

**REGION 10 U.S. ENVIRONMENTAL PROTECTION AGENCY
INFORMATION TECHNOLOGY (IT) HELP DESK SUPPORT SERVICES
PERFORMANCE WORK STATEMENT (PWS)**

PART I. GENERAL INFORMATION

A. Introduction

The U.S. Environmental Protection Agency's (EPA) Region 10 mission is to improve and preserve the quality of the environment of the Pacific Northwest and Alaska for present and future generations. EPA Region 10 covers the four states of Alaska, Idaho, Oregon and Washington.

The regional office, and the location from which contract services will be administered, is the Park Place Building, 1200 6th Avenue, Seattle, Washington. There is a possibility that the location of the Region 10 office will change during this performance period.

This contract service is requested from Region 10's Office of Management Programs, Information Resources Unit (IRU). IRU is one of five units within the Office of Management Programs (OMP). IRU is responsible for coordinating information technology (IT) activities and supports and coordinates all telecommunications and network activities in Region 10 in support of EPA's national and regional program objectives. EPA Region 10 requires IT help desk support services in support of its IT activities.

The U.S. Environmental Protection Agency, Office of Environmental Information (OEI), Office of Technology Operations and Planning (OTOP) in EPA Headquarters manages EPA's IT infrastructure, supporting the agency's information systems and information products. OTOP also develops and implements IT policies, plans and strategies for information security, investment management, and workforce training and development.

B. Facilities and Environment

EPA Region 10 will provide the contractor with workspace, personal computers, printers, telephones, and other equipment and supplies as needed.

Contractor is responsible for ensuring any workspace under its control, including the customer help desk and storage areas, is kept clean and free of debris.

Contractor is responsible for ensuring that workspace and storage areas are clearly identified as contractor space.

Contractor will be responsible for reviewing the EPA Environmental Management System (EMS) Policy and ensuring all Contractor's processes and practices are compliant with the policy to reduce environmental impacts in the workspace.

(<http://www.epa.gov/ems/index.html>).

C. Scope of Work

This Performance Work Statement (PWS) describes, in general terms, the types of contracted information technology (IT) support required by the U.S. Environmental Protection Agency's Region 10 office.

The overall purpose of this project is to provide help desk support services and coordinate information technology (IT) activities for approximately 800 staff for EPA, Region 10 staff in various locations, including but not limited to all locations described in the paragraphs below.

Contractor shall ensure help desk is staffed from 7:00 a.m. to 5:30 p.m. each day, Monday through Friday. Historically, the help desk has received an average of 600 - 800 trouble/incident tickets from customers per month. EPA employees' core business hours are from 6:00 am to 6:00 pm.

The EPA Region 10 office is located in Seattle, Washington. There are approximately 850 desktops. A standard desktop is described in paragraph E (Page 5).

EPA Region 10 Information Resource Unit and the Contractor shall be responsible for supporting all standard desktops that are provided to government employees, grantees, contractors, and student interns. These desktops are located in the regional office and a number of remote sites, including but not limited to:

- Operations office in Anchorage, Alaska with approximately 40 staff;
- Operations office in Boise, Idaho with approximately 22 staff;
- Operations office in Portland, Oregon with approximately 24 staff;
- Operations office in Lacey, Washington with approximately 17 staff;
- Manchester Laboratory located in Manchester, Washington with approximately 20 staff;
- A remote office in Juneau, Alaska with 3 staff;
- A remote office in Coeur d'Alene, Idaho with 3 staff;
- A remote office at Hanford in Richland, Washington with approximately 12 staff;
- Approximately 6 individuals (referred to as "place-based"), operating out of various remote locations, such as:
 - Kenai, Alaska
 - Pocatello, Idaho.
 - LaGrande & Eugene, Oregon
 - Prosser & Yakima, Washington

The Contractor shall provide full IT support services from the Seattle location for the entire regional office. There will be a line item included in the contract for travel to support the remote offices' activities. **Contractor travel shall be authorized by the EPA Contracting Officer's Representative (COR) prior to any travel taking place.**

In addition to those locations delineated above, there are various affiliated headquarters offices, agencies and agency-partners located in or near the EPA offices that the Contractor shall support. The agencies listed below are an example of some EPA Region 10-affiliated agencies requiring support:

- EPA Criminal Investigation Division (CID) - CID's headquarters' office issues hardware and software for their regional division. The contractor shall provide IT-related support services to this regional division as required. While the equipment issued to these employees does meet EPA standards, the hardware may not be regional standard equipment. There are seven CID employees located in the Seattle regional office; six CID employees located in the Portland, Oregon office and one employee each in their Anchorage, Alaska and Boise, Idaho offices.
- EPA Office of Inspector General (OIG) – OIG's headquarters' office issues hardware and software for this office. Contractor shall provide IT-related support services to this office. There are approximately 10 EPA Office of Inspector General (OIG) employees located on the 19th floor of Park Place.
- The Agency for Toxic Substance and Disease Registry (ATSDR) – ATSDR is a partner agency. All hardware and software is purchased by ATSDR. This agency may at times have different hardware or software standards. Contractor shall provide support for approximately 8 ATSDR employees currently located on the 19th floor of the Park Place Building in Seattle, Washington.
- Individual employees from National Oceanic and Atmospheric Administration (NOAA), Indian Health Services (IHS), and other governmental agencies are co-located with EPA staff and working on the EPA network with equipment purchased by their agency and they will require support as well.

On occasion EPA may require services from the contractor on Saturdays and Sundays. **All overtime shall be authorized by the EPA Contracting Officer's Representative (COR) and shall be approved by the EPA Contracting Officer (CO) prior to actual performance of overtime work.**

The EPA Region 10 Offices are closed in recognition of the following federal holidays:

New Years Day	Martin Luther King Jr., Day
Presidents Day	Memorial Day
Independence Day	Labor Day
Columbus Day	Veterans Day
Thanksgiving Day	Christmas Day

The Contractor shall not be required to provide services: (1) when EPA Region 10 is closed due to federal holiday; and (2) when Region 10 is closed due to inclement weather, natural disaster or other non-specified emergency situations. When EPA Manager or Head of Agency grants administrative leave or early release to EPA staff, the COR may authorize the Contractor to close the help desk early.

D. Applicable Policies and Documents

The following policies and documents provide additional terms and conditions for operations while working under contract for the EPA.

(<http://intranet.epa.gov/oeiintra/imitpolicy/policies.htm>)

- Information Resource Management (IRM) Manual 2100
(<http://intranet.epa.gov/rmpolicy/ads/manuals/irmmanual.htm>)
Chapter 3 – State/EPA Data Management
Chapter 9 – Information Collection
Chapter 14 – EPA Rulemaking Docket Policy
Chapter 16 - EPA Internal Electronic Signature Policy
Chapter 20 – Hardware/Software/Communications Standardization
- CIO 2101.0 - Policy on Limited Personal Use of Government Office Equipment
- CIO 2106.0 – Quality Policy
- CIO 2104.0 - Software Management and Piracy Policy
- CIO 2120 - Capitol Planning and Investment Control Program Policy for Management of Information Technology Investments.
- CIO 2122 – Enterprise Architecture Policy
- CIO 2133.0 – Data Standards Policy
- CIO 2150 - Agency Network Security Policy
- CIO 2151-P-02 – Breach of personally Identifiable Information (PII) Notification Response Procedures
- CIO 2151-P-06 – Personally Identifiable Information (PII) Incident Handling & Response Procedure
- Related Procedures, Standards, and Guidance
 - EPA Information Technology Standards Profile
(<http://basin.rtpnc.epa.gov/ntsd/ITRoadmap.nsf/StandardsProfile.pdf>)
 - Directive 2195A1 – EPA Information Security Manual
(<http://intranet.epa.gov/rmpolicy/ads/manuals/Manual.PDF>)
 - EPA Office of Technology Operations and Planning’s Network Infrastructure Services Website (<http://intranet.epa.gov/nis/index.html>)
 - EPA Region 10 Environmental Management Policy
<http://204.47.216.153:9876/r10/infopage/infopage.nsf/EMS/EMS+Environmenta1+Policy?OpenDocument>
 - EPA Region 10 Organization Chart
<http://yosemite.epa.gov/R10/EXTAFF.NSF/065a16d80c957ef2882566e20073fb8a/0d11f60d829eb67088256729005c2086?OpenDocument>

E. Infrastructure and Desktop Standards

The EPA Office of Technology Operations and Planning's Information Technology Standards Profile establishes the official set of EPA technology standards.

Contractor will be required to support all standard EPA hardware and software (as further described in Part II), both the currently utilized and includes any future changes or upgrades.

The following list reflects the current infrastructure configuration:

- Desktop operating system is Microsoft Windows.
- Microsoft Active Directory is used for file and directory services.
- Network connectivity provides access to a variety of agency systems throughout the nation via the Wide Area Network (WAN) and Local Area Network (LAN).
- Lotus Notes is used for e-mail, calendaring, client and Web-based collaborative applications.
- Patchlink, Zenworks and Symantec are used for workstation security and application deployment.
- Cisco Unified Communications Manager and Unity Connections are used for voice telecommunication.

A standard desktop will consist of a flat panel monitor with either a computer, laptop with docking station, or thin client device with peripherals. In addition, each desktop will have a Voice over IP (VoIP) phone.

Standard community equipment on the network will be network printers, scanners, community PC's with monitor and peripherals.

Standard conference room equipment may include video teleconferencing unit, phone, computer and projector.

F. Reports and Deliverables

All deliverables provided to EPA by Contractor shall be written so as to be easily understood, and shall meet all requirements set forth in this contract. All material (i.e. documentation, user guide, etc.) produced by the Contractor under this contract shall become the sole property of the U.S. Environmental Protection Agency.

Several different types of reports may be requested at various times during the life of the contract but will not be required with any regularity. These reports will be submitted in accordance with the information provided in the service request ticket.

Such reports may include but shall not be limited to:

- Project status reports;

- Asset management reports; (eg., reports that reflect all laptop users in the region; all of the users with a certain type of software or operating system; all PC's with less than 2GB of RAM, etc.)
- A trip report and/or briefing may be requested of the Contractor, upon return from travel.

G. Travel

Travel will be required during the performance of this contract. Travel cost will be reimbursed on a cost-incurred basis in accordance with the Joint Travel Regulations (JTR).

Travel under this contract may be requested for any of the following tasks:

- Hardware or software upgrades needed in any of the EPA remote locations;
- To attend training that is required of contractor to support EPA standards;
- Contractor may be asked to attend EPA's IT annual conference;
- COOP drills or COOP implementation.

In most cases the trips will be scheduled to begin and end during the regular work week. However, there may be circumstances that will require weekend travel. When weekend travel is required of the Contractor, the Contractor will be approved overtime and travel expenses will be reimbursed. (As set forth in Paragraph C, "Contractor travel shall be authorized by the EPA Contracting Officer's Representative (COR) prior to any travel taking place," and "All overtime shall be authorized by the EPA Contracting Officer's Representative (COR) and shall be approved by the EPA Contracting Officer (CO) prior to actual performance of overtime work.")

Travel to the Lacey office (Washington Operations Office) and Manchester Laboratory can be accomplished with day trips and will only require miscellaneous and incidental expenses (i.e., gas and mileage), if the Contractor is taking a privately owned vehicle (POV). If the Contractor is riding with an EPA employee in a GSA vehicle, there will be no travel reimbursement.

H. Non-Standard Software and Hardware

Contractor support of EPA purchased **non-standard** hardware or software is limited to installation/set up. Support following installation is not required.

The Contractor is not authorized to support employees' personal equipment. Although when user is working from an alternate location and is using an EPA thumbdrive, AAA remote access token, F5 remote access software or other EPA-issued equipment in conjunction with personal equipment to connect to the EPA network, the Contractor will be expected to troubleshoot any problems that arise to determine connectivity and correct operation of the EPA-issued device. The Contractor may have to ask for information about configuration settings on personal equipment to ensure compatibility with EPA-issued

devices. The Contractor will not be expected to troubleshoot problems related specifically to personal equipment.

PART II. REQUIRED TASKS

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

Task 1	Hotline and Help Desk
Task 2	Work Orders (Projects)
Task 3	User Set-ups
Task 4	Equipment Checkout and Demo Equipment Set-ups
Task 5	Hardware Maintenance/Repair/Disposal (Excess)
Task 6	Inventory Management/Inventory Shipping and Receiving
Task 7	Computer User Training
Task 8	Continuity of Operations Plan (COOP)

Task 1 - Hotline and Help Desk

The Help Desk staff shall be responsible for supporting all standard IT hardware (as described in paragraph E above) and software assigned to EPA Region 10 employees, interns, grantees, volunteers and on-site contractors. In addition, Contractor is responsible for supporting all community equipment (eg., network printers, community PC's, and scanners, etc.). Support includes testing, set-up, installation, configuration, troubleshooting and end-user training for all standard hardware and software.

The Contractor shall provide customer service for EPA Region 10 staff Monday through Friday, from 7:00 a.m. to 5:30 p.m. (10.5 hours per day). Customers will contact the help desk for assistance either by calling 206-553-1201, sending an e-mail to R10-PCHOTLINE SERVICE MAIL GROUP, or visiting the computer room help desk, which is currently located on the 10th floor of Park Place. The Contractor shall staff the help desk appropriately and provide services during the entire period.

The contractor shall be responsible for taking all customer calls, e-mail, or visitors with requests related to IT hardware, software, voice telecommunication equipment and recording the issue or request in an incident ticket. Contractor shall be responsible for updating and utilizing the EPA-provided ticketing software. Currently EPA Region 10 uses a database application called Essential Help desk for help desk tracking and ticketing.

EPA Region 10 has a two-tier process for responding to customer issues. Tier I is initiated once an incident ticket has been created. The Contractor has the prime responsibility under Tier I to work towards resolution of the problem. The Contractor shall utilize all available resources, including appropriate checklists, knowledge database module within the ticket tracking database application, the knowledge and previous experience of co-workers, and Contractor Manager in addition to their own knowledge, skills and abilities to resolve the

issue(s) identified. The nature of the problem, and all work performed to resolve it, shall be documented in an incident ticket.

The Contractor shall, when presented with technology problems, listen carefully to the complaint, initiate an incident ticket, analyze the situation, troubleshoot the problem and work towards resolution. Each ticket shall include full documentation, and the documentation shall include a description of the issue, the details of the steps taken to correct the problem and the resolution reached. If the issue is one that has the potential to occur again, then the Contractor shall add the information to the ticketing database's knowledge base module for future reference.

The Contractor shall be responsible for the following types of Tier I incident tickets:

- ◆ Hardware troubleshooting from network switch port to device – computers, laptops, monitors, printers, scanners, telephones, and peripherals, etc.
- ◆ Software troubleshooting will include, but is not limited to, correct installation, ad hoc training, configuration on the device, and connectivity to the host, as applicable.
- ◆ Response to Lotus Notes application requests will include gathering information from the end user and determining best solution for the user's needs (See Attachment 1). If the proposed solution is based on a standard Lotus Notes template (eg., creation of a document library, team room, discussion database, etc.), Contractor will create the application, provide minor design modification as needed and provide any application-specific support. If the solution requires creation of a mail-in database or department calendar, Contractor will escalate to Tier II for application creation and contractor will provide any application-specific support for the end user. If the solution is determined to exceed 8 hours of effort, the request will be forwarded to Tier II for further review. Contractor will document applications in EPA-provided database.
- ◆ For application development other than specified above, please refer to Task 2.

If it has been determined that the issue cannot be resolved without EPA action (Network Administrator/System Programmer/Information Security Officer/Telecommunication Specialist, etc.), then the ticket shall be escalated to appropriate Tier II group (see below). Ticket shall be documented with all actions taken to resolve the issue before forwarding to Tier II.

EPA has the prime responsibility in the Tier II process. When an issue/request has been determined to be beyond the performance work statement of the Contractor and requires EPA action to complete, then the ticket shall be forwarded to appropriate Tier II group below.

- **R10 Administrators** for Regional Lotus Notes Administrators (Lotus Notes & BlackBerry)
- **R10 AD Administrators** for Regional Active Directory Administrators
- **R10 Network Administrators** for all Regional Network Administrators (Active Directory, Lotus Notes, Thin Client, Systems Programmer, Voice Communication and Oracle)
- **R10-Phone Service Mail Group** for voice communication team (Telephone & Video Teleconferencing).
- **R10 Thin Administrators** for Thin Client Administrators
- **R10 Remote Administrators** for Remote Access Administrators
- **R10 EPA Developers** for EPA Application Developers. (Lotus Notes, MS Access, etc.)
- **R10 Web Team** for ETPA & IRU Web Team

Once the Contractor has forwarded the task to EPA, then EPA has the prime responsibility to manage the task. Once EPA has completed and/or resolved the issue, one of the following will complete the task: 1) EPA completes the task, documents and closes the ticket, or 2) EPA returns the ticket to the Contractor to follow up, complete the task and close the ticket.

NOTE: It is assumed that all incident tickets forwarded to Tier II by Contractor staff will be fully and completely documented, including all appropriate information, as described above. Any ticket submitted to Tier II **without** documentation will be immediately returned to the Contract Site Manager without action or until appropriate documentation has been included in the ticket and submitted.

Within 90 days of award, the Contractor shall develop written procedures for customer service from initial contact to resolution. The plan shall include a process to determine tickets that move into Tier II. Electronic documentation of the process is required and shall be sent to EPA COR.

The Contractor shall make available a customer satisfaction survey, in electronic format, for customers to complete after contractor service has been provided. The EPA COR will have access to all completed surveys

Task - 2 Work Orders (Projects)

Contractor will receive tasking documents (work orders) from the COR. The Contractor will be responsible for tracking and executing work orders in the EPA-provided application.

The work order will contain the name of the project, due date, description and may identify an EPA Technical Expert. In addition, the work order may include attachments providing clarifying information such as: a list of employees identified to receive a hardware or

software upgrade; floor plans indicating specific locations for an action; additional information needed to complete the work order.

Contractor shall provide weekly reports on Thursday of each week providing a list of open projects, a brief description of the project, its due date, and the status.

Work orders will be submitted for, but not limited to, the following types of projects:

- Hardware upgrades and equipment roll-out - hardware is purchased annually to meet life-cycle management policy. Contractor will be tasked to set up and deploy/install all EPA purchased hardware.
- The contractor shall be responsible for packaging any equipment that needs to be shipped to an Operations Office or remote location. EPA's mailroom contractor is responsible for shipping the items. Contractor shall ensure equipment is packaged securely to prevent damage in transit.
- Software upgrades or installation – Each year software licenses are purchased to meet new requirements, standardize or upgrade to new versions, or to add to current inventory. The Contractor will be responsible for registering licenses, tracking the licenses for the region, and installation. The Contractor shall keep any CD's or DVD's associated with software and any download instructions with keys to access software downloads.
- Non-standard hardware and software – Various program offices within Region 10 have separate programmatic funding available for their own specific use. There may be times that the program will use the funding to purchase hardware or software rather than relying on funding from the regional support budget, managed by IRU. The Contractor will be responsible for installation of the program-purchased items. If the item meets national or regional standard, then Contractor will be responsible for supporting at the same level as the regional support standard purchased equipment. If the hardware or software is not a regional or national standard, the contractor's support is limited to set-up and installation to make operational. Contractor is also responsible for maintaining all drivers and installation discs associated with hardware.
- Cabling - Contractor shall be responsible for installing or relocating network cables, patch cables, telephone cables, and network cards as needed associated with the installation of individual network computers or telephone sets. These wiring runs will consist of drops from the telephone closet on the existing floor to the user's desktop on the same floor. Occasionally there may be a request for Contractor to drop cabling from one EPA floor telephone closet to another EPA floor telephone closet. All of these requests will be coordinated and monitored by the IRU Senior Network Administrator.

Contractor shall document all wires installed using wire labels, install connectors on wires, support installation of VOIP equipment, terminate wires to distribution panels or punch-down blocks, troubleshoot problems with non-functional wires and correct problems, install and move IT equipment, and remove unneeded wires. Any unused equipment or accessories shall be removed. Contractor shall ensure all cable installs (data and voice) adhere to agency, local building and city codes and requirements.

- Industry Expert - The Contractor staff shall remain knowledgeable of current technology standards, trends and changes. The Contractor shall provide industry standard recommendations upon request by COR. The Contractor may be tasked to provide recommendations regarding hardware, software, parts or related IT systems before EPA purchases new equipment or supplies.
- Database Development - Contractor may be tasked to provide assistance to the end user in basic database development using the EPA standard software, Microsoft Office, which includes Access, Microsoft's relational database development tool. It is envisioned that most work performed would be assisting a single user or small group of users requiring a database or application for internal office work/issues. The application would not be distributed widely either throughout the region or agency. For Lotus Notes-specific applications, see Task 1. Applications that support a program or impact a large group should be escalated to Tier II.
- Application development that is projected to exceed the 8-hour limit shall be escalated to Tier II for development.

Contractor shall provide weekly reports due by COB on Wednesday each week providing list of open projects, brief description, due date, and the status.

Task 3 – User Management Requests

Contractor will use the EPA-provided resource management system to track and process tickets for new users, user changes and user check-outs. Region 10 currently uses Essential Help Desk (EHD) to create and track tickets. A User Management Resource (UMR) System module was developed to initiate tickets for new users, user changes or user check-outs. The Contractor will follow the established EPA business process for all user management requests.

The Contractor shall be responsible for tracking tickets and processing the requests that are submitted through the UMR system.

A New User ticket is created for a new EPA employee, Grantee or SEE, or on-site contractor employee. Contractor will be responsible for hardware and software set-up and installation. The ticket should be completed within 10 working days after program office has submitted UMR.

A User Change ticket is created for an employee already on the network or working in EPA space, who may go on a detail to another office; accept a new assignment; change locations; or change names, etc. The Contractor will be responsible for any equipment changes or actions requested in the tickets submitted. The ticket should be completed within 3 working days after program office has submitted UMR.

A User Check-out ticket is submitted when an employee leaves the region. The Contractor shall be responsible for removing all IT equipment and returning it to inventory. The ticket should be completed within 3 working days after program office has submitted UMR.

The final step in completing a UMR is to make changes to the Asset Management module. Upon completion of this step, and updating of the system, the ticket will be considered completed, and can be closed..

Task 4 - Equipment Check-out and Demo Equipment Set-ups

The Seattle office and each remote office have a pool of check-out IT equipment. The check-out pool may include, but is not limited to, laptops, printers, projectors, digital cameras, air cards, cell phones and long distance cards. In addition, there are data display carts set up for deployment to conference rooms, and these carts are reserved through an EPA electronic reservation system.

Contractor shall be responsible for securing all check-out equipment. EPA will provide an electronic reservation system to support this function. Contractor shall upgrade the software and provide maintenance as needed or tasked for check-out equipment.

Program offices in the Seattle Office may have check-out equipment that was purchased with program-specific funding. Each Region 10 program office has designated a staff person to act as liaison with IRU for technology issues. The program liaisons are referred to as "PC Coordinators". It is the program office's PC Coordinator who is responsible for securing program-purchased check-out equipment. It will be the PC Coordinators' responsibility to bring the equipment to PC Hotline for regular software upgrades and maintenance.

Contractor shall be responsible for reserving, issuing and setting up check-out demo hardware and items on a first-come/first-served basis.

On occasion, EPA Region 10 employees will be responsible for conducting larger meetings off-site. The Contractor shall, when requested, support these activities that occur within a seven-block radius of the Park Place Building.

In support of conferences and meetings, whether held in EPA conference facilities in the Park Place building or at a meeting location within the seven-block radius, contractor shall set up, test and install software for demonstration equipment as necessary.

Within 90 days of award, the Contractor shall develop written procedures for equipment check-out from the time a request is submitted to the customer's return of the equipment. Contractor shall provide clear and concise instructions to the customer regarding the operation of the equipment and software, and requirements to ensure equipment security. In addition, Contractor shall remove equipment and return it to the regional office and secure storage when customer is finished.

Contractor shall track inventory, inspect, and provide any needed maintenance on equipment when returned. Contractor shall account for all check-out items when asked by EPA COR.

Task 5 - Hardware Maintenance/Repairs/Disposal (Excess)

Contractor shall be responsible for tracking hardware maintenance and warranty dates for EPA Region 10 equipment in the EPA Region 10 system provided. Contractor may be responsible for adding to the database equipment on the EPA network that is provided by affiliated agencies or headquarters programs (eg., ATSDR, EPA CID, EPA OIG, etc.). In addition, it is the Contractor's responsibility to troubleshoot equipment problems and invoke any valid warranties when needed on equipment that has been reported inoperable. It is expected that the Contractor shall be proactive in utilizing the warranty before expiration when there are known problems.

When equipment is no longer under warranty or the repair needed is not covered by the warranty, then the Contractor shall be responsible for identifying the problem and correcting, when at all possible. If parts are needed, the COR shall be notified and EPA will be responsible for purchasing needed part. If the Contractor has determined that the cost of the repair exceeds the value of the equipment (cumulative or one-time costs), the Contractor shall notify COR with a cost/value analysis, and provide recommendations for replacement. COR will be responsible for determining whether equipment should be tagged for reuse, recycle or disposal.

The Contractor shall be responsible for preparing, coordinating and working with Region 10's Property Officer (located in the Infrastructure and Operations Unit - IOU - of the Office of Management Programs) and EPA mailroom contractor to schedule pick-up or disposal of equipment to be removed from inventory. The Contractor will follow the EPA prescribed method for preparing computers for excess.

The Contractor shall be responsible for performing preventive maintenance on all EPA Region 10 hardware according to manufacturer's guidelines. Within 120 days from award Contractor shall develop a preventive maintenance log against vendor recommended schedules for maintenance. All maintenance completed on equipment shall be recorded in the log.

In addition, Contractor shall operate and maintain the mainframe line printer which is connected to the EPA IBM Enterprise server at EPA's National Computer Center until such time as the service is no longer required or the expiration of the contract. This printer

currently has limited use by Region 10 program offices, and is used for processing Remote Job Entry (RJE) computer print jobs on the IBM Enterprise Server. Contractor shall communicate with customers as necessary regarding status of print jobs. The Contractor shall monitor the hardware including loading the printer with paper, ribbons, etc. retrieved from storage. Contractor shall maintain an inventory of supplies and notify the COR (PO) with written notification when supplies are at least 50% diminished. Contractor will provide customer assistance as required. The Contractor shall print, separate, and distribute IBM Enterprise Server print jobs to the customer community. The printed reports must be kept in a secure area until the customer picks them up.

Task 6 - Inventory Management/IT Equipment shipping & receiving

Contractor shall be responsible for the inventory of all Region 10 IT hardware and software. This responsibility includes storing in EPA-provided locations; shipping when tasked; receiving new items; and tracking. EPA will provide electronic system that the Contractor shall utilize for inventory tracking. The current system provided is a module in Essential Help desk called Asset Management.

Contractor shall update Asset Management and ensure that all information is current and accurate. Updates shall be completed before a ticket, work order or UMR is closed.

When IT equipment is received in the region, the Help desk will be notified by contract staff in the EPA mailroom. The Contractor shall be responsible to receive, unpack, set up, test and install all computer hardware, protecting equipment security at all times. The Contractor shall inspect all equipment received for defects, and provide immediate notification to the COR of any damaged equipment. The Contractor will be responsible for notifying the vendor and/or shipping company of equipment that is received damaged.

When equipment is received in good condition, Contractor shall place an EPA decal with bar code on the equipment, and update Asset Management system to reflect new equipment. Contractor shall safeguard, protect, and store all hardware and software that is not immediately distributed. Contractor shall notify COR when new shipments have been received.

Contractor shall report to the COR all non-standard equipment and/or software found on users' desktops (software or hardware not purchased by EPA or not reflected in the Asset Management system), including non-EPA computers. The Contractor is not responsible for supporting non-standard hardware or software.

Contractor shall install standard and non-standard software upgrades that have been approved by IRU Security Officer and COR. Contractor shall track all non-network software licenses for the region in the inventory management system. Contractor shall notify COR before EPA has exceeded the number of licenses available for distribution.

Upon request by the COR, Contractor shall provide various reports from Asset Management system in regard to the inventory. Such requests for reports may include, but are not limited to: a request for a report that displays all laptop users in the Region and the description of the desktop; RAM on equipment; funding source and user name and office; all PC's with < 2GB of RAM in the region; a report with regard to a specific PC; etc. An e-mail task will be submitted by the COR when a report is requested.

When equipment is no longer serviceable, the Contractor shall notify EPA COR and make recommendation to excess. Recommendation shall include a justification, with a brief cost analysis to explain the cost to repair versus replacement cost.

When a decision has been made by the EPA COR to excess computer hardware, the Contractor shall be responsible for notifying the Property Officer in the EPA Region 10 Infrastructure and Operations Unit (IOU). Regional Property Officer, staff or their contractors will arrange for excess material to be removed. The IT help desk support services Contractor shall safeguard, protect and store all equipment ready for excess until it is transferred to the IOU staff or their contractors.

In preparation for disposal of computer hardware, IT help desk support services Contractor shall remove all EPA decals or EPA identification from equipment before it is disposed of. Contractor shall ensure that hard drives and other storage devices scheduled for disposal have had data wiped according to EPA approved processes.

The Contractor shall be responsible for maintaining hardware located in the 10th floor Help desk operation area (co-located with Contractor's workspace) including two community-use PCs, scanner, laser printers, and a color printer. This general-use equipment is available for the use of EPA staff. The Contractor shall monitor the hardware including loading the printers with papers, toner, etc. retrieved from storage. Contractor will provide customer assistance as required.

Contractor shall be responsible for the inventory and maintaining an adequate supply of consumable products for the Region (i.e., toner cartridges, projector light bulbs, computer parts for standard equipment, etc.). Contractor shall notify COR before supply items are substantially diminished. EPA will provide process for purchasing replacement supplies.

At the end of each quarter the Contractor shall provide the COR with a report of all unassigned equipment, sorted by type. Initial report shall include equipment type, decal number, funding source, warranty date. Prior to the end of the quarter, COR may request additional information be included in the report.

Task 7 - Customer Computer Training

The Contractor shall be responsible for managing the 8th floor training facility (to include securing, maintaining, and upgrading equipment). Currently the facility has ten student workstations, one instructor workstation, and a projector. One of the workstations shall be made available for any student requiring handicap accommodations.

At least 45 days prior to the beginning of each quarter, the Contractor shall develop a schedule for course offerings and submit to the COR for approval. The plan shall consist of a list and schedule of training courses that the Contractor shall provide to EPA staff (eg., overview or beginning Microsoft Word, Excel, PowerPoint etc.) Training times may vary from one-hour classes to four-hour classes.

30 days prior to beginning of each quarter Contractor shall be responsible for developing and posting announcements of the training schedules.

The Contractor shall provide training to EPA staff on the standard commercial off-the-shelf software (Lotus Notes, basic word processing, spreadsheet, database, and presentation applications - currently Microsoft Office applications). Training may be required to be offered from one to three times a week, but not limited to this timeframe.

There may be requests from EPA to reserve the training facility for program-specific training for regional staff, to be conducted by an outside instructor or agency instructor. The Contractor shall schedule use of the training facility in these instances. The Contractor shall set up the applications as required and provided by program-specific trainers prior to training date.

Contractor shall develop a standard training evaluation form, preferably in electronic format, to be completed by students participating in **each** computer training class. Training evaluation form shall reflect ratings of each course based upon: learning objectives achieved; instructor's skills; quality of the material presented; course design; quality of the training facility; level of satisfaction with the curriculum. Upon completion of each class, Contractor shall provide COR a class roster with the names and contact information of all of those attending the course, as well as the individual training evaluations from each student.

Contractor shall provide ad-hoc training as a response to customer needs when making desktop visits for open tickets. Determination of the need for ad-hoc training will be based on the technician's review of the ticket (i.e. problem, resolution, repetitive calls, etc.). Knowledge base articles that apply to technical issues for a widespread user base will be developed by the Contractor and posted to an EPA provided internal website.

Task 8 - Continuity of Operations Plan (COOP)

The purpose of the Continuity of Operations Plan developed by EPA Region 10 is to provide emergency planning policy and guidelines for Region 10 personnel to ensure that essential Agency operations are continued or reestablished in the event of an emergency and its aftermath.

In the event of an emergency or natural disaster, the Washington Operations Office (WOO) will serve as the initial communications center for the region until other locations can be established. The location of EPA Region 10's primary COOP facility will be provided at time of award. In the event of an emergency or natural disaster and the implementation of

the COOP, the Contractor's Site Manager, as well as all contract staff, shall be expected to provide services as required, either at the COOP facility in the Washington Operations Office or in other locations as they are established, during the implementation of the COOP.

No later than seven (7) days after award of the contract, Contractor shall designate two staff to serve as the Contractor's COOP representatives, who will coordinate with the IRU IT COOP Manager. Designated Contractor staff shall participate in all scheduled drills and planning meetings at the direction of the IRU IT COOP Manager.

These Contractor COOP representatives shall, in conjunction with the IRU IT COOP Manager, develop an implementation plan that includes a checklist for services that will be required of Contractor staff during implementation of the COOP. The plan shall be completed and submitted in written form to the COR for review and approval within four months after award of the contract.

PART III. STAFFING QUALIFICATIONS/CERTIFICATIONS

All contractor personnel shall meet the following minimum qualifications: demonstrated work experience with operating systems and applications listed below:

- Windows Operating Systems
- Microsoft Active Directory
- Lotus Notes software (including experience with Lotus Notes email, client-based applications, web-based applications, and remote use)
- Microsoft Office Suite applications (including Word, Excel, PowerPoint, and Access)
- Symantec Antivirus software
- Citrix ICA client software

In addition to the above minimum qualifications, these additional qualifications and certifications are required of specific contractor personnel:

On-site Manager: *Bachelors degree in related field*; three years supervisory and management experience; project management skills and experience; knowledge of and experience with IT help desk support and services; knowledge of IT concepts, principles, methods, and practices; knowledge and experience with Information Technology Infrastructure Library (ITIL) best practices;

PC Technician(s): A+ Certified with one year of computer troubleshooting experience and desktop support experience OR one year information technology training and three years of computer troubleshooting experience and desktop support experience.

PC Instructor/Teacher: Five years experience as an instructor with demonstrated knowledge to teach beginning and intermediate classes. The contractor shall be responsible for teaching EPA standard applications, shall remain knowledgeable of newer versions and be able to identify the differences between versions when teaching classes for a regional

upgrade of software. The following is the current list of standards. The list is not inclusive and may change during the contract period.

- Microsoft Windows XP and other Microsoft operating systems;
- Microsoft Office Suite Applications (Word, Excel, Power Point & Access)
- Lotus Notes Applications (ex. Webmail, Quickr, remote access, etc.)
- Demonstrates the ability to learn and develop beginning classes for software and operating system upgrades (as EPA upgrades software and operating systems).

Other EPA regional standard software. (ex. Adobe Acrobat Professional and Elements)

PART IV. DELIVERABLES

TITLE	REQUIREMENT ELEMENTS	DUE DATE
Task-1 Hotline and Help Desk	Written procedures on customer service from initial contact to resolution. Number of open tickets, closed tickets, total closed tickets and the top 10 support categories.	90 days from award To be provided in the weekly joint IRU/Contractor meeting. (This has been scheduled every Thursday.)
Task-2 Work Orders (Projects)	Weekly status report of projects.	Wednesday (COB)
Task -3 User set-up	No requirements	n/a
Task-4 Equipment Checkout and Demo Equipment Set-ups	Written procedures for equipment check-out from time request is submitted to return of the equipment.	90 days from award
Task 5 Hardware Maintenance/Repair/Disposal (Excess)	Preventative maintenance log against vendor recommended schedules	120 days from award
Task 6 Inventory Management/Inventory shipping and receiving	All unassigned equipment in inventory. This report shall not include the equipment ready for disposal/excess.	Quarterly
Task 7 Customer Training	Course schedule Announcements (ex. Posters, e-mail messages, Intranet Announcement, etc.)	45 days prior to end of each quarter. 30 day prior to end of each quarter

PART V: SUPPORTING INFORMATION

A. Security

Executive Orders 10450 and 12968 provide guidance for security requirements and investigation standards for Federal government employees. EPA *Directives 2100 and 2195* provide guidance that requires security standards for non-government EPA employees with access to information or IT systems. These standards currently reflect the Office of the Inspector General's Personnel Security Manual (OIGPSM).

Contractor personnel are required to complete a security screening (i.e. background security checks). The Federal Office of Personnel Management (OPM) will conduct the security screening. EPA Region 10's Human Resource Unit will initiate the process. To avoid unnecessary delays, new Contractor personnel may begin work while OPM screening is in progress, provided Contractor personnel have already completed a pre-screening requirement by their employer.

The government will provide the Contractor with Region 10 identity badges and building access cards. Contractor will adhere to established Region 10 policies and procedures for employee and visitors' access to the Government facilities.

The Contractor will work on the EPA Region 10 network and is not allowed to work or connect to their corporate network without approval from the Information Security Officer. Contractor is not allowed to run any network utilities that will scan, map, or document the network, whether the network utility is active or passive. Contractor shall request EPA approval to run any non-standard software.

B. Place of Performance

The primary work location will be at the EPA Region 10 regional offices located in Seattle, WA. Address of location is 1200 Sixth Avenue, Seattle, WA. (As reflected in Paragraph A., "There is a possibility that the location of the Region 10 office will change during this performance period.") It may be necessary to perform services at one of the regional Operations Offices located in Anchorage, AK; Boise, ID; Portland, OR; or Lacey, WA. It is anticipated that the Contractor will travel to each Operations Office at least once per year. It may also be necessary to perform services at one of the remote locations in Juneau, AK; Richland, WA; Manchester Lab in Port Orchard, WA, or the CID offices in Portland, OR.

C. Period of Performance

This contract is a one-year base with four one-year option periods, starting with the date this contract is awarded on *August 1, 2009*.

D. Government Furnished Property

EPA will provide workspace, furnishings, telephone service, desktop computer equipment (hardware and software), and consumable office supplies. EPA Region 10 will issue identification badges and keys to access appropriate areas.

Attached is a list of Government Furnished Property that will be made available for contractor.

E. Key Personnel

EPA Key Personnel:

James Price	Region 7, Contracting Officer	(913) 551-7239
Debra Dorsey	Region 7, Contract Specialist	(913) 551-7784
Myrna Jamison	Region 10, Contracting Officers Representative	(206) 553-2931
TBD	Region 10, Alternate COR	(206) 553
Jonell Allamano	Region 10, Facilities Officer	(206) 553-2954
James Tyree	Region 10, Information Resource Unit Manager	(206) 553-1777

EPA Region 10 Technical Experts: a list of technical experts shall be provided to Contractor after award of contract.

H. Attachments

1. Lotus Notes Application Support Workflow (See Solicitation Section J, Attachment No. 9).
2. Applicable policies and documents listed under Part I, Paragraph D, above (See Solicitation Section J, Attachment No. 10).