Change. A change with a higher level of risk to the business (cost, resources or service impact).

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.

SMF. System Management Facility.

Soft Skills. Soft skills refer to a collection of social grace, personal habit and personality traits, and friendliness, facility with language and optimism that usually marks people to varying degrees.

Task Leader (TL). Government approved, SP representative(s) designated to provide supervision and to interface with the COTR on task activities and performance.

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

Urgency. Measure of the business criticality of an Event based on the impact and on the business needs of the Customer.

Voice over IP (VoIP). The ability to carry on a conversation over the Internet, while still browsing the Internet.

WAN. Wide Area Network.

Workaround. A method of avoiding an incident or problem, either from a temporary fix or from a technique that means the user is not reliant on a particular aspect of the service known to have a problem.