

**Army CONUS Enterprise Service Desk (ESD) Performance Work Statement**  
**Attachment 1**  
**PM P2E Request for Proposal**  
**August 11 2011**

**1. Task Overview:**

The Army and DOD have recognized the need to update underperforming areas of IT operations, focusing on increasing user satisfaction while reducing costs. The Army is pursuing various means to address these issues, specifically through server consolidation, development and optimization of new and existing data centers and the potential development of a centralized or enterprise service center.

Currently the Army has numerous, redundant call centers and service desks. Some are at the installation level and others are operating as elements spanning numerous installations. All of these operations are effectively call centers, which are unable to provide sufficient first call resolution for the supported populations. Specifically, users are waiting extensive periods of time to receive an acknowledgement of their reported problem and additional time for resolution. Alternatively, some Army users have little or no call center/service desk support.

In March of 2009 Program Executive Office, Enterprise Information Systems (PEO EIS) established the Product Manager, Army Processing Centers / Network Service Center (PM APC/NSC) charged with developing an overall solution to this problem. PM APC/NSC analyzed the myriad of call centers and disparate end user Tier II through Tier IV support operations and determined that the Army requires a comprehensive, cost-effective Enterprise Service Desk (Help Desk) solution.

Accordingly, under the renamed PM Power Projection Enablers (PM P2E) this PWS provides for single-point-of-contact (SPOC) and customer support Service Desk to:

- AKO Service Desk NIPRNet users through Task 1;
- Army CONUS Enterprise Service Desk (NIPRNet) users in the twenty-six (26) currently supported installations through an Optional Task 2; and
- Army CONUS Enterprise Service Desk (NIPRNet) users in additional CONUS installations through an Optional Task 3.

**2. Scope:**

PM P2E is seeking a performance-based services solution for meeting the Enterprise Service Desk (ESD) requirements described below under a single, performance based contract. The ESD shall serve the Army's identified IT user communities (Army Knowledge Online (AKO) and Army CONUS) and with single points-of-contact for (1) AKO issues for AKO users, and (2) all IT support issues for Army CONUS users.

In the case of AKO users, these users (including users on and off-installation) will be supported by the Contractor through Task 1, during the Base and, as appropriate, Options periods.

In the case of Army CONUS users, these communities (including users on and off-installation) will be defined by installation name whereby at Assumption of Responsibility (AOR) twenty-six (26) installations will be supported by the Contractor through Optional Task 2 with additional installations supported, through Optional Task 3, during the Base and, as appropriate, Options periods.

**3. Contract Type:**

The Government is anticipating a Firm Fixed Price contract with Cost Reimbursable CLIN's for the toll charges and any required travel.

**3.1 Business Rules for Ticket Creation**

The following business rules will be used in determining when tickets should and should not be created:

CHANNEL	EVENT	RESULT	EXCEPTIONS
Inbound Call	An inbound call is received with an inquiry, incident, problem, or service request	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket already exists for the incident, problem, service request, or other inquiry</li> <li>• The user has called the wrong number</li> <li>• The user is calling to check status on an existing ticket</li> <li>• The user is calling to provide additional information on an existing ticket</li> <li>• The user is calling to further discuss an existing ticket</li> <li>• The user is calling back because the initial call was disconnected</li> <li>• The user is attempting to reach a different desk (e.g., SIPR) and the call is transferred</li> </ul>
	An inbound call is received from a user related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket for the specific user already exists for the problem</li> </ul>
Outbound Call	An outbound call is placed in response to an email or web form request for call-back	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a web chat request for call-back	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a voicemail request for call-back	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a user request for a call-back	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a user request for a call-back related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket for the specific user already exists for the problem</li> </ul>
Web Chat	A request to initiate a Web Chat session is received	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket already exists for the incident, problem, service request, or other inquiry</li> <li>• The web chat is initiated for the purpose of checking status on an existing ticket</li> <li>• The web chat is initiated for the purpose of providing additional information on an existing ticket</li> </ul>

			<ul style="list-style-type: none"> <li>The web chat is initiated for the purpose of further discussing an existing ticket</li> <li>The web chat is initiated for the purpose of complaining or complimenting</li> <li>The web chat is initiated because the initial session was disconnected or lost</li> </ul>
	A request to initiate a Web Chat session is received and the session is related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket for the specific user already exists for the problem</li> </ul>
Inbound Email or Web form	An inbound email or web form is received with an inquiry, incident, problem, or service request	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> <li>The user has emailed the wrong party</li> <li>The user is emailing to check status on an existing ticket</li> <li>The user is emailing to provide additional information on an existing ticket</li> <li>The user is emailing to further discuss an existing ticket</li> <li>The user is emailing because the initial email or web form was incomplete</li> <li>The user is attempting to reach a different desk (e.g., SIPR) and the email is replied to with the correct email address</li> </ul>
	An inbound email or web form is received related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket for the specific user already exists for the problem</li> </ul>

**4. Contractor Training and Certification:**

**4.1 INFORMATION ASSURANCE CONTRACTOR TRAINING AND CERTIFICATION (JAN 2008)**

(a) The Contractor shall ensure that personnel accessing information systems have the proper and current information assurance certification to perform information assurance functions in accordance with DoD 8570.01-M, Information Assurance Workforce Improvement Program. The Contractor shall meet the applicable information assurance certification requirements, including-

(1) DoD-approved information assurance workforce certifications appropriate for each category and level as listed in the current version of DoD 8570.01-M; and

(2) Appropriate operating system certification for information assurance technical positions as required by DoD 8570.01-M.

(b) Upon request by the Government, the Contractor shall provide documentation supporting the information assurance certification status of personnel performing information assurance functions.

(c) Contractor personnel who do not have proper and current certifications shall be denied access to DoD information systems for the purpose of performing information assurance functions.

(End of clause)

**5. Telephony Communications:**

- 5.1 Where provided by the Contractor, and no later than the expiration of this Contract, the Contractor will transfer ownership of the toll-free number to the Government at no cost. If requested, the Contractor will transfer ownership of the toll-free number prior to expiry (for example, at successor Contractor assumption of responsibility) at no cost to the Government.

**6. Performance Requirements:**

The Performance requirements for this Contract are specified as Service Level Agreements (SLA) in the provided Quality Assurance Surveillance Plans (QASP).

**7. Data Rights:**

The Government asserts the following data rights with respect to the deliverables of the Contractor during performance of this Contract:

- 7.1 The Government asserts Unlimited Rights with respect to any Knowledge documentation generated or modified in accordance with DFARS 252.227-7013, Rights in Technical Data-Noncommercial Items
- 7.2 The Government asserts Unlimited Rights with respect to any Analytics and Reporting work products or final products generated or modified in accordance with DFARS 252.227-7013, Rights in Technical Data-Noncommercial Items
- 7.3 The Government asserts Unlimited Rights with respect to all Deliverables specified in this Performance Work Statement in accordance with DFARS 252.227-7013, Rights in Technical Data-Noncommercial Items

**8. Travel and Expenses:**

All travel and expenses shall be performed consistent with the Federal Travel Regulation and Joint Travel Regulation and shall be approved by the Contracting Officer's Representative (COR) in writing prior to the travel or expense being incurred.

**9. Contractor Invoicing and Invoice Schedule:**

The following invoice guidelines shall be utilized for this Contract:

- 9.1 The Contractor shall submit an invoice to the Government through the Government's invoicing system as specified below
- 9.2 The Contractor shall submit a monthly invoice for services performed in the prior month.
- 9.3 Advance payment for goods and services associated with this Contract is prohibited in accordance with Section 3324 of Title 31 USC.

**10. Contractor Manpower Reporting:**

The Contractor shall comply with the following Contractor Manpower Reporting requirements:

- 10.1 The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site where the contractor shall report ALL contractor manpower (including subcontractor manpower) required for performance of this contract. The contractor is required to completely fill in all the information in the format using the following web address:  
<https://contractormanpower.army.pentagon.mil>
- 10.2 The required information includes: (1) Contracting Office, Contracting Officer, Contracting Officer's Technical Representative; (2) Contract number, including task and delivery order number; (3) Beginning

and ending dates covered by reporting period; (4) Contractor name, address, phone number, email address, identity of contractor employee entering data; (5) Estimated direct labor hours (including sub-contractors); (6) Estimated direct labor dollars paid this reporting period (including sub-contractors); (7) Total payments (including sub-contractors); (8) Predominant Federal Service Code (FSC) reflecting services provided by contractor (and separate predominant FSC for each sub-contractor if different); (9) Estimated data collection cost; (10) Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army Requiring Activity is responsible for providing the contractor with its UIC for the purposes of reporting this information); (11) Locations where contractor and sub-contractors perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website); (12) presence of deployment or contingency contract language; and (13) Number of contractor and sub-contractor employees deployed in theater this reporting period (by country).

- 10.3 As part of its Fixed Price, the contractor shall include the estimated cost (if any) incurred to comply with this reporting requirement. Reporting period will be the period of performance not to exceed 12 months ending September 30 of each government fiscal year and must be reported by 31 October of each calendar year. Contractors may use a direct XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the web site. The specific formats for the XML direct transfer may be downloaded from the web site.

11. **Section 508:**

The Contractor shall comply with the following Section 508 requirements:

11.1 Functional Performance Criteria

- 11.1.1 Requirement 1194.31a: At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.
- 11.1.2 Requirement 1194.31b: At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.
- 11.1.3 Requirement 1194.31c: At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.
- 11.1.4 Requirement 1194.31d: Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.
- 11.1.5 Requirement 1194.31e: At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.
- 11.1.6 Requirement 1194.31f: At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.

11.2 Information, Documentation, and Support

- 11.2.1 Requirement 1194.41a: Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charges.
- 11.2.2 Requirement 1194.41b: End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats, or alternate methods upon request, at no additional charge.
- 11.2.3 Requirement 1194.41c: Support services for products shall accommodate the communication needs of end-users with disabilities.

11.3 Section 508 Services Requirements

11.3.1 Requirement 1194.41a: Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charges.

11.3.2 Requirement 1194.41b: End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats, or alternate methods upon request, at no additional charge.

11.3.3 Requirement 1194.41c: Support services for products shall accommodate the communication needs of end-users with disabilities.

**12. Government or Third Party Independent Verification and Validation and Quality Assurance:**

The Government may elect to execute Independent Verification and Validation and/or Quality Assurance or contract with a third-party to perform Independent Verification and Validation and/or Quality Assurance of the services provided by the Contractor. The Contractor is expected to fully cooperate with any data or information requests made by these parties.

**13. Past Performance Reporting:**

The Government intends to conduct no less than annual performance surveillance and to report such performance through the appropriate Government-wide Past Performance databases. The Contractor's cooperation with this process is required.

**14. Personal Conflicts of Interest:**

In the course of performance pursuant to this contract, contractor personnel will be performing duties that affect non-Federal entities, such as contractors for other DoD contracts. Therefore, it is possible that contractor personnel will be called upon to engage in "personal and substantial" participation in a "particular matter" that has a "direct and predictable effect" on their financial interests, as those terms are defined in 5 Code of Federal Regulations, section 2635, Subpart D. Contractor agrees to use its best efforts to ensure that such personnel avoid such participation absent notice to, and approval by, the Contracting Officer. To that end, Contractor agrees that its personnel to include subcontractor personnel will, prior to the commencement of performance, sign and submit to the Government the Certificate of No Conflict of Interest which will be provided by the Government at award.

**15. Non-disclosure:**

In the course of performance pursuant to this contract, the contractor may access nonpublic information, including acquisition sensitive information. Contractor agrees that it will not use or disclose any such information unless authorized, in writing, by the Contracting Officer. Contractor further agrees that it will use its best efforts to ensure that its employees and others performing services under this contract will not use or disclose any such information unless authorized by the Contracting Officer. To that end, Contractor agrees that its employees and others performing duties under this contract will, prior to the commencement of performance, sign the Certificate of Nondisclosure which will be provided by the Government at award.

**16. Information Assurance Clauses:**

It is DoD policy that Information Assurance (IA) requirements shall be identified and included in the design, acquisition, installation, operation, upgrade, or replacement of all DoD information systems. This includes systems and processes developed within the Defense Acquisition System; systems and processes developed at private expense; outsourced business processes supported by private sector information systems; and outsourced information technologies. Information technology services provided under this contract must comply with statutory and regulatory IA policy. The source documents for this policy are:

- 16.1 Army Regulation 25-1, "Army Knowledge Management and Information Technology" dated December 4, 2008
- 16.2 Army Regulation 25-2, "Information Assurance" dated October 24, 2007; Rapid Action Revision (RAR) Issue Date: March 23, 2009
- 16.3 Army Regulation 380-5, "Department of the Army Information Security Program" dated September 29, 2000
- 16.4 Army Regulation 380-49, "Industrial Security Program" dated 15 April 1982
- 16.5 Army Regulation 380-53 "Information Systems Security Monitoring" dated April 29, 1998
- 16.6 Army Regulation 380-67, "Personnel Security Program" dated September 9, 1988
- 16.7 Army Regulation 500-3, "U.S. Army Continuity of Operations Program Policy and Planning" dated April 18, 2008
- 16.8 Army Regulation 530-1, "Operations Security (OPSEC)" dated April 19, 2007
- 16.9 Army Regulation 700-142, Type Classification, Materiel Release, Fielding and Transfer dated 26 March 2008; Rapid Action Review Issue Date 16 October 2008
- 16.10 Army Regulation 735-5, Policies and Procedures for Property Accountability dated 28 July 2005
- 16.11 Army Regulation 735-11-2, Reporting of Supply Discrepancies dated 6 August 2001
- 16.12 CJCS Instruction 6510.01F, "Information Assurance (IA) and Computer Network Defense (CND)" dated 9 February 2011
- 16.13 Computer Security Act of 1987 (Public Law No. 100-235 (H.R. 145)) dated January 8, 1988
- 16.14 Defense Acquisition Guidebook – Chapter 7, "Acquiring Information Technology, Including National Security Systems" dated December 8, 2008
- 16.15 Defense Information Systems Agency (DISA) IAVM Process Handbook, Ver. 3, dated February 2007
- 16.16 Department of the Army Pamphlet 25-1-1, "Information Technology Support and Services" dated October 25, 2006
- 16.17 Department of the Army Pamphlet 25-1-2, "Information Technology Contingency Planning" dated November 16, 2006
- 16.18 DFARS Subpart 239.71, "Security and Privacy for Computer Systems" revised January 10, 2008
- 16.19 DFARS 252.239-7001, "Information Assurance Contractor Training and Certification" dated January 10, 2008
- 16.20 DoD 5200.2-R, "Personnel Security Program" dated January 1987 (Administrative Reissuance Incorporating through Change 3, February 23, 1996)
- 16.21 DoD 5400.11-R, "Department of Defense Privacy Program" dated May 14, 2007
- 16.22 DoD 6025.18-R C8 "DoD Health Information Privacy Regulation" dated January 24, 2003
- 16.23 DoD CIO Memo "Certification and Accreditation Requirements for DoD Managed Enterprise Services Procurements" dated June 22, 2006
- 16.24 DOD Directive 3020.26, "Department of Defense Continuity Programs" dated January 9, 2009
- 16.25 DoD Instruction 3020.37, "Continuation of Essential DoD Contractor Services During Crises" dated November 6, 1990, Administrative Reissuance Incorporating Change 1, January 26, 1996
- 16.26
- 16.27 DoD Directive 5400.11, "DoD Privacy Program" dated May 8, 2007
- 16.28 DOD Directive 8000.01, "Management of the Department of Defense Information Enterprise" dated February 10, 2009
- 16.29 DOD Directive 8320.02, "Data Sharing in a Net-Centric Department of Defense" dated December 2, 2004 - Certified Current as of April 23, 2007
- 16.30 DoD Directive 8500.01E, "Information Assurance" dated October 24, 2002
- 16.31 DoD Directive 8570.01, "Information Assurance Training, Certification, and Workforce Management" dated August 15, 2004 (Certified Current as of April 23, 2007)
- 16.32 DoD Information Assurance Vulnerability Alert (IAVA) memorandum dated December 30, 1999
- 16.33 DoD Instruction 5200.40, "DoD Information Technology Security Certification and Accreditation Process (DITSCAP)" December 30, 1997
- 16.34 DoD Instruction 5400.16, "DoD Privacy Impact Assessment (PIA) Guidance" dated 12 February, 2009

- 16.35 DoD Instruction 8500.2, "Information Assurance Implementation" dated February 6, 2003
- 16.36 DoD Instruction 8510.01, "DoD Information Assurance Certification and Accreditation Process (DIACAP)" dated November 28, 2007
- 16.37 DoD Instruction 8580.1, "Information Assurance in the Defense Acquisition System" dated July 9, 2004
- 16.38 DoD Instruction 8910.01 "Information Collecting and Reporting" dated 6 March 2007
- 16.39 DoD IPv6 Standard Profiles for IPv6 Capable Products Version 3.0 dated June 13, 2008
- 16.40 DoD Manual 5220.22-M "Industrial Security Program Operating Manual (NISPOM)" dated February 28, 2006
- 16.41 DoD Manual 8570.01-M, "Information Assurance Workforce Improvement Program Manual" dated 19 December, 2005 - Incorporating Change 2, dated 20 April, 2010
- 16.42 DoD Memorandum "Disposition of Unclassified Computer Hard Drives" dated June 4, 2001
- 16.43 E-Government Act of 2002 (Pub. L. 107-347, 116 Stat. 2899, 44 U.S.C. §101, H.R. 2458/S. 803) dated December 17, 2002
- 16.44 FAR 52.224-1 -- Privacy Act Notification (1984)
- 16.45 FAR 52.224-2 -- Privacy Act (1984)
- 16.46 Federal Information Processing Standards Publication 140-2, "Security Requirements for Cryptographic Modules" dated May 25, 2001 and revised December 3, 2002
- 16.47 National Security Presidential Directive 54/Homeland Security Presidential Directive 23 (NSPD-54/HSPD-23) dated January 2008 (WH release on Comprehensive National Cybersecurity Initiative, March 2, 2010)
- 16.48 National Security Telecommunications and Information Systems Security Policy (NSTISSP) No. 11, "Revised Fact Sheet National Information Assurance Acquisition Policy" and associated "Frequently Asked Questions" dated January 2000, and revised June 2003
- 16.49 NIST Special Publication 800-53 Revision 3, "Recommended Security Controls for Federal Information Systems and Organizations" dated August 2009
- 16.50 OMB Circular A-130 (57 FR 18296) dated April 29, 1992 (Transmittal No. 4 dated the year 2000)
- 16.51 The National Security Act of 1947 (Pub. L. No. 235, 80 Cong., 61 Stat. 496, 50 U.S.C. ch 15) dated July 26, 1947
- 16.52 Section 3541 of title 44, United States Code, "Federal Information Security Management Act of 2002" (FISMA) Strategic Command Directive (SD) 527-1, "Department of Defense (DOD) Information Operations Condition (INFOCON) System Procedures" dated 27 January 2006
- 16.53 The Privacy Act of 1974, 5 U.S.C. 552a
- 16.54 Title 40/Clinger-Cohen Act (Pub L. 104-106, Division E) dated February 10, 1996

This special contract provision shall be updated by reference for any changes to source documents. Any new laws or policies applicable to IA subsequent to issuance of this contract will be incorporated into the basic contract unilaterally without equitable adjustment to the basic contract. Any equitable adjustment shall be assessed by individual task orders that may be affected by the change as applicable.



**TASK 1: ENTERPRISE SERVICE DESK FOR ARMY KNOWLEDGE ONLINE**

**17. Task Overview**

17.1 Provides single-point-of-contact (SPOC) and lifecycle customer support to Active AKO ES End Users, Application Owners, and other key stakeholders to provide "Tier 0", "Tier 1", and "Tier 2" help desk support to Army Knowledge Online (AKO) and Defense Knowledge Online (DKO) users currently supported by the existing Army Enterprise Service Desk (AESD) call centers and/or service desks. Task 1 will be executed upon Contract award.

**17.2 Place of Performance**

17.2.1 The Contractor's Service Desk (primary and backup sites) and supporting operations will be located as per the Contractor's proposal and in continental United States (CONUS) locations

17.2.2 The Contractor's Service Desk Reporting Team will be co-located with the Government Project Management Office at Fort Belvoir, VA

17.2.3 The Contractor's Project Management Team will be co-located with the Government Project Management Office at Fort Belvoir, VA.

17.2.4 Wherever the Service Desk is located the contractor must be in continuing contact with engineers and application team located with the Project Management Office and Primary Site Data Center at Ft. Belvoir VA using telecom, communications with the liaison team during normal duty hours, or with AKO Communications Center (COMC) after hours.

17.2.5 The Contractor's Service Desk Operations Manager (SDOM) shall be located at Fort Belvoir.

**17.3 Period of Performance**

17.3.1 Base: The period of performance for the Base Period will be twelve (12) months from Award

17.3.2 Options: The periods of performance for two (2) Option Periods will be twelve (12) months each

**17.4 Hours of Operation:**

The hours of operation for the Service Desk and associated operations will be available as follows:

17.4.1 The Service Desk will be available as follows:

17.4.1.1 For Tier 0/1 Service Desk available - 24x7x365

17.4.1.2 For Tier 2 Resolver groups - 24x7x365

17.4.1.3 For Liaison/problem resolution with Tier 3 Application owners located at Fort Belvoir AKO/DKO Data Center - 0800-1700 Mon-Fri

17.4.2 For the purposes of SLA measurement "business hours" are 24 hours per day

**17.5 Government Furnished Equipment (GFE):**

The following Equipment will be furnished by the Government for the purpose of Contract performance.

17.5.1 The AKO/DKO Service Desk currently uses RightNow Web (RNW) service management system (SMS) for ticketing purposes. RNW is currently hosted at Fort Belvoir at the Government's datacenter, for Service Desk management and includes frequently asked questions (FAQ) information. RightNow Web functionality includes handling web, email and chat. Chat has not yet been implemented but will be implemented within the period of performance of this contract.

17.5.2 Within the base period the Government may elect to migrate to a Government-furnished RightNow Web cloud solution. The Contractor shall assist the Government during this migration process.

17.5.3 Government workstations, desks, network connectivity, and basic office operations for Contractor personnel located at Fort Belvoir.

17.5.4 Army Gold Master for use by the Contractor's agents to enable connectivity to the .mil domain.

**17.6 Government Furnished Information (GFI):**

The following Information will be furnished by the Government for the purpose of Contract performance.

- 17.6.1 Army processes stored as Knowledge Documents in the Government's GFE Ticketing System.

**17.7 Contractor Furnished Equipment (CFE):**

The following Equipment will be furnished and maintained by the Contractor.

- 17.7.1 Service Desk facility and associated agent positions and supporting infrastructure. Co-location or physically separate AKO and AESD Service Desks are both acceptable solutions.
- 17.7.2 Computing and telephony equipment for the Service Desk agents.
- 17.7.3 The Automated Call Director (ACD), Interactive Voice Response (IVR), will be part of the contractor-provided Army Knowledge Online Service Desk Solution. Inbound toll charges are to be excluded from the Offeror's Fixed Price as described in the Pricing Instructions and Workbook.
- 17.7.4 All equipment necessary for Continuity of Operations and Disaster Recovery as indicated in the requirements below.
- 17.7.5 All other equipment needed for the performance of this Performance Work Statement.
- 17.7.6 The Contractor will provide public internet connectivity and shall enable AKO CAC connectivity.

**17.8 Security Requirements:**

- 17.8.1 The Security requirements for this Contract are specified in the provided DD-254.
- 17.8.2 The work to be performed is Sensitive but Unclassified.
- 17.8.3 All personnel accessing military networks and requiring an administrative account must have a Secret security clearance per AR 25-2.
- 17.8.4 All AKO/DKO Service Desk staff required to interact with AKO/DKO users via any channel shall have minimum of an interim Secret clearance prior to their performance on this Contract.

**17.9 Entitlement:**

The Government does not currently possess an Entitlement Database. Any user possessing an AKO account shall be entitled to support via the AKO Enterprise Service Desk.

**17.10 Key Personnel:**

The following Roles are identified as Key Personnel for performance of Task 1. This Task requires one (1) full time Project Manager, one (1) full time Service Desk Operations Manager (SDOM), and one (1) full time Analytics Reporting Team Manager. (Note that if exercised, the optional Task 2 will require, at a minimum, one (1) additional full time Service Desk Operations Manager.

The Contractor shall provide complete resumes for proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the consent on substitutes. No change in fixed unit prices may occur as a result of key personnel substitution.

- 17.10.1 Project Manager (PM)

- 17.10.2 Service Desk Operations Manager (SDOM) - The SDOM is defined as the on-site (for Task 1, Fort Belvoir) liaison between the Government PM/COR and the Service Desk Operation. The Task 1 SDOM shall have

Information Technology (IT) Service Desk management or IT Service Desk operations experience and shall have experience and deep familiarity with Army Knowledge Online capabilities.

17.10.3 Analytics and Reporting Team Manager (ARTM)

**17.11 Transition Requirements:**

17.11.1 The incumbent Contractor shall maintain responsibility for Service Desk operations until 17:59 ET (5:59 PM ET) on 26 September 2011.

17.11.2 At 18:00 ET the awardee of this Contract shall assume full responsibility for responding to all Incidents, Problems, Service Requests, and any other inquiries submitted via the in-scope channels. This event shall be defined as Assumption of Responsibility (AOR).

17.11.3 Attainment of Service Level Agreements (SLA) as specified in the Quality Assurance Surveillance Plan (QASP) shall be monitored and reported at AOR and attainment shall be required at AOR plus 30 calendar days

**17.12 Definitions:**

17.12.1 "Tier 0" is defined as "self"-help requiring no direct contact between an End User and a Customer Service Representative.

17.12.2 "Tier 1" is defined as first level, non-dispatched basic problem assistance and incident resolution delivered via telephone, e-mail, web chat, or other online communication channel.

17.12.3 "Tier 2" is defined as second level, non-dispatched advanced problem assistance and incident resolution for incidents that cannot be resolved quickly (within 15 – 30 Min) and efficiently by Tier 1 delivered via telephone, e-mail, web chat, or other online communication channel.

17.12.4 "Tier 3" is defined as the Government Project Management Office staff, the engineering and application team located with the Project Management Office and Primary Site Data Center at Ft. Belvoir VA. The service desk task includes responsibility for escalation to Tier 3, but not provision of Tier 3 services.

**18. Task 1: Enterprise Service Desk for Army Knowledge Online (Mandatory Task to be Priced Separately)**

18.1 Subtask 1A: Incident and Problem Management

ID	Requirement	Performance Criteria
1A-01	The Contractor shall serve as the single point of contact (SPOC) for all receipt, logging, classifying, prioritizing, tracking, resolution, and reporting of incidents, problems, and service requests for all customers of AKO NIPR and associated components and their environments through all approved and required channels.	Classification shall be in accordance with a PD AKO/DKO-approved taxonomy.
1A-02	The Contractor shall provide Tier 1, first level non-dispatched basic problem assistance, service request management, and incident resolution delivered via telephone, e-mail, web chat, or other communication.	In accordance with Task 1, SLAs 1 through 4
1A-03	The Contractor shall provide Tier 2, second level non-dispatched advanced problem assistance, service request management, and incident resolution for incidents that cannot be resolved quickly Normally 20 – 30 Minutes and efficiently by Tier 1 delivered via telephone, e-mail, web chat, or other communication.	In accordance with Task 1, SLAs 1 through 4
1A-04	The Contractor shall address all End User incidents, inquiries, and service requests including, but not limited to, troubleshooting use of AKO NIPR End User incidents and problems, responding to	In accordance with Task 1, SLAs 1 through 4

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ID	Requirement	Performance Criteria
	"how-to" questions, explanation of features and functions, authentication and access, account set-up/modify/delete, password reset, and general technical assistance including the utility accounts and the foreign national accounts approval processes.	
1A-05	The Contractor shall resolve the maximum number of Incidents and inquiries on the first call.	In accordance with Task 1, SLA 1
1A-06	All transactions (open ticket, update ticket, escalate ticket, close ticket) with the Service Desk, regardless of channel, shall result in an email to the End User describing the nature of the incident and the resolution to the incident . This email is generated from RNW when configured appropriately by the Contractor. Users may also check ticket status via a self-service inquiry to RNW. (All email transactions shall be provided to the PD AKO/DKO upon request.)	No later than thirty (30) minutes after completion of the transaction.
1A-07	Ten (10) percent of Closed Tickets will result in an email Customer Satisfaction Survey to the End User. Survey automation is accomplished through RightNow Web when configured by the Contractor.	No later than thirty (30) minutes after ticket closure.
1A-08	Changes to the Customer Satisfaction Survey shall be executed by the Contractor and approved by the PD AKO/DKO prior to use.	Survey changes only upon PD AKO/DKO approval
1A-10	The Contractor shall ensure a ticket is opened for every incident even where the incident relates to a known system issue affecting multiple users.	Not Applicable

18.2 Subtask 1B: Lifecycle Ticket Management

ID	Requirement	Performance Criteria
1B-01	The Contractor's Service Desk Customer Service Representatives (CSR) shall capture all mandatory data fields as required by the PD AKO/DKO and configured in GFE Ticketing System.	All required data fields complete with each update.
1B-02	The Contractor shall provide end-to-end ticket management for incidents and problems. Where a Ticket is escalated beyond Tier 1, the Service Desk shall be responsible for providing a consistent, single interface with the Customer wherever possible and for ensuring, the incident is resolved.	Not Applicable
1B-03	The Service Desk shall keep End Users informed regarding status of their ticket, incident, problem, or Service Request through (1) CSR voice response to phone calls, (2) email responses to email inquiries, (3) web chat responses to web chat inquiries, and (4) through a web interface that offers self-serve access to Ticket status information.	Upon customer (e.g., End User or Application Owner) inquiry

ID	Requirement	Performance Criteria
1B-04	The Contractor shall configure and maintain ticketing system to send an email update to every customer with an open ticket, notifying the customer of the status of the incident.	Daily at 0800 ET or within 30 minutes of a ticket status changes or update
1B-05	The Contractor shall report number of open tickets by age (24 hours or less, 1 to 7 days, 7 days or older), closed tickets (last 24 hours by time to resolve), First Call Resolved tickets by type, escalated tickets by type (to any Tier), through a ticket status report provided daily.	Daily (SITREP) NLT 1000est
1B-06	The Contractor shall receive an affirmative response from an End User (either by voice or by email or text/chat) before closing a ticket.	A minimum of two (2) attempts (1 email and 1 phone call) to reach End Users for confirmation of ticket closure shall be made and must be made during business hours with a minimum 48 hours between attempts.
1B-07	The Contractor shall ensure that 95% ticket accuracy is maintained	Spot reports provided at Government request.

18.3 Subtask 1C: Knowledge Management (KM) and KM Database

ID	Requirement	Performance Criteria
1C-01	The Contractor shall receive updated solutions from Tier III application owners to selected incident types and populate in the Knowledge base of FAQs.	Knowledge base updated as soon as received from Tier III application owner
1C-02	The Contractor shall manage, administer, and support the AKO/DKO Knowledge Management databases for both internal and external FAQs.	Not Applicable
1C-03	The Knowledge Management database shall store documents developed by the Contractor or the AKO/DKO PMO to address frequently asked questions, frequently occurring problems, etc.	Not Applicable
1C-04	The Knowledge Management database shall be accessible 24x7x365 through the Tier 0 (eFAQs) capability to End Users for self help and shall be populated with Knowledge Documentation to enable Tier 0 self-help. The knowledge database for Tier 1 and 2 iFAQs shall also be accessible 24x7x365.	24x7 during the Task Order period of performance.
1C-05	The Contractor shall develop iFAQs and eFAQs prior to the launch of any new capability to the AKO ES system or changes to existing capability. New iFAQs and eFAQs shall be reviewed and approved by the Tier III Application owner and posted prior to the launch of the new capability or the change to existing capability.	No less than 24 hours prior to launch or release. Upon CCB approval, create new iFAQs and eFAQs
1C-06	The format and content for iFAQs and eFAQs shall be approved by the PD AKO/DKO prior to use.	The PD AKO/DKO shall be provided a minimum of 48

ID	Requirement	Performance Criteria
		hours for review and approval.
1C-07	The Contractor shall review all iFAQs and eFAQs to ensure accuracy, currency, and relevancy.	On a quarterly basis.

18.4 Subtask 1D: Service Desk Operations

ID	Requirement	Performance Criteria
1D-01	The Contractor shall provide, staff, support and ensure 24x7x365 availability of all channels	24x7x365 availability of all channels
1D-02	The Contractor shall provide and support all required channels for ticket receipt including voice/phone, voicemail, email/email form, web form, and web chat.	24x7x365 availability of all channels
1D-03	The Contractor shall provide, maintain, and operate all Service Desk facilities and systems not managed by the DOIM and including telecommunications systems, call routing and handling technology, ticket management, and all other systems needed to meet the requirements of this Task Order.	24x7x365 availability of all Service Desk systems
1D-04	Upon PD AKO/DKO request, all Service Desk calls shall be recorded or available for call monitoring and training.	100% of calls recorded and available within 2 hours of request.
1D-05	The Contractor shall provide a daily summary of Service Desk statistics, and a comprehensive, monthly summary report including all data/fields as directed by the PD AKO/DKO.	Daily by 0600
1D-06	The Contractor shall maintain all ticket data (for all Government-approved Web fields within the ticketing system, without exception) for the life of the Contract and provide synopsis reports to the PD AKO/DKO upon request.	Data to be provided to the Government within 24 hours of request
1D-07	The Contractor shall support TTY access to the Service Desk for disabled persons, in accordance with applicable regulatory and statutory requirements.	Support provided 24x7x365
1D-08	For service requests, the Contractor shall document the service request in the ticketing system and address or escalate per AKO/DKO policies.	100% documentation of Service Requests
1D-09	For general inquiries, the Contractor shall document the inquiry in the SMS and address or escalate per Army policies.	100% documentation of General inquiries
1D-10	The Contractor shall ensure all Customer Service Representatives and other staff complete all required training and certification including Information Assurance training per Army and DoD policy.	In accordance with Army and DoD requirements, policy, and regulations, including DoDD 8570.01.

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ID	Requirement	Performance Criteria
1D-11	The Contractor shall review the call queues for accuracy and routing and shall make recommendations for improvement where needed. The Contractor shall implement approved changes within seven (7) CD.	As directed by the PD AKO/DKO, but not more than four (4) times per year.
1D-12	The Contractor shall provide on-site liaison's at Ft. Belvoir AKO/DKO Data Center for interaction between application administration teams and the Service Desk	NA
1D-13	The Contractor shall maintain communications between the Service Desk and the application administration teams for each configuration item. The application administration teams shall respond to and troubleshoot escalated AKO ES end user service issues that cannot be resolved by Service Desk personnel.	In accordance with the PD AKO/DKO-approved Incident Management Plan.
1D-14	The Contractor shall review, approve, or disapprove in accordance with AKO policy user photographs submitted for personal profiles.	In accordance with PD AKO/DKO policy.

18.5 Subtask 1E: Customer Support Page

ID	Requirement	Performance Criteria
1E-01	The Contractor shall build and manage a Tier 0, self-help, Customer Support Page accessible from the AKO ES home page and featuring Frequently Asked Questions (FAQs), user guides, and Knowledge Documents.	The Customer Support Page shall be available 24x7x365.
1E-02	The Contractor shall be responsible for all configuration, management, and maintenance of the Customer Support Page.	Not Applicable
1E-03	The phone number to the Contractor's Service Desk, email address for support inquiries, and link to a web-page for creating an online ticket shall be displayed on the Customer Support Page	Font size approved by the PD AKO/DKO
1E-04	The Customer Support Page shall provide a link to enable End Users to create their own Ticket in the Service Management System.	Not Applicable
1E-05	The Customer Support Page shall enable End Users to submit feedback to the Service Desk. The Contractor shall produce and deliver a monthly summary report of End User feedback.	Feedback Form link shall be prominently displayed on the Customer Support Page at a font size approved by the PD AKO/DKO.
1E-06	The Contractor shall develop, publish, and update internal (for use within the Service Desk) and external (for use by End Users) Frequently Asked Questions (FAQ).	Not Applicable
1E-07	The Contractor shall monitor and review the effectiveness of self-help capabilities and usage and report to the PD AKO/DKO	On a monthly basis during the Monthly PMR.

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ID	Requirement	Performance Criteria
1E-08	The Customer Support Page shall provide access for all customers to the Contractor's Web Chat capability. (The Web Chat capability may not be available at Award and will become available at a later date.)	No less than 100 hours per week of Web Chat availability
1E-09	The Customer Support Page shall feature and the Contractor shall update Top Ten eFAQs; Top Ten shall be updated daily based on incident volume.	The currency of the list shall be maintained on a daily basis.

18.6 Subtask 1F: Service Desk Ticketing System

ID	Requirement	Performance Criteria
1F-01	All Service Desk calls, web chat session text, email strings, and web forms shall be recorded and retained in the ticketing system for future review at PD AKO/DKO direction.	100% retention where the Retention Period is 180 calendar days
1F-02	The Contractor shall configure the ticketing system to enable customers to create their own ticket.	Not Applicable
1F-03	The Contractor shall present a report summarizing responses to the Closed Ticket Survey.	See Deliverable 1
1F-04	Should the Ticketing System or successor application be unavailable the Contractor shall create manual tickets and, after Ticketing System is again available, create Ticketing System tickets from all manual tickets.	Ticketing System tickets to be created from manual tickets in less than ten (10) calendar days from the Ticketing System outage.
1F-05	The Contractor shall operate, maintain, and configure the RightNow Web application to meet the requirements of this Task 1. (The Government will maintain the hardware and operating system for the application.)	Not Applicable

18.7 Subtask 1G: Automated Call Director (ACD) / Interactive Voice Response (IVR) Coordination

ID	Requirement	Performance Criteria
1G-01	The Contractor shall provide an ACD and IVR system to accept incoming calls via the GFE toll-free number and route these calls to the appropriate destination based on caller input. (See Attachment 7, Chart 11)	The ACD and IVR shall be available 24x7x365 with 100% availability.
1G-02	The Contractor shall provide the capability to upload outgoing voice message files to the IVR. The Contractor shall be responsible for posting such files to the IVR on PD AKO/DKO request.	For Standard changes, messages posted to the IVR within four (4) business hours of PD AKO/DKO request. For Urgent changes, messages posted to the IVR within one (1) hour of PD AKO/DKO request



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ID	Requirement	Performance Criteria
1G-03	<p>The Contractor's Automated Call Director (ACD) and IVR shall provide for branching capability, based on IVR options and key presses, for incoming calls to:</p> <ul style="list-style-type: none"> <li>(1) The AKO NIPR Service Desk</li> <li>(2) The AKO SIPR Service Desk</li> <li>(3) The Army ESD NIPR Service Desk</li> <li>(4) The Army ESD SIPR Service Desk</li> </ul>	Modification to call routing in two (2) calendar days or less from written Government request.
1G-04	<p>The Contractor shall provide two (2) non-published, toll-free numbers/lines:</p> <ul style="list-style-type: none"> <li>• Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for AKO NIPR callers, and</li> <li>• Between the (1) Call Center for AKO NIPR callers and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).
1G-05	<p>The Contractor shall provide two (2) non-published, toll-free numbers/lines:</p> <ul style="list-style-type: none"> <li>• Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers, and</li> <li>• Between the (1) Call Center for Army CONUS ESD SIPR/AKO SIPR callers and the (2) Call Center for AKO NIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).
1G-06	The Contractor shall, upon request, relinquish any of the non-published, toll-free numbers to the appropriate Call Center provider.	In thirty (30) calendar days or less from written request by the Government.
1G-07	The Contractor shall establish and modify the configuration, menu options, and parameters of the Interactive Voice Response (IVR) unit in accordance with Government specifications.	Initial configuration, as requested by the Government, operational no later than Assumption of Responsibility (AOR).
1G-08	The Contractor shall execute Government-requested IVR changes.	Changes shall be complete and operational in seven (7) calendar days or less.
1G-09	The Contractor shall provide the capability for Government designees to record and upload outgoing voice message files to the IVR. The Contractor shall be responsible for posting such files to the IVR upon PM P2E PMO request.	For Standard changes, messages posted to the IVR within four (4) business hours of PM P2E PMO request. For Urgent changes, messages posted to the IVR within one (1) hour of PM P2E PMO request
1G-10	The Contractor shall provide weekly statistics on calls transferred to other provided, TNT calls, and other related statistical data.	Weekly no later than Tuesday 0800 f or the prior week's activity.

ID	Requirement	Performance Criteria
1G-11	The Contractor shall provide Automated Busy No Answer Redirect (BNAR) routing during outage conditions if so requested by the Government.	Upon Government request.

18.8 Subtask 1H: Service Desk Continuity of Operations / Disaster Recovery

ID	Requirement	Performance Criteria
1H-01	The Contractor shall support COOP/DR planning to establish continuity procedures for the Service Desk.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP.
1H-02	The Contractor shall provide an existing Continuity of Operations (COOP) site, having hot failover capability, located within the continental U.S. (CONUS) at no less than fifty (50) miles from the Primary Site. The COOP shall be implemented to insure that a failure at the primary site is transparent to the end user.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP
1H-03	The Contractor shall support up to two (2) annual exercises of Service Desk COOP and provide an analysis of results and performance to the PD AKO/DKO.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP. At a minimum, verify the coordination and execute COOP demonstrating successful failover and reconstitution at least every 6 months. Deliver COOP/ DR Exercise and Operations Results Report in accordance with Deliverable 5.
1H-04	In a situation where a COOP event is declared the Contractor Will provide a COOP plan to be approved by PD AKO/DKO.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP.
1H-06	In a situation where a COOP event is declared the Contractor shall be responsible for coordinating re-routing of the toll-free number to the alternate location(s)	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP.

19. Task Deliverables:

The following deliverables are the responsibility of the Contractor:

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
1	1	Weekly Closed Ticket Survey results		Weekly on Wednesday for the results of the prior week (Monday through Sunday)	COR

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Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
1	2	Daily and Monthly Statistical Data Report	Daily and monthly statistical data report including but not limited to performance against all Task 3 Series SLAs , as well as call volume analytics by category/class, priority, CI/service and other attributes tracked in the SMS.	NLT 1000est and Monthly PMR	COR
1	3	Frequently Asked Questions (FAQ)	AKO/DKO eFAQs and iFAQs database	Ongoing or upon PD AKO/DKO request	COR
1	4	End User Feedback Summary Report		At the Monthly PMR	COR
1	5	COOP/ DR Exercise and Operations Results Report		Seven (7) business days after completion of the Exercise	COR

**OPTIONAL TASK 2: ARMY CONUS ENTERPRISE SERVICE DESK**  
**OPTIONAL TASK 3: ADDITIONAL ARMY CONUS SITES**

**20. Place of Performance:**

- 20.1 The Contractor's Service Desk (primary and backup sites) and supporting operations will be located as per the Contractor's proposal and in continental United States (CONUS) locations
- 20.2 The Contractor's Service Desk Analytics and Reporting Team will be located as per the Contractor's proposal and in continental United States (CONUS) locations
- 20.3 The Contractor's Service Desk Analytics and Reporting Team Management Team will be co-located with the Government Project Management Office at Fort Gordon, GA in order to review trends and perform data analysis with the 7<sup>th</sup> SC leadership team located at Fort Gordon, GA
- 20.4 The Contractor shall locate Customer Relations Management personnel at the 106<sup>th</sup> Signal Brigade at Fort Sam Houston, TX to review tickets and liaise between the Service Desk and the brigades
- 20.5 The Contractor shall locate Customer Relations Management personnel at the 93<sup>rd</sup> Signal Brigade at Fort Eustis, Newport News, VA to review tickets and liaise between the Service Desk and the brigades
- 20.6 The Contractor's Project Management Team will be co-located with the Government Project Management Office at Fort Gordon, GA. In addition to locating Project Management leadership at Fort Gordon the Contractor's solution can provide additional off site support as long as there are sufficient personnel on site to work with the Government on issues on a day to day basis.
- 20.7 The Contractor's Service Desk Operations Manager (SDOM) shall be located at Fort Gordon.

**21. Period of Performance:**

- 21.1 Base: The period of performance for the Base Period will be twelve (12) months from Award
- 21.2 Options: The periods of performance for two (2) Option Periods will be twelve (12) months each

**22. Hours of Operation:**

The hours of operation for the Service Desk and associated operations will be available as follows:

- 22.1 Tier 0 available: 24x7x365
- 22.2 Tier 1 Service Desk available: 24x7x365
- 22.3 Service Desk Operations Management Team - Standard hours: 0800 to 1800 in the local time zone; additional hours as required by workload and/or critical requirements
- 22.4 Contractor Service Desk Analytics and Reporting Team at Contractor site – Standard hours: 0800 to 1800 in the local time zone; additional hours as required by workload and/or critical requirements
- 22.5 Contractor Service Desk Analytics and Reporting Team Management Team at Fort Gordon, GA – Standard hours: 0800 to 1800 ET; additional hours as required by workload and/or critical requirements
- 22.6 Contractor Customer Relations Managers at the 106th Signal Brigade at Fort Sam Houston, TX – 0800 to 1800 CT; additional hours as required by workload and/or critical requirements
- 22.7 Contractor Customer Relations Managers at the 93rd Signal Brigade at Fort Eustis, Newport News, VA – 0800 to 1800 ET; additional hours as required by workload and/or critical requirements
- 22.8 Contractor Project Management Team at Fort Gordon, GA– 0800 to 1800 ET; additional hours as required by workload and/or critical requirements
- 22.9 For the purposes of SLA measurement "business hours" are 24 hours per day

**23. Government Furnished Equipment (GFE):**

The following Equipment will be furnished by the Government for the purpose of Contract performance.

- 23.1 Ticketing System (currently Remedy but subject to change at Government discretion) located at the Government's Oklahoma City (OKC) datacenter. The Ticketing System may be hosted elsewhere as deemed appropriate by the Government. The Ticketing System will include End User facing ticket entry capability and access to commercial Knowledge Documentation as well as Knowledge Documents generated specifically for this Contract. For the purposes of this Contract the Contractor shall be required to utilize the GFE Ticketing System, whether BMC Remedy or Computer Associates (CA) Service Desk.
- 23.2 Government workstations, desks, network connectivity, and basic office operations for Contractor personnel located at Fort Sam Houston, Fort Eustis, and Fort Gordon.
- 23.3 Army Gold Master for use by the Contractor's agents to enable connectivity to the .mil domain.
- 23.4 The toll-free inbound telephone number will be furnished by the Government and provisioned for Contractor management and coordination. The Contractor will coordinate billing for the toll charges with the appropriate carrier, receive and pay associated invoices, and the associated inbound toll charges will be expensed as an Other Direct Cost (ODC). The Government owns and will continue to own the existing number and it will be transferred to contractor awarded this Task Order.
- 23.5 Government generated and owned Knowledge documentation hosted by the Army National Guard on the Fielding Repository Enhancement Database (FRED) system, through the Government's Ticketing System hosted at OKC, or through another GFE hosting solution.
- 23.6 Remote Access solution to enable Customer Service Agents (CSA) to remotely manage the End User desktop. All CSA will be subject to the requirements of DoD Directive 8570.1 "Information Assurance Training, Certification, and Workforce Management".

**24. Government Furnished Information (GFI):**

The following information will be furnished by the Government for the purpose of Contract performance.

- 24.1 Army processes stored as Knowledge Documents in the Government's GFE Ticketing System.
- 24.2 Comprehensive RightAnswers (or equivalent) Knowledge-Paks with standard content upgrades.
- 24.3 Automated Number Identification (ANI) database.
- 24.4 Language that the Caller will hear for the menu options
- 24.5 Language that the Caller will hear for the greeting
- 24.6 Points of Contact for the Call Center for AKO NIPR callers operated by a third party provide
- 24.7 Points of Contact for the Call Center for Army CONUS ESD SIPR/AKO SIPR callers operated by a third party provider.
- 24.8 All information needed to order circuits that will be delivered to the other providers

**25. Contractor Furnished Equipment (CFE):**

The following Equipment will be furnished and maintained by the Contractor.

- 25.1 Service Desk facility and associated agent positions and supporting infrastructure. Co-location or physically separate AKO and AESD Service Desks are both acceptable solutions.
- 25.2 Computing and telephony equipment for the Service Desk agents
- 25.3 Non-published toll-free numbers/lines:
- 25.4 The Contractor shall provide four (4) non-published, toll-free numbers/lines as described in Task 2M: Army CONUS ESD Automatic Call Distributor (ACD) and Interactive Voice Response (IVR). The Contractor will coordinate billing for the toll charges with the appropriate carrier, receive and pay associated invoices, and the associated inbound toll charges will be expensed as an Other Direct Cost (ODC).
- 25.5 All equipment necessary for Continuity of Operations and Disaster Recovery as indicated in the requirements below
- 25.6 All other equipment needed for the performance of this Performance Work Statement
- 25.7 Initially the Contractor shall connect via public internet to the GFE Ticketing System via CAC. The intent is to work with the awardee to obtain an IATO to drop circuits to the NIPRNet to their Service Desk.

**26. Security Requirements:**

- 26.1 The Security requirements for this Contract are specified in the provided DD-254.
- 26.2 The work to be performed is Sensitive but Unclassified.
- 26.3 All Contractor personnel requiring Remedy or CA accounts, or requiring elevated permissions, shall be U.S. citizens and possess a Secret Clearance (or Interim Secret Clearance) at time of Assumption of Responsibility in accordance with AR 25-2.

**27. Entitlement:**

The Government does not currently possess an Entitlement Database. Any users possessing an account on LANDWARNET (the Army.mil portion of the GIG) shall be entitled to be supported by the Army CONUS Enterprise Service Desk

**28. Key Personnel:**

The following Roles are identified as Key Personnel for performance of this optional Task 2. The Contractor shall provide complete resumes for proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the consent on substitutes. No change in fixed unit prices may occur as a result of key personnel substitution.

- 28.1 Service Desk Operations Manager (SDOM) - The SDOM is defined as the on-site (for Task 2, Fort Gordon) liaison between the Government PM/COR and the Service Desk Operation. The Optional Task 2 SDOM shall have IT Service Desk management or IT Service Desk operations experience supporting large, diverse enterprises using ITIL or an equivalent service management and support framework.

**29. Transition Requirements:**

The following requirements shall apply to the Transition of the Service Desk responsibility from the incumbent Contractor to the awardee for this requirement. The Government is assuming a 13 September 2011 Award and 13 September 2011 Notice to Proceed on the day of award:

- 29.1 The incumbent Contractor shall maintain responsibility for Service Desk operations until 17:59 ET (5:59 PM ET) on 26 September 2011 .
- 29.2 At 18:00 ET on 26 September 2011 the awardee of this Contract shall assume full responsibility for responding to all Incidents, Problems, Service Requests, and any other inquiry submitted via the in-scope channels. This event shall be defined as Assumption of Responsibility (AOR).
- 29.3 Attainment of Service Level Agreements (SLA) as specified in the Quality Assurance Surveillance Plan (QASP) shall be monitored and reported at AOR and attainment shall be required at AOR plus 30 calendar days.

**30. Definitions:**

- 30.1 "Tier 0" means "self"-help requiring no direct contact between an End User and a Service Desk Agent.
- 30.2 "Tier 1" means first level, non-dispatched basic problem assistance and incident resolution delivered via telephone, e-mail, or other online communication channel.
- 30.3 "Tier 2" means second level, dispatched advanced problem assistance and incident resolution performed by the NECs and CTNOSC for incidents that cannot be resolved quickly and efficiently by Tier 1. Direct Tier 2 support is out of scope for this Contract, however providing assistance to Tier 2 is a requirement of this contract.

30.4 "Tier 3" means advanced problem assistance and incident resolution provided by Original Equipment Manufacturers or Independent Software Vendors for incidents that cannot be resolved quickly and efficiently by Tier 1 or Tier 2. Tier 3 does not typically interface directly with the End User as Tier 2 owns the Ticket while Tier 3 resolved the incident in the background. Tier 3 support is out of scope for this Contract, however providing assistance to Tier 3 is a requirement of this contract.

**31. Attachments**

- 31.1 Attachment 1: PWS
- 31.2 Attachment 2: Instructions and Evaluation Criteria
- 31.3 Attachment 3: QASP for Task 1
- 31.4 Attachment 4: QASP for Optional Tasks 2 & 3
- 31.5 Attachment 5: Pricing and Invoice Instructions
- 31.6 Attachment 6: Questions and Answers
- 31.7 Attachment 7: Statistical Chart
- 31.8 Attachment 8: Corporate Experience Reference Template
- 31.9 Attachment 9: Past Performance Reference Template
- 31.10 Attachment 10: Past Performance Rating Template
- 31.11 Attachment 11: Pricing Workbook

**32. Material Fielding and Asset/Materiel Management:**

The Army conducts materiel fielding through a process of planning, coordinating and executing the deployment of a materiel system or capability and its support to a Gaining Command (GC) or activity. Success comes from advance planning, coordination and agreement between the materiel developer (Project/Product Manager (PM)), supporting contractors and the GC. The Army's Total Package Fielding (TPF) process supports the materiel fielding process and provides for the concurrent fielding of a materiel system or capability and all its required support in order to affect a total system/capability fielding of new or modified equipment. The Materiel Fielding Plan (MFP) supports the TPF process and provides the framework for addressing Integrated Logistics Support (ILS) elements throughout the materiel fielding process.

Asset and materiel management functions associated with government furnished equipment (GFE) and equipment purchased by contractors on behalf of the Government and subsequently issued to a GC, is maintained in accordance with U.S. Army Regulations and tracked under the Defense Acquisition Regulations (DFARS) and applicable clauses. The U.S. Army Property Book Unit Supply Enhanced (PBUSE) data base is used by the PM in laterally transferring equipment to GC.

**33. Clauses incorporated by reference:**

- 33.1 DFARS 211.274-2: IUID Policy
- 33.2 DFARS 211.274-3: Policy for Valuation
- 33.3 DFARS 252.211-7007: IUID of Government property
- 33.4 DFARS 252.211-7003: Item Identification and Valuation
- 33.5 DFARS 252.211-7007: Reporting of Government Furnished Equipment in the DoD Item Unique Identification (IUID) Registry.

**34. Task 2: Army CONUS Enterprise Service Desk (ESD) (*Optional Task to be Priced Separately*)**

- 34.1 Task 2A: Army CONUS ESD Incident, Problem, and Service Request Management

ID	Requirement	Performance Criteria
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ARMY CONUS ENTERPRISE SERVICE DESK (ESD) ATTACHMENT 1 PWS  
PM P2E REQUEST FOR PROPOSAL

ID	Requirement	Performance Criteria
2A-01	The Contractor shall serve as the single point of contact (SPOC) for all receipt, logging, classifying, prioritizing, tracking, resolution, and reporting of Incidents, Problems, and Service Requests for all CONUS entitled users through all approved and required channels.	In accordance with Task 2, SLA 2 and SLA 5
2A-02	The contractor shall serve as the primary interface to Army users of various Army enterprise applications, desktop and server applications and hardware, Commercial-off-the-Shelf (COTS) software as well as custom developed applications.	In accordance with Task 2, SLA 2 and SLA 5
2A-03	The Contractor shall classify all Incidents, Problems, and Service Requests in accordance with the 7 <sup>th</sup> SC-approved taxonomy and using the GFE Ticketing System instance for Ticket generation, modification, update, and closure.	Ticket shall be updated within ten (10) minutes of any change in status.
2A-04	The Contractor shall provide Tier 1, first level, non-dispatched basic Problem assistance, Service Request management, and Incident resolution delivered via telephone, e-mail, or remote access. Tier I support shall include effective ticket registration, troubleshooting, triage, incident/request escalation and/or resolution for all Incidents, Problems, and Service Requests.	In accordance with Task 2, SLA 2 and SLA 5
2A-05	The Contractor shall address all End User Incidents, inquiries, and Service Requests including, but not limited to, troubleshooting use of End User Incidents and Problems, responding to "how-to" questions, explanation of features and functions, authentication and access, account set-up/modify/delete, password reset, and general technical assistance.	In accordance with Task 2, SLA 2 and SLA 5
2A-06	The Contractor shall create a Ticket for each unique Incident, Problem, or Service Request.	For Email: In accordance with Task 2, SLA 6 For Phone: A ticket shall be created and the Ticket number provided to the caller before the call is ended.
2A-07	The Contractor shall support all software included in the Army Gold Master.	Not Applicable
2A-08	The Contractor shall support all software certified to operate on the Army network.	Not Applicable
2A-09	The Contractor shall resolve the maximum number of Incidents and service requests on the first call.	In accordance with Task 2, SLA 2
2A-10	All transactions (open ticket, update ticket, escalate ticket, close ticket) with the Service Desk, regardless of channel, shall result in a Ticketing System message to the End User describing the nature of the transaction and the next steps to be performed.	No later than thirty (30) minutes after completion of the transaction.
2A-11	Ten (10) percent of Closed Tickets, selected at random, will result in an email Customer Satisfaction Survey to the End User.	No later than thirty (30) minutes after ticket closure.
2A-12	Changes to the Customer Satisfaction Survey shall be executed by	Survey changes only upon PM



ID	Requirement	Performance Criteria
	the Contractor and approved by the PM P2E PMO or 7 <sup>th</sup> Signal Command Leadership prior to use.	P2E PMO or 7 <sup>th</sup> SC approval
2A-13	All Customer Service Agents (CSA) shall be ITIL V3 Foundations – certified personnel.	<ul style="list-style-type: none"> <li>100% of Customer Service Agents certified no later than 14 calendar days after Notice to Proceed or Assumption of Responsibility, whichever is later.</li> </ul>
2A-14	All Contractor management personnel, including Customer Relations Managers (Task 2E) assigned to this Contract shall be ITIL V3 Practitioner – Support and Restore certified personnel.	<ul style="list-style-type: none"> <li>100% of Contractor management personnel certified no later than thirty (30) calendar days after Notice to Proceed.</li> </ul>
2A-15	The Contractor shall support a subset of users classified as Very Important People (VIP), designated as such in the Ticketing platform.	NA
2A-16	The Contractor shall support the NEC and CTNOSC-provided Tier 2, second level, dispatched advanced problem assistance and incident resolution. Support shall include clarifying and conveying ticket information to Tier 2, providing additional detail and information in the ticket based on discussion with Tier 2, and related support tasks.	Not Applicable
2A-17	The Contractor shall, in response to End User-created Web tickets created in Remedy, provide a timely email acknowledgement indicating (1) the Ticket has been assigned to an agent, (2) the Ticket number, (3) the Agent name, and (4) the toll-free number for the Service Desk. The Government will not configure the GFE Ticketing System to auto-assign or auto-acknowledge Web Tickets but will configure the Ticketing System to enable the agent to send a manual acknowledgement notification through ticketing system.	In accordance with Task 2, SLA 5
2A-18	The Contractor shall, in response to End User-created Email tickets, provide a timely email acknowledgement indicating (1) the Ticket has been assigned to an agent, (2) the Ticket number, (3) the Agent name, and (4) the toll-free number for the Service Desk. The Government will not configure the GFE Ticketing System to auto-assign or auto-acknowledge Web Tickets but will configure the Ticketing System to enable the agent to send a manual acknowledgement notification through ticketing system.	In accordance with Task 2, SLA 6

34.2 Task 2B: Army CONUS ESD Lifecycle Ticket Management

ID	Requirement	Performance Criteria
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ARMY CONUS ENTERPRISE SERVICE DESK (ESD) ATTACHMENT 1 PWS  
PM P2E REQUEST FOR PROPOSAL

ID	Requirement	Performance Criteria
2B-01	The Contractor's CSA shall document all mandatory data fields as required by the PM P2E PMO and/or 7 <sup>th</sup> SC and configured in the GFE Ticketing System or its successor.	All required data fields complete with each update. Ticket accuracy in accordance with Task 2, SLA 1
2B-02	The Contractor shall provide end-to-end ticket management for Incidents, Problems, and Service Requests. Where a Ticket is escalated beyond Tier 1 the Service Desk shall be responsible for providing a consistent, single interface with the Customer wherever possible and for ensuring the Incident is resolved.	Not Applicable
2B-03	The Service Desk shall keep End Users informed regarding status of their ticket, Incident, Problem, or Service Request through (1) CSA voice response to phone calls, and/or (2) messages via the Ticketing System to email inquiries.	Messages shall be provided within thirty (30) minutes of request.
2B-04	The Contractor shall report number of open tickets by age (24 hours or less, 1 to 7 days, 7 days or older), closed tickets (last 24 hours by time to resolve), First Call Resolved tickets by type, escalated tickets by type (to any Tier), through a ticket status report provided daily.	At the daily Standup (SITREP)
2B-05	The Contractor shall receive an affirmative response from an End User (either by voice or by email) before closing a ticket.	A minimum of two (2) attempts to reach End Users for confirmation of ticket closure shall be made and must be made during local business hours with a minimum 48 hours between attempts.
2B-06	The Contractor shall close, in a timely manner, the maximum possible number of Standard Tickets	In accordance with Task 2, SLA 7a
2B-07	The Contractor shall close, in a timely manner, the maximum possible number of VIP Tickets	In accordance with Task 2, SLA 7b

**34.3 Task 2C: Army CONUS ESD Knowledge Management**

ID	Requirement	Performance Criteria
2C-01	The Contractor shall author, revise, and update solutions to PM P2E PMO-selected Incidents and Problems in the Knowledge Management database for use by CSAs in all Tiers, by End Users, and by the Contractor's incident/problem management processes.	Documentation, testing, and availability in the knowledgebase will occur within ten (10) business days of their being identified by the PM P2E PMO.
2C-02	The Contractor shall develop Knowledge Documents prior to the launch of any new capability or changes to existing capabilities. New Knowledge Documents shall be reviewed and approved by the PM P2E PMO and posted prior to the launch of the new capability or the change to existing capability.	Posted no less than 24 hours prior to launch or release.

ARMY CONUS ENTERPRISE SERVICE DESK (ESD) ATTACHMENT 1 PWS  
PM P2E REQUEST FOR PROPOSAL

ID	Requirement	Performance Criteria
2C-03	The format and content for Knowledge Documents shall be approved by the PM P2E PMO prior to use.	The PM P2E PMO shall be provided a minimum of 48 hours for review and approval.
2C-04	The Contractor shall periodically review all Knowledge Documents to ensure accuracy, currency, and relevancy.	On a monthly basis.
2C-05	The Contractor shall utilize the GFE RightAnswers (or equivalent) KnowledgePaks to expedite resolution of End User Incidents and Problems.	Not Applicable

**34.4 Task 2D: Army CONUS ESD End User Account Provisioning and Administration**

ID	Requirement	Performance Criteria
2D-01	The Service Desk shall receive, track, coordinate, and execute End User account creation, modification, deletion, and general administration tasks per Service Requests in accordance with Army security policies.	Once user request for account is approved by the Government, ESD account provisioning actions will be completed within 24 hours

**34.5 Task 2E: Army CONUS ESD Customer Relations Management**

ID	Requirement	Performance Criteria
2E-01	The Contractor shall support development of Operating Level Agreements (OLAs) with other service providers (e.g., contractor and/or government personnel supported NECs at the installation level) for interaction, escalation and dispatch (desk side support) of trouble tickets.	At Government request
2E-02	The Contractor shall develop Standard Operating Procedures (SOPs) for the operation and maintenance of the ESD.	See Deliverable 1
2E-03	The Contractor shall provide Customer Relations Management teams to support the 106th Signal Brigade at Fort Sam Houston, TX and the 93rd Signal Brigade at Fort Eustis, Newport News, VA to review tickets and liaise between the Service Desk and the brigades.	Not Applicable

**34.6 Task 2F: Army CONUS ESD Remote Access**

ID	Requirement	Performance Criteria
2F-01	The Contractor shall utilize the Government-furnished Remote Access tools to maximize First Call Resolution and Customer Satisfaction.	Not Applicable

**34.7 Task 2G: Army CONUS ESD Service Level Management**

ARMY CONUS ENTERPRISE SERVICE DESK (ESD) ATTACHMENT 1 PWS  
PM P2E REQUEST FOR PROPOSAL

ID	Requirement	Performance Criteria
2G-01	The Contractor shall develop, document, refine, and maintain the currency of its Service Level Management processes and procedures and include such processes in a Service Level Management.	Deliverable 12
2G-02	The Contractor shall measure, monitor, and report Service Level attainment as described in contractual Service Level Agreements (SLA).	Measurement, monitoring, and reporting in accordance with the parameters described in the SLAs in the Quality Assurance Surveillance Plan (QASP)
2G-03	The Contractor shall analyze any SLA failure and document such analysis and the proposed remediation (i.e., "get-well") plan in an SLA Failure report to the PM P2E PMO	Deliverable 13
2G-04	The Contractor shall brief the SLA failure root cause and its actions to remediate SLA failures at the following Monthly PMR.	At the Monthly PMR following SLA failure.

**34.8 Task 2H: Army CONUS ESD Continuity of Operations and Disaster Recovery**

ID	Requirement	Performance Criteria
2H-01	The Contractor shall develop a Continuity of Operations and Disaster Recovery Plan and maintain the plan in a manner that provides for the smooth transfer of all mission or business essential functions to an alternate site for the duration of an event with minimal loss of operational continuity as determined by designated MAC level.	Deliverable 14
2H-02	The Contractor shall support COOP/DR planning to establish continuity procedures for the Service Desk.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the PM P2E COOP policies.
2H-03	The Contractor shall provide an existing Continuity of Operations (COOP) site, having hot failover capability, located within the continental U.S. (CONUS) at no less than fifty (50) miles from the Primary Site. The COOP shall be implemented to insure that a failure at the primary site is transparent to the end user.	No loss of service or service disruption.
2H-04	The Contractor shall execute load balancing and replication of necessary Contractor data between their Primary and Secondary sites.	In accordance with the approved Continuity of Operations and Disaster Recovery Plan
2H-05	The Contractor shall provide overall design, documentation, implementation, operational support, ensure replication of all applications/data approved by PM P2E PMO Operations and on-site manning for business continuity and COOP.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the PM P2E COOP policies.
2H-06	The Contractor shall coordinate the re-routing of inbound calls to	No loss of service or service

ARMY CONUS ENTERPRISE SERVICE DESK (ESD) ATTACHMENT 1 PWS  
PM P2E REQUEST FOR PROPOSAL

ID	Requirement	Performance Criteria
	the COOP site in the event failover is initiated.	disruption.
2H-07	The Contractor shall support up to two (2) annual exercises of Service Desk COOP and provide an analysis of results and performance to the PMO.	<ul style="list-style-type: none"> <li>In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the PM P2E COOP policies.</li> <li>Deliver COOP/ DR Exercise and Operations Results Report in accordance with Deliverable 15.</li> </ul>
2H-08	The Contractor shall maintain 24x7x365 availability of the Service Desk.	24x7x365

34.9 Task 2I: Omitted

34.10 Task 2J: Army CONUS ESD Project Management and Coordination

ID	Requirement	Performance Criteria
2J-01	The Contractor shall coordinate the transfer of the current toll-free number to the Government-furnished successor toll-free number.	Off-hours test to be conducted no less than three (3) days prior to Assumption of Responsibility
2J-02	The Contractor shall manage the administration of the invoicing process from the telecommunications provider.	Not Applicable
2J-03	The Contractor shall develop a Materiel Fielding Plan (MFP) that addresses all Integrated Logistics Support Elements (ILS) applicable to the capability being fielded.	IAW Chapter 5, AR 700-142
2J-04	The Contractor shall meet U.S. Army materiel and property accountability requirements for hardware and software under their control.	IAW AR 735-5 and AR 735-11.
2J-05	The contractor shall identify, register and affix tags for equipment requiring unique item identification for tangible personal property.	IAW DFARS 252.211-7003 and DFARS 252.211-7007
2J-06	The contractor shall report and provide equipment listings and data elements required in accordance with acceptable standards contained in the Army Standard Line Automated Management and Integrating System (SLAMIS) and preparation of issue and turn in documents.	IAW AR 735-5 and AR 735-11
2J-07	The contractor shall provide hardware warranty data for equipment fielded/issued to GC	IAW Government provided template
2J-08	The contractor shall provide software license agreement and key data for software licenses fielded/issued to GC	IAW Government provided templates

34.11 Task 2K: Army CONUS ESD Reporting, Analytics, and Trend Analysis

ID	Requirement	Performance Criteria
2K-01	The Contractor shall perform reporting in accordance with the Deliverables specified below. Reporting tools shall be compatible with the Government's GFE Ticketing System.	Deliverables 3 through 11
2K-02	The Contractor shall perform analytics in accordance with the Deliverables specified below. Analytical tools shall be compatible with the Government's GFE Ticketing System.	Deliverables 3 through 11
2K-03	The Contractor shall perform trend analysis of call, ticket, user, incident, problem, and service request data in accordance with the Deliverables specified below.	Deliverables 3 through 11

**34.12 Task 2L: Army CONUS ESD Service Desk Operations**

ID	Requirement	Performance Criteria
2L-01	The Contractor shall provide, staff, support and ensure availability of all channels	24x7x365 availability of all channels
2L-02	The Contractor shall install the Army Gold Master on all Customer Service Agent computers.	No later than Assumption of Responsibility
2L-03	Upon PM P2E PMO request all Service Desk calls shall be available for call monitoring and "remote" monitoring (whereby monitors are not required to be on-site at the Call Center) by the PM P2E PMO for quality control.	100% of calls available for monitoring
2L-04	The Contractor shall provide a daily summary of Service Desk statistics as directed by the PM P2E PMO.	Daily by 0800
2L-05	The Contractor shall support PM P2E PMO-provided 508-compliant and TTY access to the Service Desk for disabled persons, in accordance with applicable regulatory and statutory requirements.	Not Applicable
2L-06	The Contractor shall ensure all Customer Service Representatives and other staff complete all required training and certification including Information Assurance training per Army and DoD policy.	In accordance with Army and DoD requirements, policy, and regulations including DoDD 8570.01.
2L-07	The Contractor shall review the call queues for accuracy and routing and shall make recommendations for improvement where needed. The Contractor shall implement approved changes within seven (7) business days.	As directed by the PM P2E PMO, but not more than four (4) times per year.
2L-08	The Contractor's Service Desk facility shall be accredited with an Interim Authority to Operate (IATO) or Authority to Operate (ATO).	No later than Assumption of Responsibility.
2L-09	The Contractor shall provide sufficient Customer Service Agent staff to meet inbound caller responsiveness expectations.	In accordance with Task 2, SLA 3 and Task 2, SLA 4

**34.13 Task 2M: Army CONUS ESD Call Distribution**

ARMY CONUS ENTERPRISE SERVICE DESK (ESD) ATTACHMENT 1 PWS  
PM P2E REQUEST FOR PROPOSAL

ID	Requirement	Performance Criteria
2M-03	<p>The Contractor shall provide two (2) non-published, toll-free numbers/lines:</p> <ul style="list-style-type: none"> <li>• Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for AKO NIPR callers, and</li> <li>• Between the (1) Call Center for AKO NIPR callers and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).
2M-04	<p>The Contractor shall provide two (2) non-published, toll-free numbers/lines:</p> <ul style="list-style-type: none"> <li>• Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers, and</li> <li>• Between the (1) Call Center for Army CONUS ESD SIPR/AKO SIPR callers and the (2) Call Center for AKO NIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).
2M-05	The Contractor shall, upon request, relinquish any of the non-published, toll-free numbers to the appropriate Call Center provider.	In thirty (30) calendar days or less from written request by the Government.
2M-06	The Contractor shall establish and modify the configuration, menu options, and parameters of the Interactive Voice Response (IVR) unit in accordance with Government specifications.	Initial configuration, as requested by the Government, operational no later than Assumption of Responsibility (AOR).
2M-07	The Contractor shall execute Government-requested IVR changes.	Changes shall be complete and operational in seven (7) calendar days or less.
2M-08	The Contractor shall provide the capability for Government designees to record and upload outgoing voice message files to the IVR. The Contractor shall be responsible for posting such files to the IVR upon PM P2E PMO request.	For Standard changes, messages posted to the IVR within four (4) business hours of PM P2E PMO request. For Urgent changes, messages posted to the IVR within one (1) hour of PM P2E PMO request
2M-09	The Contractor shall establish necessary agreements with the providers of the (1) Call Center for AKO NIPR callers, and (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers to enable calls to be transferred to and from the various Call Centers.	Agreements to be completed no later than forty five (45) days after Notice to Proceed.

35. Task 3: Additional Army CONUS Sites (*Optional Task to be Priced Separately*)

35.1 Task 3A: Fielding

ID	Requirement	Performance Criteria
3A-01	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall conduct pre-site surveys to determine what fielding information is needed to inform the site survey process	In accordance with Deliverable 28
3A-02	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall document installation points of contact for the survey & fielding teams in preparation for transition activities	In accordance with Deliverable 29
3A-03	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall participate in a Fielding Conference, the first meeting between the AESD and the installation	NA
3A-04	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall gather information necessary to develop the "AS-IS" documentation and shall support process definition including: <ul style="list-style-type: none"> <li>• Current C4IM service support model</li> <li>• Current business processes</li> <li>• Provides starting point for process definition</li> </ul>	In accordance with Deliverable 30
3A-05	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall gather information necessary to develop the "TO-BE" documentation and shall support process definition derived from a combination of "AS-IS" documentation, other customer provided information, and knowledge of the end-state ESD	In accordance with Deliverable 31
3A-06	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall execute process definition and site analysis to understanding how the ESD must support C4IM IT services for an improved user experience	NA
3A-07	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall document how the NEC handles incident management, problem management, change management, and Service Requests. The Contractor shall provide this documentation to the installation for review and for incorporation into the MOU.	In accordance with Deliverable 32
3A-08	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall capture installation variances to identify personnel skill sets, applications in place, and business process maturity	In accordance with Deliverable 32



ID	Requirement	Performance Criteria
3A-09	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall develop a Memorandum of Understanding which outlines the specific activities, C4IM IT services, infrastructure support, training, and meeting requirements in support of a service capability cutover. Note an MOU is executed for each NEC that is on-boarded.	In accordance with Deliverable 33
3A-10	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall conduct Training, administered by the ESD, which will provide an opportunity to exercise process definitions. Training materials shall be provided to the installation.	In accordance with Deliverable 34
3A-11	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall perform tool configuration/re-configuration as necessary in preparation for testing.	NA
3A-12	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall perform end-to-end functional testing that serves to validate the processes and their technical aspects to ensure a successful overall capability. The testing shall utilize use cases that describe critical AESD operational scenarios, to include: <ul style="list-style-type: none"> <li>• Dispatches</li> <li>• Referrals</li> <li>• Notifications</li> <li>• Access to current reporting capabilities</li> </ul>	For each installation fielded to the ESD.
3A-13	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall prepare and deliver a pre-Cutover Brief which recaps on-boarding activities to gaining command, provides schedule for final cut-over with activities required to complete the on-boarding process, and provide the installation a "leave-behind" package.	In accordance with Deliverable 35 and 39
3A-14	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall monitor and report service performance to be reviewed weekly and monthly and used to assess AESD performance.	In accordance with Deliverable 36
3A-15	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall deliver an After Action Review which discusses the transition process between ESD and gaining command and captures discussion items (issues/concerns) for inclusion in Lessons Learned.	In accordance with Deliverable 37
3A-16	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall develop and maintain a Lessons Learned document, a living document which encompasses all on-boarded installations, captures both strengths and weaknesses for all phases of the on-boarding process.	In accordance with Deliverable 38

**35.2 Task 3B: Service Desk**

ARMY CONUS ENTERPRISE SERVICE DESK (ESD) ATTACHMENT 1 PWS  
PM P2E REQUEST FOR PROPOSAL

ID	Requirement	Performance Criteria
3B-1	The Contractor shall execute Task 2A through 2M and all sub-tasks for all installations fielded to the ESD after AOR.	In accordance with Task 3, SLAs 1, 2a, 2b, 3, 4, 5, 6, 7a, 7b

36. Task Deliverables:

The following deliverables are the responsibility of the Contractor:

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
2	1	Standard Operating Procedures	Standard Operating Procedures (SOPs) for the operation and maintenance of the ESD.	Notice to Proceed plus 120 calendar days (CD)	COR
2	2	Army ESD Services availability report	Monthly report on availability of the Service Desk.	Monthly on the first of the month	COR
2	3	Queue Call Reports	Daily, Weekly and Monthly: Agent Level Reports with number of calls handled, average call length, after call work average, average speed of answer, and out-going calls.  Queue Call Reports to include at a minimum: Wait times, abandoned rates, and average time before abandonment.	Daily, Weekly and Monthly	COR
2	4	First Call Resolution Report	Daily, Weekly, and Monthly reports of First Call-resolved incidents and service requests.	Daily, Weekly and Monthly	COR
2	5	Customer Service Report:	Daily, weekly and monthly reports for all open tickets, number of tickets assigned, unassigned, time of acknowledgement and time of restore. Report will be by urgency/priority and identify VIP.	Daily, Weekly and Monthly	COR
2	6	Customer Care Surveys Report	Monthly summary report for all customer surveys received.	Monthly on the first of the month	COR
2	7	Problem Management Report	Monthly reporting with trend analysis for all Problems as defined in ITIL best practices.	Monthly on the first of the month	COR
2	8	Incident/Request Management Report	Monthly Incident analysis/trending by category.	Monthly on the first of the month	COR
2	9	ITIL Training Report	Monthly report of status of ITIL Training/Certification for all Technicians and Managers.	Monthly on the first of the month	COR
2	10	VIP Reports	Daily, weekly and monthly reports with trend analysis for all incident/requests	Daily, Weekly and Monthly	COR

ARMY CONUS ENTERPRISE SERVICE DESK (ESD) ATTACHMENT 1 PWS  
PM P2E REQUEST FOR PROPOSAL

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
			related to VIPs		
2	11	Tier II Remote report	Daily, weekly and monthly reports for ticket handling, time of acknowledgement and time of restore	Daily, Weekly and Monthly	COR
2	12	Service Level Management Plan	The Service Level Management Plan shall address, at a minimum: <ul style="list-style-type: none"> <li>• SLA measurement, monitoring, and reporting</li> <li>• Root cause analysis for SLA failure</li> <li>• Implementation of remediation actions in response to SLA failures</li> <li>• Identification and documentation of availability requirements</li> <li>• Monitoring and reporting of availability issue</li> <li>• Identification and tracking of barriers to availability</li> </ul>	Notice to Proceed plus 60 calendar days; reviewed and updated 30 CD prior to Task Order expiry	COR
2	13	SLA Failure Report (including Availability Failure).	The SLA Failure Report shall, at a minimum: <ul style="list-style-type: none"> <li>• Describe the SLA failure</li> <li>• Describe the analysis conducted</li> <li>• Report the root cause of the SLA failure</li> <li>• Recommend remediation alternatives</li> </ul>	In accordance with individual SLA administration requirements	COR
2	14	Security Management Plan.	The IT Security Management Plan shall include, at a minimum: <ul style="list-style-type: none"> <li>• Contractor staff roles and responsibilities of the members of the Contractor IT Security Management organization</li> <li>• IT Security Threat Assessment</li> <li>• IT Security Policy Statements</li> <li>• An inventory list of IT Security Policy Statements</li> <li>• Vulnerability and incident identification</li> <li>• Compliance with FISMA requirements</li> <li>• Compliance with DIACAP, as appropriate</li> <li>• Compliance with Networthiness, as appropriate</li> <li>• Security incident: <ul style="list-style-type: none"> <li>○ Detection</li> <li>○ Identification</li> <li>○ Classification</li> <li>○ Recording</li> <li>○ Investigation</li> <li>○ Root Cause Analysis</li> <li>○ Remediation</li> </ul> </li> </ul>	Notice to Proceed plus 60 calendar days; updated reviewed and updated 30 CD prior to Task Order expiry	COR

ARMY CONUS ENTERPRISE SERVICE DESK (ESD) ATTACHMENT 1 PWS  
PM P2E REQUEST FOR PROPOSAL

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
2	15	Continuity of Operations and Disaster Recovery (COOP/DR) Plan.	<p>The Continuity of Operations and Disaster Recovery Plan shall, at a minimum:</p> <ul style="list-style-type: none"> <li>• Enumerate mission-critical functions and services in accordance with respective PM P2E PMO-specified recovery time objectives (RTO)</li> <li>• Describe a COOP/DR solution that considers current facilities/sites and IT assets</li> <li>• Describe procedures in the event of a COOP or DR event</li> <li>• Describe testing procedures for the COOP/DR capability</li> <li>• Address roles and responsibilities of PM P2E PMO and Contractor personnel</li> <li>• Include a Threat Analysis</li> <li>• Describe a maintenance strategy for the COOP/DR Plan</li> <li>• Specify reporting procedures and format for COOP/ DR exercises and operations</li> </ul>	Notice to Proceed plus 60 calendar days; reviewed and updated 30 CD prior to Task Order expiry	COR
2	16	Lifecycle Management Plan.	<p>The plan shall include, but is not limited to the following:</p> <ul style="list-style-type: none"> <li>• Age of hardware/software</li> <li>• Ability of service to accommodate current and projected load</li> <li>• Current and anticipated standards</li> <li>• Technology convergence</li> <li>• Technology insertion opportunities</li> <li>• Integrated system roadmap, including recommended software upgrade path and vendor support windows</li> </ul>	Notice to Proceed plus 60 calendar days; reviewed and updated 30 CD prior to Task Order expiry	COR
2	17	COOP/ DR Exercise and Operations Results Report (multiple)	In accordance with PM P2E PMO-approved COOP/DR Plan.	Preliminary report with 24 hours and final report within 7 calendar days of the conclusion of each COOP/DR exercise or evolution.	COR
2	18	Service Level Attainment Report	Describes Service Levels attained for all SLAs. Must be provided in the Excel template provided by the Government at award.	Monthly, no later than the 15th calendar day of the following month	COR
2	19	Weekly Closed Ticket Survey	Summary of closed tickets statistics	Weekly on Wednesday for the	COR

ARMY CONUS ENTERPRISE SERVICE DESK (ESD) ATTACHMENT 1 PWS  
PM P2E REQUEST FOR PROPOSAL

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
		results		results of the prior week (Monday through Sunday)	
2	20	Statistical Report	Daily and monthly statistical data report including but not limited to performance against all Task 5 Series SLAs , as well as call volume analytics by category/class, priority, CI/service and other attributes tracked in the GFE SMS.	At the Daily Standup and Monthly PMR	COR
2	21	End User Feedback Summary Report	Summary of End User feedback acquired through the Customer Satisfaction Survey	At the Monthly PMR	COR
2	22	Final Transition Plan	The Final Transition Plan shall update the Initial Transition Plan provided in the Offeror's proposal.	Notice to Proceed plus ten (10) calendar days	COR
2	23	Materiel Fielding Plan (MFP)	Prepared in accordance with Table E-1, Sections 1-9 DA PAM 700-142	Draft submitted 30 work days prior to first install date Final submitted within 10 work days of receipt of government comments.	COR
2	24	Item Unique Identification (IUID)	Equipment/hardware data entered into the Department of Defense (DoD) IUID Registry.	IUID data inputted 7 work days prior to each site installation.	COR
2	25	Materiel Fielding Equipment Inventory and Hand Off Data	Equipment data elements and Individual Unit Identification Data (IUID) will be submitted in accordance with templates provided by government. Data elements will be similar as being required in the preparation of DA Form 3161.	Initial draft provided 7 work days prior to each site installation. Final provided 2 work days prior to each installation fielding.	COR
2	26	Equipment Warranty Reporting Data	Equipment data listing for all vendor and or factory warranty provided for all equipment fielded/issued to GC	Provided for each install location within 5 calendar days of receipt	COR
2	27	Software License Reporting Data	Software data listing for all vendor and or factory licenses and keys fielded/issued to Gaining Command	Provided for each install location within 5 calendar days of receipt	COR
3	28	Pre-site Survey	Identifies fielding information is needed to inform the site survey process	Pre-site surveys conducted three (3) weeks or more prior to the actual	COR

ARMY CONUS ENTERPRISE SERVICE DESK (ESD) ATTACHMENT 1 PWS  
PM P2E REQUEST FOR PROPOSAL

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
				Site Survey	
3	29	Installation Points of Contact document	Documents installation points of contact for the survey & fielding teams	Five (5) calendar days after completion of the Site Survey	COR
3	30	"As-Is" Documentation	"As-Is" documentation including: <ul style="list-style-type: none"> <li>• Current C4IM service support model</li> <li>• Current business processes</li> </ul>	First draft 120 calendar days after the option is exercised. Final provided 60 days after draft is delivered.	COR
3	31	"To-Be" Documentation	"To-Be" documentation derived from a combination of "AS-IS" documentation, other customer provided information, and knowledge of the end-state ESD	First draft 180 calendar days after the option is exercised. Final provided 60 calendar days after draft is delivered.	COR
3	32	NEC Process Guide	Documentation describing: <ul style="list-style-type: none"> <li>• How the NEC handles incident management, problem management, change management, and Service Requests.</li> <li>• Installation personnel skill sets, applications in place, and business process maturity</li> </ul>	First draft 120 calendar days after the option is exercised. Final provided 60 calendar days after draft is delivered.	COR
3	33	Memorandum of Understanding	Outlines the specific activities, C4IM IT services, infrastructure support, training, and meeting requirements in support of a service capability cutover. An MOU is executed for each NEC that is on-boarded.	As needed for each fielded installation.	COR
3	34	Installation Training Materials	Training materials		COR
3	35	Pre-Cutover Brief	Recaps on-boarding activities to gaining command, provides schedule for final cut-over with activities required to complete the on-boarding process, and provides the installation a "leave-behind" package.	No less than five (5) calendar days prior to Cutover.	COR
3	36	Performance Report	Describes service performance, reviewed weekly and monthly.	Weekly, no later than Wednesday at 1300 for the prior week. Monthly, no later	COR

ARMY CONUS ENTERPRISE SERVICE DESK (ESD) ATTACHMENT 1 PWS  
PM P2E REQUEST FOR PROPOSAL

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
				than the third calendar day of the month for the prior month.	
3	37	After Action Review	Discusses the transition process between ESD and gaining command and captures discussion items (issues/concerns) for inclusion in Lessons Learned.	No later than three (3) calendar days after Transition completed.	COR
3	38	Lessons Learned document	Strengths should discuss strategies and/or activities that led to success: <ul style="list-style-type: none"> <li>• Weaknesses should discuss strategies for improvement</li> <li>• Post-fielding survey (gaining command responsibility) an important feeder</li> </ul>	Seven (7) calendar days prior to cut-over.	COR
3	39	Installation "leave-behind" package	Includes: <ul style="list-style-type: none"> <li>• In-brief</li> <li>• Site-specific implementation plan</li> <li>• Completed project plan</li> <li>• Data submitted by NEC</li> <li>• TTPs and/or training guide</li> <li>• Test and validation use cases and results</li> </ul>	Seven (7) calendar days after completion of fielding.	COR

2. AMENDMENT/MODIFICATION NO. 0012	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
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6. ISSUED BY Interior Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	7. ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Directora Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636
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6. ISSUED BY CODE D32	7. ADMINISTERED BY (If other than Item 6) CODE D32
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, I Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516	9A. AMENDMENT OF SOLICITATION NO.  9B. DATED (SEE ITEM 11)
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CODE 0070095255	FACILITY CODE
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X 10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248	10B. DATED (SEE ITEM 13) 09/22/2011
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**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

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

<b>CHECK ONE</b>	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.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

**E. IMPORTANT:** Contractor  is not.  is required to sign this document and return \_\_\_\_\_ 0 \_\_\_\_\_ copies to the issuing office.

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

This modification corrects CLIN0002 obligated amounts.

Payment Terms:

ACCP

Period of Performance: 09/22/2011 to 09/21/2014

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

15A. NAME AND TITLE OF SIGNER (Type or print)	15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Prescott Dalrymple		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
_____ (Signature of person authorized to sign)		_____ (Signature of Contracting Officer)	



Award/Contract Modification	Document No. D11PD20248 / 0012	Document Title Army CONUS Enterprise Service Desk	Page 2 of 7
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G.3	Contract Estimated Values and Funding Status	7

<b>Award/Contract Modification</b>	<b>Document No.</b> D11PD20248 / 0012	<b>Document Title</b> Army CONUS Enterprise Service Desk	Page 3 of 7
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SECTION A -- SOLICITATION/CONTRACT FORM

A. 1 BLOCK 14 CONTINUATION FORM MODIFICATION 0012

1. This modification makes the following corrections to erroneous figures in modification 0011:
  - The correct amount of funding line number 00100 is \$1,777,672.68
  - The correct total amount obligated for CLIN 0002 is \$16,183,849.16
  - The correct total amount obligated for the contract \$52,255,262.64
2. Funding Status is updated in Sections B.1 "Contract Line Item Detail" and G.3 "Contract Estimated Values and Funding Status."
3. The estimated ceiling value for the contract remains unchanged at \$52,273,501.48.
4. The Period of Performance remains unchanged from 09/22/2011 through 09/21/2014.
5. Sections of the contract changed as a result of this modification are included herein and replace previous versions of those sections.
6. All other terms and conditions remain unchanged.

Award/Contract Modification	Document No. D11PD20248 / 0012	Document Title Army CONUS Enterprise Service Desk	Page 4 of 7
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SECTION B -- Supplies or Services and Prices

B. 1 Contract Line Item Detail

**CLIN 0001** Base Year – Tasks 1, 2, 3A, 3B and ODCs

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in the Base Year.

Estimated Costs:

	<u>Ceiling Value</u>
Task 1 – AKO Service Desk	\$6,054,136.00
Task 2 – AESD Service Desk	\$4,466,949.00
Task 3A - Additional AESD Sites - Fielding	\$199,432.00
Task 3B – Additional AESD Sites - Tickets	\$112,740.00
ODCs	\$2,212,297.07
SCA retro-active costs	\$1,091,312.49
AHT retro-active costs	\$1,105,422.24
De-obligation, Modification 0006	<\$379,416.64>
	<hr/>
CLIN 0001 Total	\$14,862,872.16

CLIN 0001 Period of Performance: 09/22/2011 through 09/21/2012

CLIN 0001 is funded by the following:

Item number 00010 in the amount of	\$ 1,149,758.45
Item number 00020 in the amount of	\$ 5,834,659.40
Item number 00030 in the amount of	\$ 3,228,000.70
Item number 00040 in the amount of	\$ 10,000.00
Item number 00050 in the amount of	\$ 4,640,453.61
	<hr/>
Total amount obligated/funded =	\$14,862,872.16

Award/Contract Modification	Document No. D11PD20248 / 0012	Document Title Army CONUS Enterprise Service Desk	Page 5 of 7
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**CLIN 0002A** Option Year 1A – Tasks 1, 2, 3A, 3B and ODCs – this CLIN is exercised and fully funded.

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” that is contained in Task Order Modification 0005, dated 2/25/2013. The contractor’s technical and cost proposal entitled “Army CONUS Enterprise Service Desk (AESD), dated March 22, 2011 is incorporated by reference. The line item is for technical services and includes labor.

Estimated Value of Option Year 1A is \$6,824,230.00  
 Period of Performance: 09/22/2012 through 03/31/2013

**CLIN 0002B** Option Year 1B – this CLIN is exercised and fully funded.

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” in Section C of Task Order Modification 0007. The line item is for technical services and includes labor.

Firm Fixed Price of Option Year 1B Labor and Services is \$8,794,394.00

Cost Reimbursable Amount for Travel and Other Direct Costs for Option Year 1B is \$583,464.00

Period of Performance: 4/1/2013 through 9/21/2013

CLINs 0002A and 0002B are funded by the following:

Item number 00060 in the amount of	\$ 3,621,862.75
Item number 00070 in the amount of	\$ 4,411,764.71
Item number 00080 in the amount of	\$ 2,941,176.47
Item number 00090 in the amount of	\$ 3,431,372.55
Item number 00100 in the amount of	\$ 1,777,672.68
Total amount obligated/funded	<u>\$16,183,849.16</u>

Award/Contract Modification	Document No. D11PD20248 / 0012	Document Title Army CONUS Enterprise Service Desk	Page 6 of 7
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**CLIN 0003** Option Year 2 – this CLIN is exercised and fully funded

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk in Section C of Task Order Modification 0007.

Period of Performance: 09/22/2013 through 09/21/2014

CLIN 0003 is funded by the following:

Item number 00110 in the amount of	\$7,352,941.00
Item number 00120 in the amount of	\$324,651.76
Item number 00130 in the amount of	\$5,151,700.00
Item number 00140 in the amount of	\$6,564,500.00
Item number 00150 in the amount of	\$1,814,748.56
Total amount obligated/funded	<hr/> \$21,208,541.32

Award/Contract Modification	Document No. D11PD20248 / 0012	Document Title Army CONUS Enterprise Service Desk	Page 7 of 7
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G.3 CONTRACT ESTIMATED VALUES AND FUNDING STATUS

This order is fully funded.

Funding status is as follows:

	<u>Estimated Ceiling Value</u>	<u>Obligated Amount</u>	<u>Un-obligated Amount</u>
CLIN 0001 – Base Year	\$ 14,862,872.16	\$14,862,872.16	\$ 0.00
CLIN 0002 – Option Year 1	\$ 16,202,088.00	\$16,183,849.16	\$18,238.84.00
CLIN 0003 – Option Year 2	\$ 21,208,541.32	\$21,208,541.32	\$0.00
<b>Total</b>	\$52,273,501.48	\$52,255,262.64	\$18,238.84

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES
			1 8
2. AMENDMENT/MODIFICATION NO. 0011	3. EFFECTIVE DATE 04/18/2014	4. REQUISITION/PURCHASE REQ. NO. 0040142262	5. PROJECT NO. (If applicable)
6. ISSUED BY Interior Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	CODE D32	7. ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Directorate Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636	CODE D32
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, I Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516		(x) 9A. AMENDMENT OF SOLICITATION NO.	
CODE 0070095255 FACILITY CODE		9B. DATED (SEE ITEM 11)	
		x 10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248	
		10B. DATED (SEE ITEM 13) 09/22/2011	

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) Net Increase: \$1,814,748.56  
01

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

CHECK ONE	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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)
X	DFARS 252.232-7007 Limitation of Government Obligation (May 2006)

E. IMPORTANT: Contractor  is not.  is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

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

This modification provides incremental funds and fully funds Option Year 2.

Delivery: 09/21/2014

Payment Terms:ACCP

Delivery Location Code: 0008718777

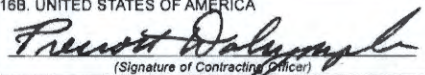
See Attached Schedule CO 80235 US

Account Assignment: Y G/L Account: 6100.251B0

Business Area: D000 Commitment Item: 251B00 Cost

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A 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)
	Prescott Dalrymple
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED
(Signature of person authorized to sign)	
18B. UNITED STATES OF AMERICA	18C. DATE SIGNED
	18 April 2014
(Signature of Contracting Officer)	

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES
			1   8
2. AMENDMENT/MODIFICATION NO. 0011	3. EFFECTIVE DATE 04/18/2014	4. REQUISITION/PURCHASE REQ. NO. 0040142262	5. PROJECT NO. (If applicable)
6. ISSUED BY Interior Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	CODE D32	7. ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Directorate Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636	CODE D32
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, I Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 0070095255	FACILITY CODE	x 10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248	10B. DATED (SEE ITEM 13) 09/22/2011

**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)  
01 Net Increase: \$1,814,748.56

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

CHECK ONE	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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) DFARS 252.232-7007 Limitation of Government Obligation (May 2006)

E. IMPORTANT: Contractor  is not,  is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

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

This modification provides incremental funds and fully funds Option Year 2.

Delivery: 09/21/2014

Payment Terms:ACCP

Delivery Location Code: 0008718777

See Attached Schedule CO 80235 US

Account Assignment: Y G/L Account: 6100.251B0

Business Area: D000 Commitment Item: 251B00 Cost

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A 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) Prescott Dalrymple
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED
16B. UNITED STATES OF AMERICA	16C. DATE SIGNED 18 April 2014 (Signature of Contracting Officer)



**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
W91QUZ06D0011/D11PD20248/0011

PAGE OF  
2 8

NAME OF OFFEROR OR CONTRACTOR  
DELL SERVICES FEDERAL GOVERNMENT, I

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
00150	<p>Center: DS68694100 Functional Area:                      DWHAQE000.1K0000 Fund: XXXD4523WH Fund Center:                      DS68694100 Project/WBS: DR.WHTRC.14672300 PR Acct                      Assign Line: 01                      FOB: Destination                      Period of Performance: 09/22/2011 to 09/21/2014</p> <p>Add Item 00150 as follows:</p> <p>D11PD20248; OPTION YEAR 2 INCREMENTAL FUNDING                      IT Approval Num: N</p>				1,814,748.56

Award/Contract Modification	Document No. D11PD20248 / 0011	Document Title Army CONUS Enterprise Service Desk	Page 3 of 8
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<b>Award/Contract Modification</b>	<b>Document No.</b> D11PD20248 / 0011	<b>Document Title</b> Army CONUS Enterprise Service Desk	Page 4 of 8
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SECTION A -- SOLICITATION/CONTRACT FORM

A. 1 BLOCK 14 CONTINUATION FORM MODIFICATION 0011

1. Incremental funding is hereby obligated in the amount of \$1,814,748.56 and is available for performance of CLIN 0003 services. CLIN 0003, Option Year 2, is now fully funded.
2. The total amount obligated on the overall contract is increased by \$1,814,748.56 from \$50,440,514.08 to \$52,255,262.64.

The total estimated contract value remains unchanged at \$52,273,501.48.

3. Funding Status is updated in Sections B.1 "Contract Line Item Detail" and G.3 "Contract Estimated Values and Funding Status."
4. The Period of Performance remains unchanged from 09/22/2011 through 09/21/2014.
5. Sections of the contract changed as a result of this modification are included herein and replace previous versions of those sections.
6. All other terms and conditions remain unchanged.

Award/Contract Modification	Document No. D11PD20248 / 0011	Document Title Army CONUS Enterprise Service Desk	Page 5 of 8
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SECTION B -- Supplies or Services and Prices

B. 1 Contract Line Item Detail

**CLIN 0001** Base Year – Tasks 1, 2, 3A, 3B and ODCs

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in the Base Year.

Estimated Costs:

	<u>Ceiling Value</u>
Task 1 – AKO Service Desk	\$6,054,136.00
Task 2 – AESD Service Desk	\$4,466,949.00
Task 3A - Additional AESD Sites - Fielding	\$199,432.00
Task 3B – Additional AESD Sites - Tickets	\$112,740.00
ODCs	\$2,212,297.07
SCA retro-active costs	\$1,091,312.49
AHT retro-active costs	\$1,105,422.24
De-obligation, Modification 0006	<\$379,416.64>
	<hr/>
CLIN 0001 Total	\$14,862,872.16

CLIN 0001 Period of Performance: 09/22/2011 through 09/21/2012

CLIN 0001 is funded by the following:

Item number 00010 in the amount of	\$ 1,149,758.45
Item number 00020 in the amount of	\$ 5,834,659.40
Item number 00030 in the amount of	\$ 3,228,000.70
Item number 00040 in the amount of	\$ 10,000.00
Item number 00050 in the amount of	\$ 4,640,453.61
	<hr/>
Total amount obligated/funded =	\$14,862,872.16

Award/Contract Modification	Document No. D11PD20248 / 0011	Document Title Army CONUS Enterprise Service Desk	Page 6 of 8
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**CLIN 0002A** Option Year 1A – Tasks 1, 2, 3A, 3B and ODCs – this CLIN is exercised and fully funded.

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” that is contained in Task Order Modification 0005, dated 2/25/2013. The contractor’s technical and cost proposal entitled “Army CONUS Enterprise Service Desk (AESD), dated March 22, 2011 is incorporated by reference. The line item is for technical services and includes labor.

Estimated Value of Option Year 1A is \$6,824,230.00  
 Period of Performance: 09/22/2012 through 03/31/2013

**CLIN 0002B** Option Year 1B – this CLIN is exercised and fully funded.

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” in Section C of Task Order Modification 0007. The line item is for technical services and includes labor.

Firm Fixed Price of Option Year 1B Labor and Services is \$8,794,394.00

Cost Reimbursable Amount for Travel and Other Direct Costs for Option Year 1B is \$583,464.00

Period of Performance: 4/1/2013 through 9/21/2013

CLINs 0002A and 0002B are funded by the following:

Item number 00060 in the amount of	\$ 3,621,862.75
Item number 00070 in the amount of	\$ 4,411,764.71
Item number 00080 in the amount of	\$ 2,941,176.47
Item number 00090 in the amount of	\$ 3,431,372.55
Item number 00100 in the amount of	\$ 1,795,911.52
Total amount obligated/funded	<u>\$16,202,088.00</u>

<b>Award/Contract Modification</b>	<b>Document No.</b> D11PD20248 / 0011	<b>Document Title</b> Army CONUS Enterprise Service Desk	Page 7 of 8
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**CLIN 0003** Option Year 2 – this CLIN is exercised and fully funded

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk in Section C of Task Order Modification 0007.

Period of Performance: 09/22/2013 through 09/21/2014

CLIN 0003 is funded by the following:

Item number 00110 in the amount of	\$7,352,941.00
Item number 00120 in the amount of	\$324,651.76
Item number 00130 in the amount of	\$5,151,700.00
Item number 00140 in the amount of	\$6,564,500.00
Item number 00150 in the amount of	\$1,814,748.56
Total amount obligated/funded	<hr/> \$21,208,541.32

Award/Contract Modification	Document No. D11PD20248 / 0011	Document Title Army CONUS Enterprise Service Desk	Page 8 of 8
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G.3 CONTRACT ESTIMATED VALUES AND FUNDING STATUS

This order is fully funded.

Funding status is as follows:

	<u>Estimated Ceiling Value</u>	<u>Obligated Amount</u>	<u>Un-obligated Amount</u>
CLIN 0001 – Base Year	\$ 14,862,872.16	\$14,862,872.16	\$ 0.00
CLIN 0002 – Option Year 1	\$ 16,202,088.00	\$16,202,088.00	\$0.00
CLIN 0003 – Option Year 2	\$ 21,208,541.32	\$21,208,541.32	\$0.00
<b>Total</b>	\$52,273,501.48	\$52,255,262.64	\$0.00

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   7
2 AMENDMENT/MODIFICATION NO 0010	3. EFFECTIVE DATE See Block 16C	4 REQUISITION/PURCHASE REQ NO	5 PROJECT NO (If applicable)
6 ISSUED BY Interior Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	CODE D32	7 ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Directora Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636	CODE D32
8 NAME AND ADDRESS OF CONTRACTOR (No. street county State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, I Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516		(x) 9A AMENDMENT OF SOLICITATION NO	9B DATED (SEE ITEM 11)
CODE 0070095255	FACILITY CODE	x 10A MODIFICATION OF CONTRACT/ORDER NO W91QUZ06D0011 D11PD20248	10B DATED (SEE ITEM 13) 09/22/2011

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)  
01 Net Decrease: -\$18,238.84

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

CHECK ONE	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, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF
X	D OTHER (Specify type of modification and authority) FAR 43.103 (a) (3) Mutal Agreement of Parties

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)

This modification deobligates unexpended year 1 funds.

Delivery: 09/21/2014

Payment Terms:

ACCP

Delivery Location Code: 0008718777

See Attached Schedule

See Attached Schedule

See Attached Schedule CO 80235 US

Account Assignment: Y G/L Account: 6100.251B0

Business Area: D000 Commitment Item: 251B00 Cost

Continued ...

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

15A NAME AND TITLE OF SIGNER (Type or print) Nathaniel Hines Director of Contracts	15B CONTRACTOR/OFFEROR Hines Hines (Signature of person authorized to sign)	15C. DATE SIGNED 2/26/14	16A NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Prescott Dalrymple	16B UNITED STATES OF AMERICA Prescott Dalrymple (Signature of Contracting Officer)	16C DATE SIGNED 2-26-2014
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<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   7	
2. AMENDMENT/MODIFICATION NO. 0010	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)	
6. ISSUED BY Interior Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	CODE D32	7. ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Directora Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636	CODE D32	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, I Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516		(x)	9A. AMENDMENT OF SOLICITATION NO.	
CODE 0070095255			9B. DATED (SEE ITEM 11)	
FACILITY CODE		X	10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248	
			10B. DATED (SEE ITEM 13) 09/22/2011	
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input type="checkbox"/> 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) 01		Net Decrease:		-\$18,238.84
<b>13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>				
<u>CHECK ONE</u>	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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).			
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:			
X	D. OTHER (Specify type of modification and authority) FAR 43.103 (a) (3) Mutal Agreement of Parties			
<b>E. IMPORTANT:</b> Contractor <input type="checkbox"/> is not. <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) This modification deobligates unexpended year 1 funds. Delivery: 09/21/2014 Payment Terms: ACCP Delivery Location Code: 0008718777 See Attached Schedule See Attached Schedule See Attached Schedule CO 80235 US  Account Assignment: Y G/L Account: 6100.251B0 Business Area: D000 Commitment Item: 251B00 Cost Continued ...				
Except as provided herein, all terms and conditions of the document referenced in Item 9 A 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)		
		Prescott Dalrymple		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED	
(Signature of person authorized to sign)		(Signature of Contracting Officer)		

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
W91QUZ06D0011/D11PD20248/0010

PAGE OF  
2 7

NAME OF OFFEROR OR CONTRACTOR  
DELL SERVICES FEDERAL GOVERNMENT, I

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
00060	Center: DS68694100 Functional Area: DWHAQE000.1K0000 Fund: XXXD4523WH Fund Center: DS68694100 Project/WBS: DR.WHTRC.12008901 PR Acct Assign Line: 01 FOB: Destination Period of Performance: 09/22/2012 to 09/21/2014  Change Item 00060 to read as follows (amount shown is the obligated amount):  D11PD20248 Clin 0002 Services - Mod 0010 The Funding Line for Mod 0010 is line 100.				-18,238.84

Contract Modification	Document No. D11PD20248 / 0010	Document Title Army CONUS Enterprise Service Desk	Page 3 of 7
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SECTION A -- SOLICITATION/CONTRACT FORM

A.1 BLOCK 14 CONTINUATION FORM MODIFICATION 0010

1. Unexpended funds from the Year 1 are hereby de-obligated.

Funding Line 0060 is reduced by \$18,238.84 from \$ 1,795,911.52 to \$1,777,672.68.

SAP funding line 00100 is reduced by \$18,238.84 from \$ 1,795,911.52 to \$ 1,777,672.68.

The total estimated contract value remains unchanged at \$52,273,501.48.

2. Funding Status is updated in section B.1.
3. Funding Status is updated in section G.3.
4. The obligated amount in CLIN 0003 is corrected from \$11,716,200.00 to \$19,393,752.92.
5. Contracting Officer's Representative is updated in section G. 4.
6. Sections of the contract changed as a result of this modification are included herein and replace previous versions of those sections.
7. All other terms and conditions remain unchanged.

<b>Contract Modification</b>	<b>Document No.</b> D11PD20248 / 0010	<b>Document Title</b> Army CONUS Enterprise Service Desk	Page 5 of 7
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SECTION B -- Supplies or Services and Prices

B.1 Contract Line Item Detail

**CLIN 0001** Base Year – Tasks 1, 2, 3A, 3B and ODCs

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in the Base Year.

Estimated Value of Base Year is \$ 14,862,872.16

Period of Performance: 09/22/2011 through 09/21/2012

CLIN 0001 is funded by funding line number

00010 in the amount of	\$1,149,758.45
00020 in the amount of	\$5,834,659.40
00030 in the amount of	\$3,238,000.70
00040 in the amount of	\$10,000.00
00050 in the amount of	\$4,640,453.61

Total amount obligated/funded for CLIN 0001 = \$ 14,862,872.16

**CLIN 0002** Option Year 1 – Tasks 1, 2, 3A, 3B and ODCs – this CLIN is exercised.

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in Option Year 1.

Estimated Value of Option Year 1 is \$ 16,202,088.00

Period of Performance: 09/22/2012 through 09/21/2013

CLIN 0002 is funded by funding line number

00060 in the amount of	\$3,621,862.75
00070 in the amount of	\$4,411,764.71
00080 in the amount of	\$2,941,176.47
00090 in the amount of	\$3,431,372.55
00100 in the amount of	\$1,777,672.68

Total amount obligated/funded for CLIN 0002 = \$ 16,183,849.16

<b>Contract Modification</b>	<b>Document No.</b> D11PD20248 / 0010	<b>Document Title</b> Army CONUS Enterprise Service Desk	Page 6 of 7
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**CLIN 0003** Option Year 2 – Tasks 1, 2, 3A, 3B and ODCs –

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in Option Year 2.

Estimated Value of Option Year 2 is \$ 19,393,792.76

Period of Performance: 09/22/2013 through 09/21/2014

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## SECTION G -- CONTRACT ADMINISTRATION DATA

### G.3 CONTRACT ESTIMATED VALUES AND FUNDING STATUS

This order is incrementally funded pursuant to DFARS Clause 252.232-7007, Limitation of Governments Obligation. Of the total estimated price of CLINs 0001, 0002A, 0002B and 0003 the sum of \$50,440,514.08 is presently available for payment and allotted to this contract. It is anticipated from time to time that additional funds will be allotted to this contract until the total estimated price of these items is allotted. It is contemplated that funds presently allotted to this contract will cover the work to be performed through September 2014.

The Contractor is not authorized to continue work beyond the point at which the total amount paid and payable by the Government approximates but does not exceed the total amount actually allotted by the Government to the contract.

Funding status is as follows:

	<u>Estimated Ceiling Value</u>	<u>Obligated Amount</u>	<u>Un-obligated Amount</u>
CLIN 0001 – Base Year	\$ 14,862,872.16	\$ 14,862,872.16	\$ 0.00
CLIN 0002 – Option Year 1	\$ 16,202,088.00	\$ 16,183,849.16	\$ -18,238.84
CLIN 0003 – Option Year 2	\$ 21,208,541.32	\$ 19,393,792.76	\$ 1,814,748.56
<b>Total</b>	<b>\$ 52,273,501.48</b>	<b>\$ 50,440,514.08</b>	<b>\$ 1,814,748.56</b>

### G.4 CONTRACTING OFFICER'S REPRESENTATIVE

An Alternative Contracting Officer's Representative is hereby added:

Craig Frank  
Maj, LG/FA53  
ACOR AESD

Email: [craig.e.frank.mil@mail.mil](mailto:craig.e.frank.mil@mail.mil)  
Comm: (520) 538-9571  
DSN: (312) 879-8571

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   8	
2. AMENDMENT/MODIFICATION NO. 0009	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO. See Schedule	5. PROJECT NO. (If applicable)	
6. ISSUED BY Interior Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	CODE D32	7. ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Directorate Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636	CODE D32	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, I Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)	
CODE 0070095255	FACILITY CODE	X 10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248	10B. DATED (SEE ITEM 13) 09/22/2011	
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> 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		Net Increase:		\$11,716,200.00
13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
CHECK ONE	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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).			
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:			
X	D. OTHER (Specify type of modification and authority) DFARS 252.232-7007 Limitation of Government Obligation (May 2006)			
E. IMPORTANT: Contractor <input checked="" type="checkbox"/> is not <input type="checkbox"/> is required to sign this document and return _____ 0 _____ copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)				
This modification exercises and incrementally funds Option Year 2				
Delivery: 09/21/2014				
Payment Terms: ACCP				
Delivery Location Code: 0008718777				
See Attached Schedule CO 80235 US				
FOB: Destination				
Period of Performance: 09/22/2011 to 09/21/2014				
Continued ...				
Except as provided herein, all terms and conditions of the document referenced in Item 9 A 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)		
		Prescott Dalrymple, Contracting Officer		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED	
(Signature of person authorized to sign)		Prescott Dalrymple (Signature of Contracting Officer)	09/16/2013	



<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES	
			1	8
2. AMENDMENT/MODIFICATION NO. 0009	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO. See Schedule	5. PROJECT NO. (if applicable)	
6. ISSUED BY Interior Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	CODE D32	7. ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Directorate Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636	CODE D32	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, I Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516		(x)	9A. AMENDMENT OF SOLICITATION NO.	
CODE 0070095255			9B. DATED (SEE ITEM 11)	
FACILITY CODE		x	10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248	
			10B. DATED (SEE ITEM 13) 09/22/2011	
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> 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		Net Increase:		\$11,716,200.00
<b>13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>				
CHECK ONE	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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).			
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:			
X	D. OTHER (Specify type of modification and authority) DFARS 252.232-7007 Limitation of Government Obligation (May 2006)			
E. IMPORTANT: Contractor <input checked="" type="checkbox"/> is not. <input type="checkbox"/> is required to sign this document and return _____ 0 _____ copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)				
This modification exercises and incrementally funds Option Year 2				
Delivery: 09/21/2014				
Payment Terms: ACCP				
Delivery Location Code: 0008718777				
See Attached Schedule CO 80235 US				
FOB: Destination				
Period of Performance: 09/22/2011 to 09/21/2014				
Continued ...				
Except as provided herein, all terms and conditions of the document referenced in Item 9 A 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)		
		Prescott Dalrymple, Contracting Officer		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED	
_____ (Signature of person authorized to sign)		_____ (Signature of Contracting Officer)	09/16/2013	

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
W91QUZ06D0011/D11PD20248/0009

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2 8

NAME OF OFFEROR OR CONTRACTOR  
DELL SERVICES FEDERAL GOVERNMENT, I

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
00130	<p>Add Item 00130 as follows:</p> <p>CLIN 0003 Option Year 2 Incremental Funding IT Approval Num: N Requisition No: 0040116469</p> <p>Accounting Info: 01 Account Assignment: Y G/L Account: 6100.251B0 Business Area: D000 Commitment Item: 251B00 Cost Center: DS68694100 Functional Area: DWHQEQ000.1K0000 Fund: XXXD4523WH Fund Center: DS68694100 Project/WBS: DR.WHTRC.13014800 PR Acct Assign Line: 01 Funded: \$5,151,700.00</p>				5,151,700.00
00140	<p>Add Item 00140 as follows:</p> <p>CLIN 0003 Option Year 2 Incremental Funding IT Approval Num: N Requisition No: 0040116468</p> <p>Accounting Info: 01 Account Assignment: Y G/L Account: 6100.251B0 Business Area: D000 Commitment Item: 251B00 Cost Center: DS68694100 Functional Area: DWHQEQ000.1K0000 Fund: XXXD4523WH Fund Center: DS68694100 Project/WBS: DR.WHTRC.13104900 PR Acct Assign Line: 01 Funded: \$6,564,500.00</p>				6,564,500.00

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<b>Award/Contract Modification</b>	<b>Document No.</b> D11PD20248 / 0009	<b>Document Title</b> Army CONUS Enterprise Service Desk	Page 4 of 8
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SECTION A -- SOLICITATION/CONTRACT FORM

A. 1 BLOCK 14 CONTINUATION FORM MODIFICATION 0009

1. Incremental funding is hereby obligated in the amount of \$11,716,200.00 and is available for performance of CLIN 0003 services.
2. The total amount obligated on the overall contract is increased by \$11,716,200.00 from \$38,742,552.92 to \$50,458,752.92. The total estimated contract value remains unchanged at \$52,273,501.48.
3. In Section B CLIN 0003, the Firm Fixed Price of Option Year 2 for Labor and Services is increased by \$0.39 to correct previous rounding errors. The estimated ceiling value for CLIN 0003 shown in Section G.3 is accurate.
4. Funding Status is updated in Sections B.1 "Contract Line Item Detail" and G.3 "Contract Estimated Values and Funding Status."
5. The Period of Performance remains unchanged from 09/22/2011 through 09/21/2014.
6. Sections of the contract changed as a result of this modification are included herein and replace previous versions of those sections.
7. All other terms and conditions remain unchanged.

Award/Contract Modification	Document No. D11PD20248 / 0009	Document Title Army CONUS Enterprise Service Desk	Page 5 of 8
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SECTION B -- Supplies or Services and Prices

B. 1 Contract Line Item Detail

**CLIN 0001** Base Year – Tasks 1, 2, 3A, 3B and ODCs

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in the Base Year.

Estimated Costs:

	<u>Ceiling Value</u>
Task 1 – AKO Service Desk	\$6,054,136.00
Task 2 – AESD Service Desk	\$4,466,949.00
Task 3A - Additional AESD Sites - Fielding	\$199,432.00
Task 3B – Additional AESD Sites - Tickets	\$112,740.00
ODCs	\$2,212,297.07
SCA retro-active costs	\$1,091,312.49
AHT retro-active costs	\$1,105,422.24
De-obligation, Modification 0006	<\$379,416.64>
	<hr/>
CLIN 0001 Total	\$14,862,872.16

CLIN 0001 Period of Performance: 09/22/2011 through 09/21/2012

CLIN 0001 is funded by the following:

Item number 00010 in the amount of	\$ 1,149,758.45
Item number 00020 in the amount of	\$ 5,834,659.40
Item number 00030 in the amount of	\$ 3,228,000.70
Item number 00040 in the amount of	\$ 10,000.00
Item number 00050 in the amount of	\$ 4,640,453.61
	<hr/>
Total amount obligated/funded =	\$14,862,872.16

<b>Award/Contract Modification</b>	<b>Document No.</b> D11PD20248 / 0009	<b>Document Title</b> Army CONUS Enterprise Service Desk	Page 6 of 8
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**CLIN 0002A** Option Year 1A – Tasks 1, 2, 3A, 3B and ODCs – this CLIN is exercised and fully funded.

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” that is contained in Task Order Modification 0005, dated 2/25/2013. The contractor’s technical and cost proposal entitled “Army CONUS Enterprise Service Desk (AESD), dated March 22, 2011 is incorporated by reference. The line item is for technical services and includes labor.

Estimated Value of Option Year 1A is \$6,824,230.00

Period of Performance: 09/22/2012 through 03/31/2013

**CLIN 0002B** Option Year 1B – this CLIN is exercised and fully funded.

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” herein Section C of this Task Order Modification 0007. The line item is for technical services and includes labor.

Firm Fixed Price of Option Year 1B Labor and Services is \$8,794,394.00

Cost Reimbursable Amount for Travel and Other Direct Costs for Option Year 1B is \$583,464.00

Period of Performance: 4/1/2013 through 9/21/2013

CLINs 0002A and 0002B are funded by the following:

Item number 00060 in the amount of	\$ 3,621,862.75
Item number 00070 in the amount of	\$ 4,411,764.71
Item number 00080 in the amount of	\$ 2,941,176.47
Item number 00090 in the amount of	\$ 3,431,372.55
Item number 00100 in the amount of	\$ 1,795,911.52
	<hr/>
Total amount obligated/funded	\$16,202,088.00

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CLIN 0003 Option Year 2 – this CLIN is exercised and partially funded

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” herein Section C of this Task Order Modification 0007. The line item is for technical services and includes labor.

Firm Fixed Price of Option Year 2 for Labor and Services is \$20,578,781.39

Cost Reimbursable Amount for Travel and Other Direct Costs for Option Year 2 is \$629,759.93

Period of Performance: 09/22/2013 through 09/21/2014

CLIN 0003 is funded by the following:

Item number 00110 in the amount of	\$7,352,941.00
Item number 00120 in the amount of	\$324,651.76
Item number 00130 in the amount of	\$5,151,700.00
Item number 00140 in the amount of	\$6,564,500.00
Total amount obligated/funded	<hr/> \$19,393,792.76

Award/Contract Modification	Document No. D11PD20248 / 0009	Document Title Army CONUS Enterprise Service Desk	Page 8 of 8
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G.3 CONTRACT ESTIMATED VALUES AND FUNDING STATUS

This order is incrementally funded pursuant to DFARS Clause 252.232-7007, Limitation of Governments Obligation. Of the total estimated price of CLINs 0001, 0002A, 0002B and 0003 the sum of \$50,458,752.92 is presently available for payment and allotted to this contract. It is anticipated from time to time that additional funds will be allotted to this contract until the total estimated price of these items is allotted. It is contemplated that funds presently allotted to this contract will cover the work to be performed through December 2013.

The Contractor is not authorized to continue work beyond the point at which the total amount paid and payable by the Government approximates but does not exceed the total amount actually allotted by the Government to the contract.

Funding status is as follows:

	<u>Estimated Ceiling Value</u>	<u>Obligated Amount</u>	<u>Un-obligated Amount</u>
CLIN 0001 – Base Year	\$ 14,862,872.16	\$14,862,872.16	\$ 0.00
CLIN 0002 – Option Year 1	\$ 16,202,088.00	\$16,202,088.00	\$ 0.00
CLIN 0003 – Option Year 2	\$ 21,208,541.32	\$11,716,200.00	\$1,814,748.56
<b>Total</b>	\$52,273,501.48	\$50,458,752.92	\$1,814,748.56



AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT 1. CONTRACT ID CODE PAGE OF PAGES  
1 9

2. AMENDMENT/MODIFICATION NO. 0008 3. EFFECTIVE DATE 09/22/2013 4. REQUISITION/PURCHASE REQ. NO. See Schedule 5. PROJECT NO. (If applicable)

6. ISSUED BY CODE D32 7. ADMINISTERED BY (If other than Item 6) CODE D32  
Interior Business Center, AQD  
Division 3/ Branch 2  
354 S Hwy 92  
Sierra Vista AZ 85635  
DOI, Acquisition Services Director  
Division 3/ Branch 2  
Post Office Box 1420  
Sierra Vista AZ 85636

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  
DELL SERVICES FEDERAL GOVERNMENT, I  
Attn: ATTN Government POC  
8270 WILLOW OAKS CORPORATE DRIVE  
FAIRFAX VA 22031-4516  
9A. AMENDMENT OF SOLICITATION NO. (x)  
9B. DATED (SEE ITEM 11)  
10A. MODIFICATION OF CONTRACT/ORDER NO. X  
W91QZ06D0011  
D11PD20248  
10B. DATED (SEE ITEM 13)  
09/22/2011  
CODE 0070095255 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) Net Increase: \$7,677,592.76  
See Schedule

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

CHECK ONE  
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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).  
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:  
D. OTHER (Specify type of modification and authority)  
X FAR 52.217-9 Option to Extend the Term of the Contract (March 2000)

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.)

This modification exercises and incrementally funds Option Year 2.

Delivery: 09/21/2014  
Payment Terms: ACCP  
Delivery Location Code: 0008718777  
See Attached Schedule CO 80235 US  
FOB: Destination

Continued ...

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

15A. NAME AND TITLE OF SIGNER (Type or print) KATHLEEN HINES Contracts Director  
15B. CONTRACTOR/OFFEROR  
15C. DATE SIGNED 8/11/13  
16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Prescott Dalrymple  
16B. UNITED STATES OF AMERICA  
16C. DATE SIGNED 8-2-2013  
(Signature of person authorized to sign) (Signature of Contracting Officer)

**AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT**

1. CONTRACT ID CODE \_\_\_\_\_ PAGE OF PAGES  
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2. AMENDMENT/MODIFICATION NO. 0008  
 3. EFFECTIVE DATE 09/22/2013  
 4. REQUISITION/PURCHASE REQ. NO. See Schedule  
 5. PROJECT NO. (If applicable) \_\_\_\_\_

6. ISSUED BY CODE D32  
 Interior Business Center, AQD  
 Division 3/ Branch 2  
 354 S Hwy 92  
 Sierra Vista AZ 85635

7. ADMINISTERED BY (If other than Item 6) CODE D32  
 DOI, Acquisition Services Directora  
 Division 3/ Branch 2  
 Post Office Box 1420  
 Sierra Vista AZ 85636

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  
 DELL SERVICES FEDERAL GOVERNMENT, I  
 Attn: ATTN Government POC  
 8270 WILLOW OAKS CORPORATE DRIVE  
 FAIRFAX VA 22031-4516

9A. AMENDMENT OF SOLICITATION NO. \_\_\_\_\_  
 9B. DATED (SEE ITEM 11) \_\_\_\_\_

X 10A. MODIFICATION OF CONTRACT/ORDER NO.  
 W91QUZ06D0011  
 D11PD20248  
 10B. DATED (SEE ITEM 13)  
 09/22/2011

CODE 0070095255 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 Net Increase: \$7,677,592.76

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

CHECK ONE

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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority)  
 X FAR 52.217-9 Option to Extend the Term of the Contract (March 2000)

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.)**

This modification exercises and incrementally funds Option Year 2.

Delivery: 09/21/2014  
 Payment Terms: ACCP  
 Delivery Location Code: 0008718777  
 See Attached Schedule CO 80235 US  
 FOB: Destination

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A 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)  
 Prescott Dalrymple

15B. CONTRACTOR/OFFEROR  
 15C. DATE SIGNED  
 16B. UNITED STATES OF AMERICA  
 16C. DATE SIGNED

\_\_\_\_\_  
 (Signature of person authorized to sign)

\_\_\_\_\_  
 (Signature of Contracting Officer)

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
W91QUZ06D0011/D11PD20248/0008

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NAME OF OFFEROR OR CONTRACTOR  
DELL SERVICES FEDERAL GOVERNMENT, I

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
00110	<p>Period of Performance: 09/22/2011 to 09/21/2014</p> <p>Add Item 00110 as follows:</p> <p>Option Year 2, CLIN 0003 IT Approval Num: N Requisition No: 0040088257</p> <p>Accounting Info: 01 Account Assignment: Y G/L Account: 6100.252Z0 Business Area: D000 Commitment Item: 252Z00 Cost Center: DS68694100 Functional Area: DWHAE000.1K0000 Fund: XXXD4523WH Fund Center: DS68694100 Project/WBS: DR.WHTRC.13915400 PR Acct Assign Line: 01 Funded: \$7,352,941.00</p>				7,352,941.00
00120	<p>Add Item 00120 as follows:</p> <p>Option 2 - Enterprise Service Desk IT Approval Num: N Requisition No: 0040097000</p> <p>Accounting Info: 01 Account Assignment: Y G/L Account: 6100.251B0 Business Area: D000 Commitment Item: 251B00 Cost Center: DS68694100 Functional Area: DWHAE000.1K0000 Fund: XXXD4523WH Fund Center: DS68694100 Project/WBS: DR.WHTRC.13915401 PR Acct Assign Line: 01 Funded: \$324,651.76</p>				324,651.76

<b>Award/Contract Modification</b>	<b>Document No.</b> D11PD20248 / 0008	<b>Document Title</b> Army CONUS Enterprise Service Desk	Page 3 of 9
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SECTION A -- SOLICITATION/CONTRACT FORM

A. 1 BLOCK 14 CONTINUATION FORM MODIFICATION 0008

1. Option Year 2, CLIN 0003, is hereby exercised in accordance with FAR 52.217-9 "Option to Extend the Term of the Contract" (March 2000.)
2. Incremental funding is hereby obligated in the amount of \$7,677,592.76 and is available for performance of CLIN 0003 services. The total estimated ceiling value for CLIN 0003 increased by \$0.32 from \$21,208,541.00 to \$21,208,541.32 to adjust for a rounding error in modification 0007.
3. The total amount obligated on the overall contract is increased by \$7,677,592.76 from \$31,064,960.16 to \$ 38,742,552.92. The total estimated contract value is increased by \$0.32 from \$52,273,501.16 to \$52,273,501.48.
4. Funding Status is updated in Sections B.1 "Contract Line Item Detail" and G.3 "Contract Estimated Values and Funding Status."
5. The estimated cost reimbursable amount for travel and other direct costs for CLIN 0002B is increased by \$189,242.82 from \$394,221.18 to \$583,464.00. The total amounts obligated for CLINs 0002A and 0002B remain unchanged at \$16,202,088.00.
6. The Period of Performance is extended from 09/22/2011 through 09/21/2013 to 09/22/2011 through 09/21/2014.
7. The Government Contract Administrator is hereby updated to Susanne Lang in Section G.2. "Contract Administration – Government."
8. Sections of the contract changed as a result of this modification are included herein and replace previous versions of those sections.
9. All other terms and conditions remain unchanged.

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SECTION B -- Supplies or Services and Prices

B. 1 Contract Line Item Detail

**CLIN 0001** Base Year – Tasks 1, 2, 3A, 3B and ODCs

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled "Army CONUS Enterprise Service Desk" dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in the Base Year.

Estimated Costs:

	<u>Ceiling Value</u>
Task 1 – AKO Service Desk	\$6,054,136.00
Task 2 – AESD Service Desk	\$4,466,949.00
Task 3A - Additional AESD Sites - Fielding	\$199,432.00
Task 3B – Additional AESD Sites - Tickets	\$112,740.00
ODCs	\$2,212,297.07
SCA retro-active costs	\$1,091,312.49
AHT retro-active costs	\$1,105,422.24
De-obligation, Modification 0006	<\$379,416.64>
	<hr/>
CLIN 0001 Total	\$14,862,872.16

CLIN 0001 Period of Performance: 09/22/2011 through 09/21/2012

CLIN 0001 is funded by the following:

Item number 00010 in the amount of	\$ 1,149,758.45
Item number 00020 in the amount of	\$ 5,834,659.40
Item number 00030 in the amount of	\$ 3,228,000.70
Item number 00040 in the amount of	\$ 10,000.00
Item number 00050 in the amount of	\$ 4,640,453.61
Total amount obligated/funded =	<hr/> \$14,862,872.16

<b>Award/Contract Modification</b>	<b>Document No.</b> D11PD20248 / 0008	<b>Document Title</b> Army CONUS Enterprise Service Desk	Page 6 of 9
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**CLIN 0002A** Option Year 1A – Tasks 1, 2, 3A, 3B and ODCs – this CLIN is exercised and fully funded.

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” that is contained in Task Order Modification 0005, dated 2/25/2013. The contractor’s technical and cost proposal entitled “Army CONUS Enterprise Service Desk (AESD), dated March 22, 2011 is incorporated by reference. The line item is for technical services and includes labor.

Estimated Value of Option Year 1A is \$6,824,230.00  
 Period of Performance: 09/22/2012 through 03/31/2013

**CLIN 0002B** Option Year 1B – this CLIN is exercised and fully funded.

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” herein Section C of this Task Order Modification 0007. The line item is for technical services and includes labor.

Firm Fixed Price of Option Year 1B Labor and Services is \$8,794,394.00

Cost Reimbursable Amount for Travel and Other Direct Costs for Option Year 1B is \$583,464.00

Period of Performance: 4/1/2013 through 9/21/2013

CLINs 0002A and 0002B are funded by the following:

Item number 00060 in the amount of	\$ 3,621,862.75
Item number 00070 in the amount of	\$ 4,411,764.71
Item number 00080 in the amount of	\$ 2,941,176.47
Item number 00090 in the amount of	\$ 3,431,372.55
Item number 00100 in the amount of	\$ 1,795,911.52
Total amount obligated/funded	<hr/> \$16,202,088.00

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**CLIN 0003** Option Year 2 – this CLIN is exercised and partially funded

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” herein Section C of this Task Order Modification 0007. The line item is for technical services and includes labor.

Firm Fixed Price of Option Year 2 for Labor and Services is \$20,578,781.00

Cost Reimbursable Amount for Travel and Other Direct Costs for Option Year 2 is \$629,759.93

Period of Performance: 09/22/2013 through 09/21/2014

CLIN 0003 is funded by the following:

Item number 00110 in the amount of	\$7,352,941.00
Item number 00120 in the amount of	\$ 324,651.76
Total amount obligated/funded	<u>\$ 7,677,592.76</u>



<b>Award/Contract Modification</b>	<b>Document No.</b> D11PD20248 / 0008	<b>Document Title</b> Army CONUS Enterprise Service Desk	Page 8 of 9
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SECTION G -- CONTRACT ADMINISTRATION DATA

G.2 CONTRACT ADMINISTRATION – GOVERNMENT

Government administration of this Contract shall be performed by:

Department of the Interior  
Interior Business Center  
Acquisition Services Directorate, Division III  
Post Office Box 1420  
Sierra Vista, AZ 85636

FedEx Deliveries  
Department of the Interior  
Interior Business Center  
Acquisition Services Directorate, Division III  
354 Hwy 90  
Sierra Vista, AZ 85635

POC: Susanne Lang, Contract Specialist  
Phone: 520-439-2452  
Fax: 520-439-2595  
Email: Susanne\_lang@ibc.doi.gov

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G.3 CONTRACT ESTIMATED VALUES AND FUNDING STATUS

This order is incrementally funded pursuant to DFARS Clause 252.232-7007, Limitation of Governments Obligation. Of the total estimated price of CLINs 0001, 0002A, 0002B and 0003 the sum of \$38,742,552.92 is presently available for payment and allotted to this contract. It is anticipated from time to time that additional funds will be allotted to this contract until the total estimated price of these items is allotted. It is contemplated that funds presently allotted to this contract will cover the work to be performed through December 2013.

The Contractor is not authorized to continue work beyond the point at which the total amount paid and payable by the Government approximates but does not exceed the total amount actually allotted by the Government to the contract.

Funding status is as follows:

	<u>Estimated Ceiling Value</u>	<u>Obligated Amount</u>	<u>Un-obligated Amount</u>
CLIN 0001 – Base Year	\$ 14,862,872.16	\$14,862,872.16	\$ 0.00
CLIN 0002 – Option Year 1	\$ 16,202,088.00	\$16,202,088.00	\$ 0.00
CLIN 0003 – Option Year 2	\$ 21,208,541.32	\$ 7,677,592.76	\$13,530,948.56
<b>Total</b>	<b>\$52,273,501.48</b>	<b>\$38,742,552.92</b>	<b>\$13,530,948.56</b>

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   46
2. AMENDMENT/MODIFICATION NO. 0007	3. EFFECTIVE DATE 04/01/2013	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY Interior Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	CODE D32	7. ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Directorate Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636	CODE D32
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, Inc, Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 0070095255	FACILITY CODE	x 10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248	10B. DATED (SEE ITEM 13) 09/22/2011

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

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

CHECK ONE	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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
x	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 43.103(a)(3) Mutual agreement of parties
	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.)

This modification revises the PWS to allow the Contractor to more efficiently make necessary adjustments to accommodate the Army's changing Information Technology environment.

Payment Terms: ACCP

Period of Performance: 09/22/2011 to 09/21/2013

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) <i>Nathan Hines</i> Director	15B. CONTRACTOR/OFFEROR <i>Halliburton</i>	15C. DATE SIGNED 5/29/13	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Brenda Campbell	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED 5-29-2013
(Signature of person authorized to sign)			(Signature of Contracting Officer)		

2. AMENDMENT/MODIFICATION NO. 0007	3. EFFECTIVE DATE 04/01/2013	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
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6. ISSUED BY Interior Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	CODE D32	7. ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Directorate Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636	CODE D32
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, Inc, Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516	(x)	9A. AMENDMENT OF SOLICITATION NO.
		9B. DATED (SEE ITEM 11)
	(x)	10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248
		10B. DATED (SEE ITEM 13) 09/22/2011
CODE 0070095255	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

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

CHECK ONE	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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 43.103(a) (3) Mutual agreement of parties
	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.)

This modification revises the PWS to allow the Contractor to more efficiently make necessary adjustments to accommodate the Army's changing Information Technology environment.

Payment Terms: ACCP

Period of Performance: 09/22/2011 to 09/21/2013

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) Brenda Campbell		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
_____ (Signature of person authorized to sign)		_____ (Signature of Contracting Officer)	

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## SECTION A -- SOLICITATION/CONTRACT FORM

### A.1 BLOCK 14 CONTINUATION FORM

1. Effective 1 April 2013, the Performance Work Statement (PWS) is revised to reflect a Contractor staffing structure that is more flexible in responding to fluctuations in the Government's need for Help Desk Support. This is a firm fixed price contract with cost reimbursement for Travel and Other Direct Charges.
2. Funding Status is updated in sections B.1 and G.3. Funding line numbers are changed as shown in Section B.1.
3. The previous version of the PWS is no longer valid and is replaced in full text in section C of this modification.
4. Section E., Acceptance and inspection criteria is added.
5. Section F, Period of Performance (POP) is updated. Option Year 1 is divided into two sub-CLINs, Option Year 1A and 1B, reflecting the period of performance (POP) for this option year prior to 1 April 2013 and after that date. The POP for Option Year 2 remains unchanged.
6. Section G.1, Contract Administration – Contractor's designee is revised to Pierre Bowery.
7. Section G.5, the invoicing basis is revised from the previous structure based on Task Orders and number of tickets received, to a fixed price based on the staffing structure.
8. Section H.2, Material and Handling (M&H) rates and General and Administrative (G&A) rates applicable to cost reimbursement are established.
9. In Section J., the previous version of Attachment 2, QASP for Task 1, is superseded, and Attachment 3 QASP for Tasks 2 and 3 is deleted in its entirety. A revised Attachment 2 QASP replaces them both and is applicable to the entire contract services.
10. Section J., Attachment 4, Dell Organizational Conflict of Interest Avoidance and Mitigation Plan is modified to include: "Ginger Kennedy."

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11. Section J., Attachment J.8, is replaced with U.S. Department of Labor letter dated Mar 14 2013, correcting the wage determination rates and fringes for the Help Desk I, II, and III categories for both Oklahoma County, OK, and Davidson County, TN.
12. The total amount obligated on the overall contract remains unchanged at \$31,064,960.16.
13. The estimate value for CLIN 0003, Option Year 2, is increased by \$4,841,463.12 from \$16,367,077.88 to \$21,208,541.00.
14. The overall contract (inclusive of all options) estimated value is increased by \$4,841,463.12 from \$47,432,038.04 to \$52,273,501.16.
15. The overall Period of Performance remains unchanged at 09/22/2011 through 09/21/2014.
16. Sections of the contract changed as a result of this modification are included herein and replace previous versions of those sections.
17. All other terms and conditions remain unchanged.

**Contractor's Statement of Release:** Contractor hereby releases the Government from any and all liability under this contract for further equitable adjustments attributable to such facts or circumstances giving rise to this modification.

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SECTION B -- SUPPLIES OR SERVICES AND PRICES

B.1 CONTRACT LINE ITEM DETAIL

CLIN 0001 Base Year -- Tasks 1, 2, 3A, 3B and ODCs

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled "Army CONUS Enterprise Service Desk" dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in the Base Year.

Estimated Costs:

	<u>Ceiling Value</u>
Task 1 -- AKO Service Desk	\$ 6,054,136.00
Task 2 -- AESD Service Desk	\$ 4,466,949.00
Task 3A - Additional AESD Sites - Fielding	\$ 199,432.00
Task 3B -- Additional AESD Sites - Tickets	\$ 112,740.00
ODCs	\$ 2,212,297.07
SCA retro-active costs	\$ 1,091,312.49
AHT retro-active costs	\$1,105,422.24
Deobligation, Modification 0006	<u>&lt;\$379,416.64&gt;</u>
CLIN 0001 total	\$14,862,872.16

Period of Performance: 09/22/2011 through 09/21/2012

CLIN 0001 is funded by the following:

Item number 00010 in the amount of	\$ 1,149,758.45
Item number 00020 in the amount of	\$ 5,834,659.40
Item number 00030 in the amount of	\$ 3,228,000.70
Item number 00040 in the amount of	\$ 10,000.00
Item number 00050 in the amount of	\$ 4,640,453.61
Total amount obligated/funded =	\$ 14,862,872.16



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**CLIN 0002A** Option Year 1A – Tasks 1, 2, 3A, 3B and ODCs – this CLIN is exercised.

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” that is contained in Task Order Modification 0005, dated 2/25/2013. The contractor’s technical and cost proposal entitled “Army CONUS Enterprise Service Desk (AESD), dated March 22, 2011 is incorporated by reference. The line item is for technical services and includes labor.

Estimated Value of Option Year 1A is \$6,824,230.00

Period of Performance: 09/22/2012 through 03/31/2013

**CLIN 0002B** Option Year 1B – this CLIN is exercised.

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” herein Section C of this Task Order Modification 0007. The line item is for technical services and includes labor.

Firm Fixed Price of Option Year 1B Labor and Services is \$8,794,394.00

Cost Reimbursable Amount for Travel and Other Direct Costs for Option Year 1B is \$394,221.18

Period of Performance: 4/1/2013 through 9/21/2013

CLIN 0002A and 0002B are funded by the following:

Item number 00060 in the amount of	\$ 3,621,862.75
Item number 00070 in the amount of	\$ 4,411,764.71
Item number 00080 in the amount of	\$ 2,941,176.47
Item number 00090 in the amount of	\$ 3,431,372.55
Item number 000100 in the amount of	\$ 1,795,911.52

Total amount obligated/funded = \$ 16,202,088.00

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**CLIN 0003** Option Year 2 – this CLIN is not funded

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” herein Section C of this Task Order Modification 0007. The line item is for technical services and includes labor.

Firm Fixed Price of Option Year 2 for Labor and Services is \$20,578,781.00

Cost Reimbursable Amount for Travel and Other Direct Costs for Option Year 2 is \$629,759.93

Period of Performance: 09/22/2013 through 09/21/2014

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## SECTION C – DESCRIPTIONS AND SPECIFICATIONS

### C.1 Performance Work Statement

#### 1. Task Overview:

The Army and DOD have recognized the need to update underperforming areas of IT operations, focusing on increasing user satisfaction while reducing costs. The Army is pursuing various means to address these issues, specifically through server consolidation, development and optimization of new and existing data centers and the potential development of a centralized or enterprise service center.

Currently the Army has numerous, redundant call centers and service desks. Some are at the installation level and others are operating as elements spanning numerous installations. All of these operations are effectively call centers, which are unable to provide sufficient first call resolution for the supported populations. Specifically, users are waiting extensive periods of time to receive an acknowledgement of their reported problem and additional time for resolution. Alternatively, some Army users have little or no call center/service desk support.

In March of 2009 Program Executive Office, Enterprise Information Systems (PEO EIS) established the Product Manager, Army Processing Centers / Network Service Center (PM APC/NSC) charged with developing an overall solution to this problem. PM APC/NSC analyzed the myriad of call centers and disparate end user Tier I through Tier IV support operations and determined that the Army requires a comprehensive, cost-effective Enterprise Service Desk (Help Desk) solution. In October 2012, the responsibility for the Enterprise Service Desk solution transitioned to Program Manager / Installation Information Infrastructure Communications and Capabilities (PM I3C2)

Accordingly, under I3C2, this SOW provides for a single-point-of- contact (SPOC) Enterprise Service Desk to support

- CONUS and OCONUS, NIPRNet and SIPRNet users
- Transition of Army CONUS and OCONUS Posts/Camps/Stations and IT Services
- Service Management and Project Management Office

#### 2. Scope:

I3C2 is seeking a performance-based services solution for meeting the Enterprise Service Desk (ESD) requirements described below under a single, performance based contract. The ESD shall serve the Army's identified IT user communities (CONUS and OCONUS, NIPRNet and SIPRNet user's) with a single point-of- contact for:

##### **Task 1: Enterprise Service Desk Operations, Tier 1.1 and Tier 1.2, 24/7/365, COOP support for:**

- Posts/Camps/Stations
- Army Knowledge Online
- Enterprise Services
- Enterprise Applications
- Functional Commands

**Task 2: Transition - Transition Teams to support:**

- Post/Camp/Station on-boarding
- Enterprise Services on-boarding
- Functional Command on-boarding
- Re-boarding of previously on-boarded P/C/S
- Process standardization

**Task 3: Service Management and Project Management Office functions to include:**

- SLA Administration
- Knowledge Management
- Deliverables
- Reporting and Analytics
- Problem Management
- Process Improvement

**3. Contract Type:**

The Government is anticipating a Firm Fixed Price contract with Cost Reimbursable CLIN's for the toll charges and any required travel.

**3.1 Business Rules for Ticket Creation**

The following business rules will be used in determining when tickets should and should not be created:

CHANNEL	EVENT	RESULT	EXCEPTIONS
Inbound Call	An inbound call is received with an inquiry, incident, problem, or service request	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket already exists for the incident, problem, service request, or other inquiry</li> <li>• The user is calling to check status on an existing ticket</li> <li>• The user is calling to provide additional information on an existing ticket</li> <li>• The user is calling to further discuss an existing ticket</li> <li>• The user is calling back because the initial call was disconnected</li> </ul>
	An inbound call is received from a user related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket for the specific user already exists for the problem</li> </ul>

Outbound Call	An outbound call is placed in response to an email or web form request for call-back	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a web chat request for call-back	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a voicemail request for call-back	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a user request for a call-back	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a user request for a call-back related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket for the specific user already exists for the problem</li> </ul>
Web Chat (When implemented)	A request to initiate a Web Chat session is received	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket already exists for the incident, problem, service request, or other inquiry</li> <li>• The web chat is initiated for the purpose of checking status on an existing ticket</li> <li>• The web chat is initiated for the purpose of providing additional information on an existing ticket</li> <li>• The web chat is initiated for the purpose of further discussing an existing ticket</li> <li>• The web chat is initiated for the purpose of complaining or complimenting</li> <li>• The web chat is initiated because the initial session was disconnected or lost</li> </ul>
	A request to initiate a Web Chat session is received and the session is related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket for the specific user already exists for the problem</li> </ul>

Inbound Email or Web form	An inbound email or web form is received with an inquiry, incident, problem, or service request	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket already exists for the incident, problem, service request, or other inquiry</li> <li>• The user is emailing to check status on an existing ticket</li> <li>• The user is emailing to provide additional information on an existing ticket</li> <li>• The user is emailing to further discuss an existing ticket</li> <li>• The user is emailing because the initial email or web form was incomplete</li> </ul>
	An inbound email or web form is received related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>• A ticket for the specific user already exists for the problem</li> </ul>

**4. Contractor Training and Certification:**

**4.1 INFORMATION ASSURANCE CONTRACTOR TRAINING AND CERTIFICATION (JAN 2008)**

(a) The Contractor shall ensure that personnel accessing information systems have the proper and current information assurance certification to perform information assurance functions in accordance with DoD 8570.01-M, Information Assurance Workforce Improvement Program. The Contractor shall meet the applicable information assurance certification requirements, including-

(1) DoD-approved information assurance workforce certifications appropriate for each category and level as listed in the current version of DoD 8570.01-M; and

(2) Appropriate operating system certification for information assurance technical positions as required by DoD 8570.01-M.

(b) Upon request by the Government, the Contractor shall provide documentation supporting the information assurance certification status of personnel performing information assurance functions.

(c) Contractor personnel who do not have proper and current certifications shall be denied access to DoD information systems for the purpose of performing information assurance functions.

(End of clause)

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**5. Telephony Communications:**

- 5.1 Where provided by the Contractor, and no later than the expiration of this Contract, the Contractor will transfer ownership of the toll-free number to the Government at no cost. If requested, the Contractor will transfer ownership of the toll-free number prior to expiry (for example, at successor Contractor assumption of responsibility) at no cost to the Government.

**6. Performance Requirements:**

The Performance requirements for this Contract are specified as Key Performance Indicators (KPI) and Service Level Agreements (SLA) in the provided Quality Assurance Surveillance Plans (QASP).

**7. Data Rights:**

The Government asserts the following data rights with respect to the deliverables of the Contractor during performance of this Contract:

- 7.1 The Government asserts Unlimited Rights with respect to any Knowledge documentation generated or modified in accordance with DFARS 252.227-7013, Rights in Technical Data-Noncommercial Items
- 7.2 The Government asserts Unlimited Rights with respect to any Analytics and Reporting work products or final products generated or modified in accordance with DFARS 252.227-7013, Rights in Technical Data-Noncommercial Items
- 7.3 The Government asserts Unlimited Rights with respect to all Deliverables specified in this Performance Work Statement in accordance with DFARS 252.227-7013, Rights in Technical Data-Noncommercial Items

**8. Travel and Expenses:**

All travel and expenses shall be performed consistent with the Federal Travel Regulation and Joint Travel Regulation and shall be approved by the Contracting Officer's Representative (COR) in writing prior to the travel or expense being incurred.

**9. Contractor Invoicing and Invoice Schedule:**

The following invoice guidelines shall be utilized for this Contract:

- 9.1 The Contractor shall submit an invoice to the Government through the Government's invoicing system as specified below
- 9.2 The Contractor shall submit a monthly invoice for services performed in the prior month.
- 9.3 Advance payment for goods and services associated with this Contract is prohibited in accordance with Section 3324 of Title 31 USC.

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## 10. Contractor Manpower Reporting:

The Contractor shall comply with the following Contractor Manpower Reporting requirements:

- 10.1 The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site where the contractor shall report ALL contractor manpower (including subcontractor manpower) required for performance of this contract. The contractor is required to completely fill in all the information in the format using the following web address: <https://contractormanpower.army.pentagon.mil>
- 10.2 The required information includes: (1) Contracting Office, Contracting Officer, Contracting Officer's Technical Representative; (2) Contract number, including task and delivery order number; (3) Beginning and ending dates covered by reporting period; (4) Contractor name, address, phone number, email address, identity of contractor employee entering data; (5) Estimated direct labor hours (including sub-contractors); (6) Estimated direct labor dollars paid this reporting period (including sub-contractors); (7) Total payments (including sub-contractors); (8) Predominant Federal Service Code (FSC) reflecting services provided by contractor (and separate predominant FSC for each sub-contractor if different); (9) Estimated data collection cost; (10) Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army Requiring Activity is responsible for providing the contractor with its UIC for the purposes of reporting this information); (11) Locations where contractor and sub-contractors perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website); (12) presence of deployment or contingency contract language; and (13) Number of contractor and sub-contractor employees deployed in theater this reporting period (by country).
- 10.3 As part of its Fixed Price, the contractor shall include the estimated cost (if any) incurred to comply with this reporting requirement. Reporting period will be the period of performance not to exceed 12 months ending September 30 of each government fiscal year and must be reported by 31 October of each calendar year. Contractors may use a direct XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the web site. The specific formats for the XML direct transfer may be downloaded from the web site.

## 11. Section 508:

The Contractor shall comply with the following Section 508 requirements:

- 11.1 Functional Performance Criteria
  - 11.1.1 Requirement 1194.31a: At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.
  - 11.1.2 Requirement 1194.31b: At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.
  - 11.1.3 Requirement 1194.31c: At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.



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- 11.1.4 Requirement 1194.31d: Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.
- 11.1.5 Requirement 1194.31e: At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.
- 11.1.6 Requirement 1194.31f: At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.

11.2 Information, Documentation, and Support

- 11.2.1 Requirement 1194.41a: Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charges.
- 11.2.2 Requirement 1194.41b: End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats, or alternate methods upon request, at no additional charge.
- 11.2.3 Requirement 1194.41c: Support services for products shall accommodate the communication needs of end-users with disabilities.

11.3 Section 508 Services Requirements

- 11.3.1 Requirement 1194.41a: Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charges.
- 11.3.2 Requirement 1194.41b: End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats, or alternate methods upon request, at no additional charge.
- 11.3.3 Requirement 1194.41c: Support services for products shall accommodate the communication needs of end-users with disabilities..

**12. Government or Third Party Independent Verification and Validation and Quality Assurance:**

The Government may elect to execute Independent Verification and Validation and/or Quality Assurance or contract with a third-party to perform Independent Verification and Validation and/or Quality Assurance of the services provided by the Contractor. The Contractor is expected to fully cooperate with any data or information requests made by these parties.

**13. Past Performance Reporting:**

The Government intends to conduct no less than annual performance surveillance and to report such performance through the appropriate Government-wide Past Performance databases. The Contractor's cooperation with this process is required.

**14. Personal Conflicts of Interest:**

In the course of performance pursuant to this contract, contractor personnel will be performing duties that affect non-Federal entities, such as contractors for other DoD contracts. Therefore, it is possible that contractor personnel will be called upon to engage in "personal and substantial" participation in a "particular matter" that has a "direct and predictable effect" on their financial interests, as those terms are defined in 5 Code of Federal Regulations, section 2635, Subpart D. Contractor agrees to use its best

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efforts to ensure that such personnel avoid such participation absent notice to, and approval by, the Contracting Officer. To that end, Contractor agrees that its personnel to include subcontractor personnel will, prior to the commencement of performance, sign and submit to the Government the Certificate of No Conflict of Interest which will be provided by the Government at award.

**15. Non-disclosure:**

In the course of performance pursuant to this contract, the contractor may access nonpublic information, including acquisition sensitive information. Contractor agrees that it will not use or disclose any such information unless authorized, in writing, by the Contracting Officer. Contractor further agrees that it will use its best efforts to ensure that its employees and others performing services under this contract will not use or disclose any such information unless authorized by the Contracting Officer. To that end, Contractor agrees that its employees and others performing duties under this contract will, prior to the commencement of performance, sign the Certificate of Nondisclosure which will be provided by the Government at award.

**16. Information Assurance Clauses:**

It is DoD policy that Information Assurance (IA) requirements shall be identified and included in the design, acquisition, installation, operation, upgrade, or replacement of all DoD information systems. This includes systems and processes developed within the Defense Acquisition System; systems and processes developed at private expense; outsourced business processes supported by private sector information systems; and outsourced information technologies. Information technology services provided under this contract must comply with statutory and regulatory IA policy. The source documents for this policy are:

- 16.1 Army Regulation 25-1, "Army Knowledge Management and Information Technology" dated December 4, 2008
- 16.2 Army Regulation 25-2, "Information Assurance" dated October 24, 2007; Rapid Action Revision (RAR) Issue Date: March 23, 2009
- 16.3 Army Regulation 380-5, "Department of the Army Information Security Program" dated September 29, 2000
- 16.4 Army Regulation 380-49, "Industrial Security Program" dated 15 April 1982
- 16.5 Army Regulation 380-53 "Information Systems Security Monitoring" dated April 29, 1998; revised Jan 17, 2013
- 16.6 Army Regulation 380-67, "Personnel Security Program" dated September 9, 1988; revised Aug 4, 2011
- 16.7 Army Regulation 500-3, "U.S. Army Continuity of Operations Program Policy and Planning" dated April 18, 2008
- 16.8 Army Regulation 530-1, "Operations Security (OPSEC)" dated April 19, 2007
- 16.9 Army Regulation 700-142, Type Classification, Materiel Release, Fielding and Transfer dated 26 March 2008; Rapid Action Review Issue Date 16 October 2008
- 16.10 Army Regulation 735-5, Policies and Procedures for Property Accountability dated 28 July 2005
- 16.11 Army Regulation 735-11-2, Reporting of Supply Discrepancies dated 6 August 2001
- 16.12 CJCS Instruction 6510.01F, "Information Assurance (IA) and Computer Network Defense (CND)" dated 9 February 2011
- 16.13 Computer Security Act of 1987 (Public Law No. 100-235 (H.R. 145)) dated January 8, 1988
- 16.14 Defense Acquisition Guidebook – Chapter 7, "Acquiring Information Technology, Including National Security Systems" dated December 8, 2008

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- 16.15 Defense Information Systems Agency (DISA) IAVM Process Handbook, Ver. 3, dated February 2007
- 16.16 Department of the Army Pamphlet 25-1-1, "Information Technology Support and Services" dated October 25, 2006
- 16.17 Department of the Army Pamphlet 25-1-2, "Information Technology Contingency Planning" dated November 16, 2006; revised Jun6, 2012
- 16.18 DFARS Subpart 239.71, "Security and Privacy for Computer Systems" revised January 10, 2008; revised Jun 21, 2010
- 16.19 DFARS 252.239-7001, "Information Assurance Contractor Training and Certification" dated January 10, 2008
- 16.20 DoD 5200.2-R, "Personnel Security Program" dated January 1987 (Administrative Reissuance Incorporating through Change 3, February 23, 1996)
- 16.21 DoD 5400.11-R, "Department of Defense Privacy Program" dated May 14, 2007
- 16.22 DoD 6025.18-R C8 "DoD Health Information Privacy Regulation" dated January 24, 2003
- 16.23 DoD CIO Memo "Certification and Accreditation Requirements for DoD Managed Enterprise Services Procurements" dated June 22, 2006
- 16.24 DOD Directive 3020.26, "Department of Defense Continuity Programs" dated January 9, 2009
- 16.25 DoD Instruction 3020.37, "Continuation of Essential DoD Contractor Services During Crises" dated November 6, 1990, Administrative Reissuance Incorporating Change 1, January 26, 1996
- 16.26 DoD Directive 5400.11, "DoD Privacy Program" dated May 8, 2007
- 16.27 DOD Directive 8000.01, "Management of the Department of Defense Information Enterprise" dated February 10, 2009
- 16.28 DOD Directive 8320.02, "Data Sharing in a Net-Centric Department of Defense" dated December 2, 2004 - Certified Current as of April 23, 2007
- 16.29 DoD Directive 8500.01E, "Information Assurance" dated October 24, 2002; revised Apr 23, 2007
- 16.30 DoD Directive 8570.01, "Information Assurance Training, Certification, and Workforce Management" dated August 15, 2004 (Certified Current as of April 23, 2007)
- 16.31 DoD Information Assurance Vulnerability Alert (IAVA) memorandum dated December 30, 1999
- 16.32 DoD Instruction 5200.40, "DoD Information Technology Security Certification and Accreditation Process (DITSCAP)" December 30, 1997
- 16.33 DoD Instruction 5400.16, "DoD Privacy Impact Assessment (PIA) Guidance" dated 12 February, 2009
- 16.34 DoD Instruction 8500.2, "Information Assurance Implementation" dated February 6, 2003
- 16.35 DoD Instruction 8510.01, "DoD Information Assurance Certification and Accreditation Process (DIACAP)" dated November 28, 2007
- 16.36 DoD Instruction 8580.1, "Information Assurance in the Defense Acquisition System" dated July 9, 2004
- 16.37 DoD Instruction 8910.01 "Information Collecting and Reporting" dated 6 March 2007; Jan 17, 2013
- 16.38 DoD IPv6 Standard Profiles for IPv6 Capable Products Version 3.0 dated June 13, 2008
- 16.39 DoD Manual 5220.22-M "Industrial Security Program Operating Manual (NISPOM)" dated February 28, 2006
- 16.40 DoD Manual 8570.01-M, "Information Assurance Workforce Improvement Program Manual" dated 19 December, 2005 - Incorporating Change 2, dated 20 April, 2010; Jan 24, 2012
- 16.41 DoD Memorandum "Disposition of Unclassified Computer Hard Drives" dated June 4, 2001
- 16.42 E-Government Act of 2002 (Pub. L. 107-347, 116 Stat. 2899, 44 U.S.C. §101, H.R. 2458/S. 803) dated December 17, 2002
- 16.43 FAR 52.224-1 -- Privacy Act Notification (1984)
- 16.44 FAR 52.224-2 -- Privacy Act (1984)

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- 16.45 Federal Information Processing Standards Publication 140-2, "Security Requirements for Cryptographic Modules" dated May 25, 2001 and revised December 3, 2002
- 16.46 National Security Presidential Directive 54/Homeland Security Presidential Directive 23 (NSPD-54/HSPD-23) dated January 2008 (WH release on Comprehensive National Cybersecurity Initiative, March 2, 2010)
- 16.47 National Security Telecommunications and Information Systems Security Policy (NSTISSP) No. 11, "Revised Fact Sheet National Information Assurance Acquisition Policy" and associated "Frequently Asked Questions" dated January 2000, and revised June 2003
- 16.48 NIST Special Publication 800-53 Revision 3, "Recommended Security Controls for Federal Information Systems and Organizations" dated August 2009; revised Jun 2012
- 16.49 OMB Circular A-130 (57 FR 18296) dated April 29, 1992 (Transmittal No. 4 dated the year 2000)
- 16.50 The National Security Act of 1947 (Pub. L, No. 235, 80 Cong., 61 Stat. 496, 50 U.S.C. ch 15) dated July 26, 1947
- 16.51 Section 3541 of title 44, United States Code, "Federal Information Security Management Act of 2002" (FISMA) Strategic Command Directive (SD) 527-1, "Department of Defense (DOD) Information Operations Condition (INFOCON) System Procedures" dated 27 January 2006
- 16.52 The Privacy Act of 1974, 5 U.S.C. 552a
- 16.53 Title 40/Clinger-Cohen Act (Pub L. 104-106, Division E) dated February 10, 1996; revised Aug 2006

This special contract provision shall be updated by reference for any changes to source documents. Any new laws or policies applicable to IA subsequent to issuance of this contract will be incorporated into the basic contract unilaterally without equitable adjustment to the basic contract. Any equitable adjustment shall be assessed by individual task orders that may be affected by the change as applicable.

**TASK: ARMY ENTERPRISE SERVICE DESK, TRANSITION TEAM, SERVICE AND PROJECT MANAGEMENT OFFICE**

**17. Overview**

Provides single-point-of-contact (SPOC) and lifecycle customer support for CONUS and OCONUS, NIPRNet and SIPRNet users, Transition of ARMY CONUS and OCONUS Posts/Camps/Stations, Functional Commands and IT Services and a Service and Project Management Office

**17.1 Place of Performance**

<b>Service Desk</b>	Oklahoma City, OK and Nashville, TN
<b>Reporting Team</b>	Ft. Belvoir, VA; Ft. Gordon, GA
<b>PM Team</b>	Ft. Belvoir, VA
<b>SD Operations Manager</b>	Nashville, TN
<b>Transition Teams</b>	Nashville, TN
<b>CRM's</b>	Ft. Gordon, GA; Ft. Sam Houston, TX; Ft. Eustis, VA

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**17.2 Period of Performance:**

For the Base Year and Option Year 1A, the Period of Performance is 9/22/2011 through 3/31/2013

For Option Year 1B and Option Year 2, the Period of Performance is 4/1/2013 through 9/21/2014

**17.3 Army Enterprise Service Desk Hours of Operation: 24/7/365**

**17.4 Government Furnished Equipment (GFE):**

The Government will provide to the Contractor for the purpose of contract performance: RightNow Web, Remedy, CA Service Desk Workflow systems; Bomgar Remote Access system; Right Answers Knowledge Management system; Army Gold Master (AGM); NIPRNet Access

**17.5 Government Furnished Information (GFI):**

The Government will provide to the Contractor: Army processes stored as Knowledge Documents in the Government's GFE Ticketing System

**17.6 Contractor Furnished Equipment (CFE):**

The following equipment will be furnished and maintained by the Contractor:

- SD Facility
- Computing and Telephony equipment
- ACD/IVR
- COOP and DR
- Public Internet connectivity
- CAC Connectivity

**17.7 Security Requirements:** The Security requirements in this contract are specified in the DD Form 254, Attachment J.5.

**17.8 Key Personnel:**

The following Roles are identified as Key Personnel for performance of this Task. This Task requires one (1) full time Program Manager, one (1) full time Project Manager, one (1) full time Service Desk Operations Manager (SDOM), and one (1) full time Transition Team Manager.

The Contractor shall provide complete resumes for all personnel supporting the Army Enterprise Service Desk in order to demonstrate alignment of individual skills and experience with key personnel. In the event a position is vacated, the contractor will submit a complete resume when they submit the application for a Common Access Card for the person replacing the vacated position. In addition, the contractor will supply any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the person(s) being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the consent on substitutes. No change in fixed unit prices may occur as a result of key personnel substitution.

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- 17.8.1 Program Manager (PM) – The Program Manager is defined as having responsibility for oversight of operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the Enterprise Service Desk
- 17.8.2 Project Manager (PMO Office) - Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.
- 17.8.3 Service Desk Operations Manager (SDOM) - The SDOM is defined as the on-site contractor liaison between the Government PM/COR and the Service Desk Operation. The SDOM shall have Information Technology (IT) Service Desk management or IT Service Desk operations experience. Responsible for ensuring the timely process through which incidents and problems are managed. Includes problem recognition, research, isolation, resolution and follow-up steps. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor (to the PM or the appropriate Army operations center) . Typically involves use of problem management database and help desk system. May provide guidance/training for less experienced personnel.
- 17.8.4 Transition Team Manager: Manages technical projects of a medium to high priority. Responsible for meeting budget and time goals. Supervises activities of multidisciplinary teams. Typically has 8-10 years of progressive business experience including management of projects. Reports to the Program Manager.

## 17.9 Definitions:

- 17.9.1 Tier 0 is defined as self-help requiring no direct contact between an End User and a Customer Service Representative.
- 17.9.2 Tier 1-1 is defined as call center and first level, non-dispatched basic problem assistance and incident resolution delivered via telephone, e-mail, web chat, or other online communication channel. Agents in this group usually do not have elevated privileges but may have basic skill sets to assist users in resolving issues which could have otherwise been resolved by the user. This may be accomplished using basic scripts describing the steps to resolve the basic issue. These agents will be designated as General Users in the systems.
- 17.9.3 Tier 1-2 is defined as second level, non-dispatched advanced problem assistance and incident resolution for incidents that cannot be resolved quickly (within 15 – 30 Min) and efficiently by Tier 1-1 delivered via telephone, e-mail, web chat, or other online communication channels. These agents make the computing environment less vulnerable by correcting flaws and implementing IAT controls in the hardware or software installed within their operational systems. These agents generally are required to have limited elevated privileges on local workstations to accomplish their tasks. These agents will be designated as Technical I (Tech I) users after completing required training above the General User level.

**18. SUBTASK 1: ENTERPRISE SERVICE DESK OPERATIONS**

**18.1 A: INCIDENT MANAGEMENT**

ID	Requirement	Performance Criteria
A-1	The Contractor shall serve as the single point of contact (SPOC) for all receipt, logging, classifying, prioritizing, tracking, resolution, and reporting of incidents, problems, and service requests for all customers of AESD CONUS/OCONUS, NIPR/SIPR Enterprise Services and Applications, P/C/S and Functional Commands, their associated components and environments through all approved and required channels.	Classification shall be in accordance with ticket workflow systems approved taxonomy.
A-2	The Contractor shall provide Tier 1-1, first level non-dispatched basic problem assistance, service request management, and incident resolution delivered via telephone, e-mail, web chat, or other communication.	Contractor delivery
A-3	The Contractor shall provide Tier 1-2, second level non-dispatched advanced problem assistance, service request management, and incident resolution for incidents that cannot be resolved quickly and efficiently by Tier 1-1 delivered via telephone, e-mail, web chat, or other communication.	Contractor delivery
A-4	The Contractor shall address all End User incidents, inquiries, and service requests including, but not limited to, troubleshooting End User incidents and problems, responding to "how-to" questions, explanation of features and functions, authentication and access, account set-up/modify/delete, password reset, and general technical assistance.	Contractor delivery
A-5	The Contractor shall resolve the maximum number of Incidents and inquiries on the first call.	In accordance with KPI 1
A-6	All transactions (open ticket, update ticket, escalate ticket, close ticket) with the Service Desk, regardless of channel, shall result in an email to the End User describing the nature of the incident and the resolution to the incident. This email is generated from GFE Ticketing Workflow systems when configured appropriately by the Contractor. Users may also check ticket status via a self-service inquiry to the GFE Ticketing Workflow systems. . (Where the provider has administrative rights and access)	No later than thirty (30) minutes after completion of the transaction.
A-7	<i>reserved</i>	
A-8	Ten (10) percent of Closed Tickets will result in an email Customer Satisfaction Survey to the End User. Survey automation is accomplished through the GFE Ticketing Workflow systems. (Where the provider has administrative rights and access)	No later than thirty (30) minutes after ticket closure.

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A-9	Changes to the Customer Satisfaction Survey shall be executed by the Contractor and approved by the AESD APM prior to use. (Where the provider has administrative rights and access)	Survey changes only upon AESD APM approval
A-10	The contractor shall serve as the primary interface to Army users of various Army enterprise services, applications, desktop and server applications and hardware, On-boarded and Army approved Commercial-off-the-Shelf (COTS) software as well as custom developed applications.	Contractor delivery
A-11	The Contractor shall support all software included in the Army Gold Master.	Contractor delivery
A-12	The Contractor shall support all software certified to operate on the Army network.	Contractor delivery
A-13	All Tier 1-2 Customer Service Agents (CSA) shall be ITIL V3 Foundations – certified personnel.	Certification must be obtained within 90 days of assignment to Tier 1-2
A-14	All Contractor Service Management and Project Management personnel, including Customer Relations Managers, assigned to this Contract shall be ITIL V3 Intermediate – Service Operations and Analysis (SOA) certified	Certification must be obtained within 6 months of hiring/promotion
A-15	The Contractor shall support a subset of users classified as Very Important People (VIP), designated by the Army as such in the Ticketing platform.	Contractor delivery
A-16	The Contractor shall support the NEC and TNOSC-provided Tier 2, second level, dispatched advanced problem assistance and incident resolution. Support shall include clarifying and conveying ticket information to external resolver groups, providing additional detail and information in the ticket based on discussion with external resolver groups, and related support tasks.	In accordance with SLA 5
A-17	The Contractor shall, in response to End User-created Email and Web tickets created in GFE workflow systems, provide a timely email acknowledgement indicating (1) the Ticket has been assigned to an agent, (2) the Ticket number, (3) the Agent identifier, and (4) the toll-free number for the Service Desk. The Government will not configure the GFE Ticketing System to auto-assign or auto-acknowledge Email and Web Tickets but will configure the Ticketing System to enable the agent to send a manual acknowledgement notification through ticketing system.	In accordance with SLA 4



## 18.2 B: LIFECYCLE TICKET MANAGEMENT

ID	Requirement	Performance Criteria
B-1	The Contractor's Service Desk Customer Service Agents (CSA) shall capture all mandatory data fields as required by the APM AESD and/or the leadership of AESD supported customers and configured in the GFE Ticketing Workflow System(s) or its successor	All required data fields complete with each update. In Accordance with SLA 5
B-2	The Contractor shall provide end-to-end ticket management for incidents and problems. Where a Ticket is escalated beyond Tier 1, the Service Desk shall be responsible for providing a consistent, single interface with the Customer wherever possible and for ensuring, the incident is resolved.	Contractor delivery
B-3	The Service Desk shall keep End Users informed regarding status of their ticket, incident, problem, or Service Request through (1) CSR voice response to phone calls, (2) email responses to email inquiries, (3) web chat responses to web chat inquiries, and/or (4) through a web interface that offers self-serve access to Ticket status information.	Upon customer inquiry (e.g., End User or Application Owner)
B-4	The Contractor shall configure and maintain ticketing system to send an email update to every customer with an open ticket, notifying the customer of the status of the incident. (Where the provider has administrative rights and access)	Contractor delivery
B-5	The Contractor shall report number of open tickets by age (24 hours or less, 1 to 7 days, 7 days or older), closed tickets (last 24 hours by time to resolve), First Call Resolved tickets by type, escalated tickets by type (to any Tier), through a ticket status report provided daily.	Daily (SITREP) NLT 1000est.
B-6	The contractor shall configure the ticket system, where applicable, to send out a confirmation of resolution notice when the ticket status is set to RESOLVED and configure the ticket system to set ticket status to CLOSED, in accordance with the ticketing system configuration, after the third business day if no response from the user is received.	Performance measure not applicable
B-7	The Contractor shall ensure that 90% ticket accuracy is maintained	In accordance with SLA 5; Spot reports provided at Government request.
B-8	The Contractor shall resolve, in a timely manner, the maximum possible number of Standard Tickets	In accordance with KPI 1

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
B-9	The Contractor shall resolve, in a timely manner, the maximum possible number of VIP Tickets	In accordance with KPI 1

### 18.3 C: SERVICE DESK OPERATIONS

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
C-1	The Contractor shall provide, staff, support and ensure 24x7x365 availability of all channels	In accordance with deliverable 3-5
C-2	The Contractor shall provide and support all required channels for ticket receipt including voice/phone, voicemail, email/email form, web form, and web chat (when implemented)	In accordance with deliverable 3-5; 24x7x365 availability of all channels
C-3	The Contractor shall provide, maintain, and operate all Service Desk facilities and systems not managed by the NEC and including telecommunications systems, call routing and handling technology, ticket management, and all other systems needed to meet the requirements of this Task Order.	In accordance with deliverable 3-5; 24x7x365 availability of all Service Desk systems
C-4	Upon APM AESD request all Service Desk calls shall be available for call monitoring and quality control upon request by the APM AESD.	30 days except when specifically identified for retention
C-5	The Contractor shall provide a daily summary of Service Desk statistics, and a comprehensive, monthly summary report including all data/fields as directed by the APM AESD	In accordance with deliverable 1-3; Business days by 0800
C-6	The Contractor shall maintain all ticket data (for all Government-approved Web fields within the ticketing system, without exception) for the life of the Contract and provide synopsis reports to the APM AESD upon request. (Where the provider has administrative rights and access)	Data to be provided to the Government within 24 hours of request
C-7	The Contractor shall support APM AESD-provided 508-compliant and TTY access to the Service Desk for disabled persons, in accordance with applicable regulatory and statutory requirements.	Performance measure not applicable
C-8	For service requests, the Contractor shall document the service request in the ticketing system and address or escalate per APM AESD policies. (Where the provider has administrative rights and access)	100% documentation of Service Requests
C-9	For general inquiries, the Contractor shall document the inquiry in the GFE ticketing system and address or escalate per established Army policies.	100% documentation of general inquiries

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
C-10	The Contractor shall ensure all Customer Service Agents and other staff complete all required training and certification including Information Assurance training per Army and DoD policy.	In accordance with Army and DoD requirements, policy, and regulations, including DoD 8570.01.
C-11	The Contractor shall install the Army Gold Master on GFE Customer Service Agent computers.	No later than Assumption of Responsibility
C-12	The Contractor's Service Desk facility shall be accredited with an Interim Authority to Operate (IATO) or Authority to Operate (ATO).	No later than Assumption of Responsibility.
C-13	The Contractor shall provide sufficient Customer Service Agent staff to meet inbound caller responsiveness expectations.	In accordance with SLA 2 and SLA 3
C-14	The Contractor shall provide liaison's to interact between the Service Desk and application/service resolver groups.	Contractor delivery
C-15	The Contractor shall review, approve, or disapprove in accordance with Army policy user photographs submitted for personal profiles. (When appropriate administrative rights are in place)	Performance measure not applicable

#### **18.4 D: ARMY ESD END USER ACCOUNT PROVISIONING AND ADMINISTRATION**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
D-1	The Service Desk shall receive, track, coordinate, and execute End User account creation, modification, deletion, and general administration tasks per Service Requests in accordance with Army security policies where account management function has been assigned to the Service Desk and enabled by the Army.	Once user request for account is approved by the Government, ESD account provisioning actions will be completed within 24 hours

#### **18.5 E: ESD REMOTE ACCESS**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
E-1	The Contractor shall utilize the Government-furnished Remote Access tools to maximize First Call Resolution and Customer Satisfaction.	In accordance with KPI 1

**18.6 F: SERVICE DESK CONTINUITY OF OPERATIONS / DISASTER RECOVERY**

ID	Requirement	Performance Criteria
F-1	The Contractor shall develop a Continuity of Operations and Disaster Recovery Plan and maintain the plan in a manner that provides for the smooth transfer of all mission or business essential functions to an alternate site for the duration of an event with minimal loss of operational continuity as determined by designated MAC level.	In accordance with Deliverable 1-1
F-2	The Contractor shall support COOP/DR planning to establish continuity procedures for the Service Desk.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the PdM P2E COOP policies.
F-3	The Contractor shall provide an existing Continuity of Operations (COOP) site, having hot failover capability, located within the continental U.S. (CONUS) at no less than fifty (50) miles from the Primary Site. The COOP shall be implemented to insure that a failure at the primary site is transparent to the end user.	No loss of service or service disruption.
F-4	The Contractor shall execute load balancing and replication of necessary Contractor data between their Primary and Secondary sites.	In accordance with the approved Continuity of Operations and Disaster Recovery (DR) Plan
F-5	The Contractor shall provide overall design, documentation, implementation, operational support, ensure replication of all applications/data approved by APM AESD Operations and on-site manning for business continuity and COOP.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the PdM P2E COOP policies.
F-6	The Contractor shall coordinate the re-routing of inbound calls to the COOP site in the event failover is initiated.	No loss of service or service disruption.
F-7	The Contractor shall support up to two (2) annual exercises of Service Desk COOP and provide an analysis of results and performance to the PMO.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the PdM P2E COOP policies. Deliver COOP/ DR Exercise and Operations Results Report in accordance with Deliverable 15.

**19. SUB-TASK 2: TRANSITION TEAM**

**19.1 G: FIELDING**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
G-1	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall conduct pre-site surveys to determine what fielding information is needed to inform the site survey process	In accordance with Deliverable 2-2
G-2	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall document installation points of contact for the survey & fielding teams in preparation for transition activities	In accordance with Deliverable 2-3
G-3	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall participate in a Fielding Conference, the first meeting between the AESD and the sites/services	Not Applicable
G-4	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall gather information necessary to develop the "AS-IS" documentation and shall support process definition including: 1. Current C4IM service support model, 2. Current business processes, 3. Provides starting point for process definition	In accordance with Deliverable 2-3
G-5	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall gather information necessary to develop the "TO-BE" documentation and shall support process definition derived from a combination of "AS-IS" documentation, other customer provided information, and knowledge of the end-state ESD	In accordance with Deliverable 2-3
G-6	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall provide process improvement recommendations that support cost efficiencies and/or an improved user experience	Performance measure not applicable
G-7	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall document how the sites/services handles incident management, problem management, change management, and Service Requests. The Contractor shall provide this documentation to the installation for review and for incorporation into the MOU.	In accordance with Deliverable 2-2
G-8	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall capture installation variances to identify personnel skill sets, applications in place, and business process maturity	In accordance with Deliverable 2-2

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
G-9	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall develop a Memorandum of Understanding which outlines the specific activities, C4IM IT services, infrastructure support, training, and meeting requirements in support of a service capability cutover. Note an MOU is executed for each NEC that is on-boarded.	In accordance with Deliverable 2-2
G-10	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall conduct Training, administered by the ESD, which will provide an opportunity to exercise process definitions. Training materials shall be provided to the installation.	In accordance with Deliverable 2-3
G-11	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall perform tool configuration/re-configuration as necessary in preparation for testing. (Where the provider has administrative rights and access)	Not Applicable
G-12	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall perform end-to-end functional testing that serves to validate the processes and their technical aspects to ensure a successful overall capability. The testing shall utilize use cases that describe critical AESD operational scenarios, to include: <ul style="list-style-type: none"> <li>· Referrals</li> <li>· Notifications</li> <li>· Access to current reporting capabilities</li> </ul>	For each installation fielded to the ESD.
G-13	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall prepare and deliver a pre-Cutover Brief which recaps on-boarding activities to gaining command, provides schedule for final cut-over with activities required to complete the on-boarding process, and provide the installation a "leave-behind" package.	In accordance with Deliverables 2-4 and 2-7
G-14	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall monitor and report service performance to be reviewed weekly and monthly and used to assess AESD performance.	In accordance with Deliverable 2-6
G-15	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall deliver an After Action Review which discusses the transition process between ESD and gaining command and captures discussion items (issues/concerns) for inclusion in Lessons Learned.	In accordance with Deliverable 2-5

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
G-16	For sites/services on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall develop and maintain a Lessons Learned document, a living document which encompasses all on-boarded installations, captures both strengths and weaknesses for all phases of the on-boarding process.	In accordance with Deliverable 2-6

**19.2 H: CONTRACT TRANSITION AND CLOSE OUT**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
H-1	The Contractor shall assist the Government in planning and implementing a complete transition from this contract to the follow-on provider. This transition may be to a Government entity, another Contractor or to the incumbent Contractor under a new contract/order. This work shall include formal coordination with Government staff, successor Contractor staff, and management	Not Applicable
H-2	The contractor shall deliver copies of all existing policies and procedures, extracts of existing data by the Contractor into Government-specified transfer formats, and delivery of required historical metrics and statistics	Contractor provide one electronic set in contractor formats.
H-3	The Contractor shall provide the Government with a transition plan at contract completion, or termination to a follow-on contract/order, or Government entity. This transition plan shall describe and include, but is not limited to, the following procedures: <ul style="list-style-type: none"> <li>• Coordination with Government representatives.</li> <li>• Review, evaluation and transition of current support services.</li> <li>• Transition of all current and historic data to new system.</li> <li>• Transfer of all necessary business and/or technical documentation.</li> <li>• Transfer of hardware warranties and licenses (if applicable).</li> <li>• Transfer of business rules, to include all versions, maintenance updates and patches (if applicable).</li> </ul>	Deliverable will be provided in contractor format.

**19.3 I: OMITTED**

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**20. SUB-TASK 3: SERVICE AND PROJECT MANAGEMENT OFFICE**

**20.1 J: CUSTOMER SUPPORT PAGE**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
J-1	The Contractor shall build and manage a Tier 0, self-help, Customer Support Page accessible from the AKO ES home page and featuring Frequently Asked Questions (FAQs), user guides, and Knowledge Documents. (Where the provider has administrative rights and access)	The Customer Support Page shall be available 24x7x365.
J-2	The Contractor shall be responsible for all configuration, management, and maintenance of the Customer Support Page.	Not Applicable
J-3	The phone number to the Contractor's Service Desk, email address for support inquiries, and link to a web-page for creating an online ticket shall be displayed on the Customer Support Page	Font size and presentations approved by the APM AESD
J-4	The Customer Support Page shall provide a link to enable End Users to create their own Ticket in the GFE Ticketing System. (Where this capability exists in the GFE Ticketing System)	Contractor delivery.
J-5	The Customer Support Page shall enable End Users to submit feedback to the Service Desk. The Contractor shall produce and deliver a monthly summary report of End User feedback.	Feedback Form link shall be prominently displayed on the Customer Support Page at a font size approved by the APM AESD.
J-6	The Contractor shall develop, publish, and update internal (for use within the Service Desk) and external (for use by End Users) Frequently Asked Questions (FAQ). (Where the provider has administrative rights and access)	Contractor delivery.
J-7	The Contractor shall monitor and review the effectiveness of self-help capabilities and usage and report to the APM AESD	On a monthly basis during the Monthly PMR.
J-8	The Customer Support Page shall provide access for all customers to the Contractor's Web Chat capability. (The Web Chat capability may not be available at Award and will become available at a later date.)	No less than 100 hours per week of Web Chat availability
J-9	The Customer Support Page shall feature and the Contractor shall update Top Ten eFAQs; Top Ten shall be updated daily based on incident volume. (Where the provider has administrative rights and access)	The currency of the list shall be maintained on a daily basis.



**20.2 K: SERVICE DESK TICKETING SYSTEM**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
K-1	All Service Desk calls, web chat session text, email strings, and web forms shall be recorded and retained in the ticketing system for future review at APM AESD direction. (Where the provider has administrative rights and access)	100% retention where the Retention Period is 180 calendar days
K-2	The Contractor shall configure the ticketing system to enable customers to create their own ticket. (Where the provider has administrative rights and access)	Contractor delivery.
K-3	The Contractor shall present a report summarizing responses to the Closed Ticket Survey.	In Accordance with Deliverable 1-2
K-4	Should the Ticketing System or successor application be unavailable the Contractor shall create manual tickets and, after Ticketing System is again available, create Ticketing System tickets from all manual tickets.	Ticketing System tickets to be created from manual tickets in less than 5 calendar days from the Ticketing System outage. (Exceptions will be reviewed on a case-by-case basis) .
K-5	Where the provider has administrative rights and access, The Contractor shall operate and configure the GFE Ticketing Workflow systems to meet the requirements of the Service Desk Operations Task. (The Government will maintain the hardware and operating system for the GFE Ticketing Workflow systems)	Contractor delivery.

**20.3 L: AUTOMATED CALL DIRECTOR (ACD) / INTERACTIVE VOICE RESPONSE (IVR) COORDINATION**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
L-1	The Contractor shall provide an ACD and IVR system to accept incoming calls via the GFE toll-free number and route these calls to the appropriate destination based on caller input.	The ACD and IVR shall be available 24x7x365 with 99% availability.
L-2	The Contractor shall provide the capability to upload outgoing dynamic message files to the IVR. The Contractor shall be responsible for posting such files to the IVR on APM AESD request.	For standard changes, messages posted to the IVR within four (4) business hours of APM AESD request. For Urgent changes, messages posted to the IVR within one (1) hour of APM AESD request
L-3	The Contractor shall execute Government-requested IVR changes	Changes shall be complete and operational in eight (8) weeks or less.

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
L-4	The Contractor shall provide two (2) non-published, toll-free numbers/lines for the Army Enterprise Service Desk. .	Contractor delivery.
L-5	The Contractor shall, upon request, relinquish any of the non-published, toll-free numbers to the appropriate Call Center provider.	In thirty (30) calendar days or less from written request by the Government.
L-6	The Contractor shall establish and modify the configuration, menu options, and parameters of the Interactive Voice Response (IVR) unit in accordance with Government specifications.	Initial configuration, as requested by the Government, operational no later than Assumption of Responsibility (AOR).
L-7	The Contractor shall provide weekly statistics on calls transferred to other provided, TNT calls, and other related statistical data.	Weekly no later than Tuesday 0800 f or the prior week's activity.
L-8	The Contractor shall provide Automated Busy No Answer Redirect (BNAR) routing during outage conditions if so requested by the Government.	Upon Government request.

#### 20.4 M: ESD KNOWLEDGE MANAGEMENT

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
M-1	The Contractor shall author, revise, and update solutions to APM AESD-selected Incidents and Problems in the Knowledge Management database for use by CSAs in all Tiers, by End Users, and by the Contractor's incident/problem management processes.	Documentation, testing, and availability in the knowledgebase will occur within ten (10) business days of their being identified by the APM AESD.
M-2	The Contractor shall develop Knowledge Documents prior to the launch of any new capability or changes to existing capabilities. New Knowledge Documents shall be reviewed and approved by the APM AESD and posted prior to the launch of the new capability or the change to existing capability.	Posted no less than 24 hours prior to launch or release.
M-3	The format and content for Knowledge Documents shall be approved by the APM AESD prior to use.	The APM AESD shall be provided a minimum of 48 hours for review and approval.

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
M-4	The Knowledge Management database shall be accessible 24x7x365 to End Users for self help and shall be populated with Knowledge Documentation to enable Tier 0 self-help. The knowledge database for Tier 1 and 2 shall also be accessible 24x7x365.	24x7 during the Task Order period of performance.
M-5	The Contractor shall periodically review all Knowledge Documents to ensure accuracy, currency, and relevancy.	On a monthly basis.
M-6	The Contractor shall utilize the GFE RightAnswers (or equivalent) KnowledgePaks to expedite resolution of End User Incidents and Problems.	Contractor usage.

#### 20.5 N: ESD PROBLEM MANAGEMENT

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
N-1	Record, manage and escalate service problems as appropriate	In accordance with Deliverable 3-9
N-2	Analyze historical data to help identify problem areas and notify the owner of the problem area and offer assistance in helping the problem, application, process, hardware owner in identifying the root cause	In accordance with Deliverable 3-9
N-3	Identify underlying causes of incidents to prevent recurrences and enable development of solutions to problems	In accordance with Deliverable 3-9
N-4	Develop/Suggest workarounds or other solutions to incidents	In accordance with Deliverable 3-9
N-5	Suggest changes to eliminate known problems	In accordance with Deliverable 3-9

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**20.6 O: ESD CUSTOMER RELATIONS MANAGEMENT**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
O-1	The Contractor shall support development of Operating Level Agreements (OLAs) with other service providers (e.g., contractor and/or government personnel supported NECs at the installation level) for interaction, escalation and dispatch (desk side support) of trouble tickets.	At Government request
O-2	The Contractor shall develop Standard Operating Procedures (SOPs) for the operation and maintenance of the ESD.	In accordance with Deliverable 3-1
O-3	The Contractor shall provide Customer Relations Management teams to support the 106th Signal Brigade at Fort Sam Houston, TX and the 93rd Signal Brigade at Fort Eustis, Newport News, VA and 7 <sup>th</sup> SCC (T) at Ft. Gordon, GA to review tickets and liaise between the Service Desk and the brigades.	Contractor delivery.

**20.7 P: ESD SERVICE LEVEL MANAGEMENT**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
P-1	The Contractor shall develop, document, refine, and maintain the currency of its Service Level Management processes and procedures and include such processes in a Service Level Management.	In accordance with Deliverable 3-2
P-2	The Contractor shall measure, monitor, and report Service Level attainment as described in contractual Service Level Agreements (SLA).	In accordance with Deliverable 3-4; Measurement, monitoring, and reporting in accordance with the parameters described in the SLAs in the Quality Assurance Surveillance Plan (QASP)
P-3	The Contractor shall analyze any SLA failure and document such analysis and the proposed remediation (i.e., "get-well") plan in an SLA Failure report to the APM AESD	In accordance with Deliverable 3-4
P-4	The Contractor shall brief the SLA failure root cause and its actions to remediate SLA failures at the following Monthly PMR.	At the Monthly PMR following SLA failure.

**20.8 Q: ESD PROJECT MANAGEMENT AND COORDINATION**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
Q-1	The Contractor shall coordinate the transfer of the current toll-free number to the Government-furnished successor toll-free number.	Off-hours test to be conducted no less than three (3) days prior to Assumption of Responsibility
Q-2	The Contractor shall manage the administration of the invoicing process from the telecommunications provider.	Not Applicable
Q-3	The Contractor shall develop a Materiel Fielding Plan (MFP) that addresses all Integrated Logistics Support Elements (ILS) applicable to the capability being fielded.	IAW Chapter 5, AR 700-142
Q-4	The Contractor shall meet U.S. Army materiel and property accountability requirements for hardware and software under their control.	IAW AR 735-5 and AR 735-11.
Q-5	The contractor shall identify, register and affix tags for equipment requiring unique item identification for tangible personal property.	IAW DFARS 252.211-7003 and DFARS 252.211-7007
Q-6	The contractor shall report and provide equipment listings and data elements required in accordance with acceptable standards contained in the Army Standard Line Automated Management and Integrating System (SLAMIS) and preparation of issue and turn in documents.	IAW AR 735-5 and AR 735-11
Q-7	The contractor shall provide hardware warranty data for equipment fielded/issued to GC	IAW Government provided template
Q-8	The contractor shall provide software license agreement and key data for software licenses fielded/issued to GC	IAW Government provided templates
Q-9	The contractor shall review all Key Performance Indicator's (KPI's) and Service Level Agreements (SLA's), with government, in order to add, modify, or remove SLAs or KPIs for the support services being provided under this contract	KPI's and SLA's to be reviewed Quarterly
Q-10	The contractor shall review all personnel Head count totals broken down by Program Management Team, Transition Team, Service Mgt Team/PMO; the headcount report will also include a breakdown of Tier1-1 and Tier 1-2 agents. To include regular hours and overtime hours in order to add, modify, or remove personnel Head count for the support services being provided under this contract	In accordance with Deliverable 3-11; Head count totals to be reviewed on a Monthly basis

**20.9 R: ESD REPORTING, ANALYTICS, AND TREND ANALYSIS**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
R-1	The Contractor shall perform reporting in accordance with the Deliverables specified below. Reporting tools shall be compatible with the Government's GFE Ticketing System. (Where the provider has administrative rights and access)	In accordance with Deliverables 1-1 through 3-11
R-2	The Contractor shall perform analytics in accordance with the Deliverables specified below. Analytical tools shall be compatible with the Government's GFE Ticketing System. (Where the provider has administrative rights and access)	In accordance with Deliverables 1-1 through 3-11
R-3	The Contractor shall perform trend analysis of call, ticket, user, incident, problem, and service request data in accordance with the Deliverables specified below. (Where the provider has administrative rights and access)	In accordance with Deliverables 1-1 through 3-11

**21. TASK DELIVERABLES:**

The following deliverables are the responsibility of the Contractor:

<b>Task</b>	<b>ID</b>	<b>Deliverable Name</b>	<b>Deliverable Description</b>	<b>Deliverable Due Date</b>	<b>Submitted To</b>
1	1-1	<b>COOP/ DR Exercise and Operations Results Report</b>	In accordance with APM AESD PMO-approved COOP/DR Plan.	Seven (7) business days after completion of the Exercise	COR
1	1-2	<b>Weekly Closed Ticket Survey results</b>	Ticket grading on closed tickets. Report should contain a section for each ticketing system	Weekly on Wednesday for the results of the prior week (Monday through Sunday)	COR
1	1-3	<b>Daily and Monthly Statistical Data Report</b>	Daily and monthly statistical data report including but not limited to performance against all Tasks, Section 5 SLA's, as well as call volume analytics by category/class, priority, CI/service and other attributes tracked in the SMS.	NLT 1000est and Monthly PMR	COR
1	1-4	<b>Frequently Asked Questions (FAQ)</b>	AKO/DKO eFAQs and iFAQs database	Ongoing or upon PD AKO/DKO request	COR
1	1-5	<b>End User Feedback Summary Report</b>	Summary of End User feedback acquired through the Customer Satisfaction Survey from ICE and any other survey systems used	At the Monthly PMR	COR

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
1	1-6	<b>Continuity of Operations and Disaster Recovery (COOP/DR) Plan.</b>	<p>The Continuity of Operations and Disaster Recovery Plan shall, at a minimum:</p> <ul style="list-style-type: none"> <li>• Enumerate mission-critical functions and services in accordance with respective APM AESD PMO-specified recovery time objectives (RTO)</li> <li>• Describe a COOP/DR solution that considers current facilities/sites and IT assets</li> <li>• Describe procedures in the event of a COOP or DR event</li> <li>• Describe testing procedures for the COOP/DR capability</li> <li>• Address roles and responsibilities of APM AESD PMO and Contractor personnel</li> <li>• Include a Threat Analysis</li> <li>• Specify reporting procedures and format for COOP/ DR exercises and operations <ul style="list-style-type: none"> <li>• Describe a maintenance strategy for the COOP/DR Plan</li> </ul> </li> </ul>	Notice to Proceed plus 60 calendar days; reviewed and updated 30 CD prior to Task Order expiry	COR
2	2-1	<b>Materiel Fielding Plan (MFP)</b>	Prepared in accordance with Table E-1, Sections 1-9 DA PAM 700-142	TBD Date to be agreed upon between contractor and Gov. Plan should be updated for Functional Commands, Organizations, and Services	COR
2	2-2	<b>Pre-site Survey</b>	Identifies fielding information is needed to inform the site survey process for each Installation/Functional/Service	Pre-site surveys conducted three (3) weeks or more prior to the actual Site Survey	COR
2	2-3	<b>Site or Service Specific Implementation Plan (SSIP)</b>	Outlines the specific activities, C4IM IT services, infrastructure support, and meeting requirements in support of a service capability cutover. An SSIP is executed for each NEC that is on-boarded. Includes As-Is and To Be documentation.	As needed for each fielded installation/Functional or Service.	COR

2	2-4	<b>Pre-Cutover Brief</b>	Recaps on-boarding activities to gaining command, provides schedule for final cut-over with activities required to complete the on-boarding process, and provides the installation a "leave-behind" package.	No less than five (5) calendar days prior to Cutover.	COR
2	2-5	<b>After Action Review</b>	Discusses the transition process between ESD and gaining command and captures discussion items (issues/concerns) for inclusion in Lessons Learned. <ul style="list-style-type: none"> <li>• Weaknesses should discuss strategies for improvement</li> <li>• Post-fielding survey (gaining command responsibility) an important feeder</li> </ul>	No later than seven (7) calendar days after Cutover is complete.	COR
2	2-6	<b>Lessons Learned document</b>	Captures discussion items (issues/concerns) for the transition process between ESD and gaining command Strengths should discuss strategies and/or activities that led to success: <ul style="list-style-type: none"> <li>• Weaknesses should discuss strategies for improvement</li> <li>• Post-fielding survey (gaining command responsibility) an important feeder</li> </ul>	Seven (30) calendar days after cut-over.	COR
2	2-7	<b>Installation /Service/Organization "Leave-behind package"</b>	Includes: <ul style="list-style-type: none"> <li>• In-brief</li> <li>• Site-specific implementation plan</li> <li>• Completed project plan</li> <li>• Data submitted by NEC</li> <li>• TTPs (as applicable) <ul style="list-style-type: none"> <li>• Test and validation use cases and results</li> </ul> </li> <li>• Documents installation points of contacts</li> </ul>	Seven (7) calendar days after completion of fielding.	COR



2	2-8	<b>Contract Close Out Transition Plan</b>	Includes: <ul style="list-style-type: none"> <li>• Coordination with Government representatives.</li> <li>• Review, evaluation and transition of current support services.</li> <li>• Transition of all current and historic data to new system.</li> <li>• Transfer of all necessary business and/or technical documentation.</li> <li>• Transfer of hardware warranties and licenses (if applicable).</li> <li>• Transfer of business rules, to include all versions, maintenance updates and patches (if applicable).</li> </ul>	September 21, 2014	COR
2	2-9	<b>Contract Close Out Project Documentation</b>	Includes: <ul style="list-style-type: none"> <li>• Copies of all existing policies and procedures</li> <li>• Extracts of existing data by the Contractor into Government-specified transfer formats</li> <li>• Historical metrics and statistics</li> </ul>	September 21, 2014	COR
3	3-1	<b>Standard Operating Procedures</b>	Standard Operating Procedures (SOPs) for the operation and maintenance of the ESD.	Notice to Proceed plus 120 calendar days (CD) Updated draft due sixty-three (63) calendar days from contract award. Final version due fifteen (15) days after APM AESD approval.	COR
3	3-2	<b>Service Level Management Plan</b>	The Service Level Management Plan shall address, at a minimum: <ul style="list-style-type: none"> <li>• SLA measurement, monitoring, and reporting</li> <li>• Root cause analysis for SLA failure</li> <li>• Implementation of remediation actions in response to SLA failures</li> <li>• Identification and documentation of availability requirements</li> <li>• Monitoring and reporting of availability issue</li> <li>• Identification and tracking of barriers to availability</li> </ul>	Notice to Proceed plus 60 calendar days; update any new areas from contract modification. Reviewed and updated 30 CD prior to Task Order expiry	COR

3	3-3	<b>Problem Management Plan</b>	<p>The Problem Management Plan shall address, at a minimum:</p> <ul style="list-style-type: none"> <li>• Problem Recording, Management and Escalation process</li> <li>• Process to Analyze historical data to identify and eliminate potential incidents</li> <li>• Process to Identify underlying causes of incidents to prevent recurrences and enable development of solutions to problems</li> <li>• Develop/Suggest workarounds or other solutions to incidents</li> <li>• Processes to Suggest changes to eliminate known problems</li> </ul>	Notice to Proceed plus 60 calendar days; update any new areas from contract modification. Reviewed and updated 30 CD prior to Task Order expiry	COR
3	3-4	<b>Security Management Plan</b>	<p>The IT Security Management Plan shall include, at a minimum:</p> <ul style="list-style-type: none"> <li>• Contractor staff roles and responsibilities of the members of the Contractor IT Security Management organization</li> <li>• IT Security Threat Assessment <ul style="list-style-type: none"> <li>• IT Security Policy Statements</li> </ul> </li> <li>• Vulnerability and incident identification</li> <li>• An inventory list of IT Security Policy Statements</li> <li>• Compliance with FISMA requirements <ul style="list-style-type: none"> <li>• Compliance with DIACAP, as appropriate</li> </ul> </li> <li>• Compliance with Networthiness, as appropriate</li> <li>• Security incident: <ul style="list-style-type: none"> <li>o Detection</li> <li>o Identification</li> <li>o Classification</li> <li>o Recording</li> <li>o Investigation</li> <li>o Root Cause Analysis</li> <li>o Remediation</li> </ul> </li> </ul>	Notice to Proceed plus 60 calendar days; update when changes are made to the plan; updated 30 Calendar Days prior to Task Order expiry	COR

3	3-5	<b>Service Level Attainment (SLA) Key Performance Indicator (KPI) Report</b>	Describes Service Levels attained for all SLAs. Must be provided in the agreed to format. Describes service performance, reviewed monthly. In case of performance not meeting the SLA's/KPIs, the report shall, at a minimum: <ul style="list-style-type: none"> <li>• Describe the failure</li> <li>• Describe the analysis conducted</li> <li>• Report the root cause of the failure</li> <li>• Recommend remediation alternatives</li> </ul>	Monthly, no later than the 15th calendar day of the following month	COR
3	3-6	<b>Army ESD Services availability report</b>	Monthly report on availability of the Service Desk	Monthly , by the 10th of the next month	COR
3	3-7	<b>Statistical Report</b>	Monthly statistical data report including but not limited to performance against all Section 5 Series SLAs in QASP, as well as call volume analytics by category, priority, service. Include VIPs and Performance report that describes service performance, reviewed weekly and monthly.	Weekly and Monthly at PMR	COR
3	3-8	<b>First Contact Resolution Report</b>	Daily, Weekly, and Monthly reports of First Contact-resolved incidents and service requests.	Daily, Weekly and Monthly	COR
3	3-9	<b>Score Cards</b>	Daily, weekly and monthly reports for all open tickets, number of tickets assigned, unassigned, time of acknowledgement and time of restore. Report will be by urgency/priority and identify VIP. Include: <ul style="list-style-type: none"> <li>- Performance against all Task SLAs</li> <li>- Call volume analytics by category/class, priority, service and other attributes</li> </ul>	Daily, Weekly and Monthly	COR
3	3-10	<b>Service Management Report</b>	Monthly Incident/Problem reporting and analysis/trending as defined by ITIL Problem Management best practices.	Monthly, by the 15th working day of the next month	COR

3	3-11	<b>Head Count Report</b>	Totals for Head count by Program Management Team, Transition Team, Service Mgt Team/PMO, and breakdown of Tier1/Tier2 agents. Include Hours and Overtime Hours	Monthly, by the 10th of the next month	COR
3	3-12	<b>Ad Hoc Reports</b>	Reports and requested analytics for each Functional/Organization/Service (User Community) Reporting by type, based on requirements for each new Functional/Organization/Service on-boarded.	TBD based on requirements discovered during on-boarding process.	COR

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## SECTION E – ACCEPTANCE AND INSPECTION

### E.1 ACCEPTANCE AND INSPECTION

For Option Period 1B and for Option Period 2, acceptance shall be predicated upon contractor delivery of the specified deliverables in Section C. Deliverables shall be deemed accepted within ten (10) business days after delivery, absent comments from the Army's Program Manager.

## SECTION F – DELIVERIES OR PERFORMANCE

### F.1 PERIOD OF PERFORMANCE

The period of performance for this effort is as follows:

Base Period:	September 22, 2011 through September 21, 2012
Option Period 1A:	September 22, 2012 through March 31, 2013
Option Period 1B:	April 1, 2013 through September 21, 2013
Option Period 2:	September 22, 2013 through September 21, 2014

## SECTION G -- CONTRACT ADMINISTRATION DATA

### G.1 Contract Administration - Contractor

Contract Administration for this Contract shall be performed by:

Pierre Bowery  
Dell Services Federal Government  
8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031  
(703) 289 – 8235  
pierre\_bowery@federal.dell.com

### G.3 CONTRACT ESTIMATED VALUES AND FUNDING STATUS

This order is incrementally funded pursuant to DFARS Clause 252.232-7007, Limitation of Governments Obligation. Of the total estimated price of CLIN 0001 and 0002, the sum of \$31,064,960.16 is presently available for payment and allotted to this contract. It is anticipated from time to time additional funds will be allotted to this contract until the total estimated price of these items is allotted. It is contemplated that funds presently allotted to this contract will cover the work to be performed through September 2013.

The Contractor is not authorized to continue work beyond the point at which the total amount paid and payable by the Government approximates but does not exceed the total amount actually allotted by the Government to the contract.

Funding status is as follows:

	<u>Estimated Ceiling Value</u>	<u>Obligated Amount</u>	<u>Un-obligated Amount</u>
CLIN 0001 – Base Year	\$ 14,862,872.16	\$ 14,862,872.16	\$ 0.00
CLIN 0002 – Option Year 1	\$ 16,202,088.00	\$ 16,202,088.00	\$ 0.00
CLIN 0003 – Option Year 2	\$ 21,208,541.00	\$ 0.00	\$ 21,208,541.00
<b>Total</b>	<b>\$52,273,501.16</b>	<b>\$31,064,960.16</b>	<b>\$21,208,541.00</b>

### G.5 Invoices

Instructions for submitting invoices are as follows:

#### **For performance from 09/22/2011 through 03/31/2013:**

Invoices will be submitted monthly for the prior month's performance based on actual tickets. The contractor shall invoice using the negotiated fixed price per ticket.

For Task 1, AKO Service Desk in Support of AKO NIPRNET Users, and the price per ticket (base and option years) shall be invoiced in price bands as follows:

Band A: 1 to 100,000	Band D: 300,001 to 400,000
Band B: 100,001 to 200,000	Band E: 400,001 to 500,000
Band C: 200,001 to 300,000	Band F: 500,000 to unlimited

For Task 2, Army CONUS Enterprise Service Desk, and for Task 3B, Additional Army CONUS Sites, and the price per ticket (base and option years) shall be invoiced in price bands as follows:

Band A: 1 to 15,000	Band D: 45,001 to 60,000
Band B: 15,001 to 30,000	Band E: 60,001 to 75,000
Band C: 30,001 to 45,000	Band F: 75,001 to unlimited

For Task 3A, Fielding, the contractor shall bill at the fixed price per installation. Small Installation is less than 20,000 ASIP population. Medium Installation is more than 20,000 and less than 35,000 ASIP population. Large Installation is more than 35,000 ASIP population.”

**For performance from 04/01/2013 through 09/21/2013:**

Firm fixed payments for labor will be paid monthly in arrears based on the following schedule:

<u>Milestone #</u>	<u>Period</u>	<u>FFP Milestone Payment</u>
1	April 1-30, 2013	\$1,222,054
2	May 1-31, 2013	\$1,496,011
3	June 1-30, 2013	\$1,548,544
4	July 1-31, 2013	\$1,627,343
5	August 1-31, 2013	\$1,706,141
6	Sept 1-21, 2013	\$1,194,299
	FFP Task 1B	\$8,794,392.00

Contractor shall submit receipts for all reimbursable travel and other direct costs.

**For performance under Option Year 2 (09/22/2013 through 09/21/2014):**

Firm fixed payments for labor will be paid monthly in arrears in the amount of \$1,714,898.45.

Contractor shall submit receipts for all reimbursable travel and other direct costs.

Contract Modification	Document No. D11PD20248 / 0007	Document Title Army Enterprise Service Desk	Page 45 of 46
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Proper invoices shall be prepared IAW FAR 52.232-25, Prompt Payment Act.

The contractor shall submit one (1) original invoice to the payment office at FT\_Huachuca\_Pay\_NBCDenver@nbc.gov and will courtesy copy both the COR and the Contract Administrator-Government with this submission. E-mail is the preferred method of submission.

All invoices will be certified by the COR. This certification shall contain the following information:

Name and Address of Certifier:  
Telephone Number of Certifier:  
E-Mail Address of Certifier (if none, state so):  
Contract Number:  
Invoice Number:  
Date of Invoice:  
Date of Receipt of Invoice:  
Invoice Amount:  
Signature of Certifier:  
Date Certified:

The certified invoice shall be sent within five (5) days of receipt of the invoice to the INVOICING@AQD.NBC.GOV address with a courtesy copy furnished to the Contract Administrator-Government for further processing. E-mail is the preferred method of submission.

Please refer all invoicing questions to the INVOICING@AQD.NBC.GOV

SECTION H – SPECIAL PROVISIONS



## H.2 INDIRECT RATES FOR COST REIMBURSABLES

The following provision is added:

The Material & Handling (M&H) and General & Administrative (G&A) expenses are applied to travel and other direct costs at the following rates for Option Year 1A and Option Year 2.

M&H is applied to reimbursable other direct costs, but not to travel.

G&A is applied to M&H costs and to travel costs.

These rates are not subject to adjustment.

<u>Indirect Rate</u>	<u>Option Year 1B</u>	<u>Option Year 2</u>
M&H	1.00%	1.00%
G&A	9.39%	9.40%

## SECTION J – LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

- J.1 ATTACHMENT 1: *Removed*
- J.2 ATTACHMENT 2: QASP for all Services. Attached herein. Previous version is superseded.
- J.3 ATTACHMENT 3: *Removed*
- J.4 ATTACHMENT 4: Dell Organizational Conflict of Interest Avoidance and Mitigation Plan
- J.5 ATTACHMENT 5: approved Department of Defense Contract Security Classification Specification (DD Form 254) signed DD254
- J.6 ATTACHMENT 6: Department of Labor Wage Determination 05-2497 (Tennessee)
- J.7 ATTACHMENT 7: Department of Labor Wage Determination 05-2431 (Oklahoma)
- J.8 ATTACHMENT 8: Department of Labor letter dated Mar 14 2013 (Help Desk rates)

**AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT**

1. CONTRACT ID CODE  
PAGE OF PAGES  
1 6

2. AMENDMENT/MODIFICATION NO. 0006  
3. EFFECTIVE DATE See Block 16C  
4. REQUISITION/PURCHASE REQ. NO.  
5. PROJECT NO. (If applicable)

6. ISSUED BY CODE D32  
DOI, National Business Center, AQD  
Division 3/ Branch 2  
354 S Hwy 92  
Sierra Vista AZ 85635  
7. ADMINISTERED BY (If other than Item 6) CODE D32  
DOI, Acquisition Services Directora  
Division 3/ Branch 2  
Post Office Box 1420  
Sierra Vista AZ 85636

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  
DELL SERVICES FEDERAL GOVERNMENT, I  
Attn: ATTN Government POC  
8270 WILLOW OAKS CORPORATE DRIVE  
FAIRFAX VA 22031-4516  
9A. AMENDMENT OF SOLICITATION NO. (X)  
9B. DATED (SEE ITEM 11)  
10A. MODIFICATION OF CONTRACT/ORDER NO. (X)  
W91QUZ06D0011  
D11PD20248  
10B. DATED (SEE ITEM 13)  
09/22/2011  
CODE 0070095255 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)  
01 Net Decrease: -\$379,416.64

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

CHECK ONE  
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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).  
C THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:  
D OTHER (Specify type of modification and authority)  
X FAR 43.103(a)(3) Mutual agreement of parties

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)**

This modification deobligates unexpended base year funds.  
Payment Terms:  
ACCP  
Delivery Location Code: 0004506041  
See schedule for delivery location  
See below

FOB: Destination  
Period of Performance: 09/22/2011 to 09/21/2013  
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)  
Kathleen Aines  
Director of Contracts  
15B. CONTRACTOR/OFFEROR  
Kathleen Aines  
(Signature of person authorized to sign)  
15C. DATE SIGNED  
3/22/13  
15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)  
Brenda Campbell  
15B. UNITED STATES OF AMERICA  
Brenda Campbell  
(Signature of Contracting Officer)  
15C. DATE SIGNED  
3-28-2013

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   6
2. AMENDMENT/MODIFICATION NO. 0006	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY DOI, National Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	CODE D32	7. ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Directora Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636	CODE D32
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, I Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 0070095255	FACILITY CODE	x 10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248	10B. DATED (SEE ITEM 13) 09/22/2011

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)  
01 Net Decrease: -\$379,416.64

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

CHECK ONE	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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) FAR 43.103(a)(3) Mutual agreement of parties

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.)

This modification deobligates unexpended base year funds.  
 Payment Terms:  
 ACCP  
 Delivery Location Code: 0004506041  
 See schedule for delivery location  
 See below

FOB: Destination  
 Period of Performance: 09/22/2011 to 09/21/2013  
 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) Brenda Campbell
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED
16B. UNITED STATES OF AMERICA	16C. DATE SIGNED  (Signature of Contracting Officer)

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
W91QUZ06D0011/D11PD20248/0006

PAGE OF  
2 6

NAME OF OFFEROR OR CONTRACTOR  
DELL SERVICES FEDERAL GOVERNMENT, I

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
00001	Change Item 00001 to read as follows (amount shown is the obligated amount):  De-obligation of base year funds from funding line 00050.				-379,416.64

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### SECTION G – Contract Administration Data

G.3	Contract Estimated Values And Funding Status	6
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SECTION A -- SOLICITATION/CONTRACT FORM

A.1 BLOCK 14 CONTINUATION FORM MODIFICATION 0003

1. Unexpended funds from the Base Year, CLIN 0001, are hereby de-obligated.

Funding Line 00050 is reduced by \$379,416.64 from \$5,019,870.25 to \$4,640,453.61.

The total estimated ceiling value for CLIN 0001 reduced by \$379,416.64 from \$15,242,288.80 to \$14,862,872.16.

The total amount obligated on the overall contract is reduced by \$379,416.64 from \$31,444,376.80 to \$31,064,960.16.

The overall contract (inclusive of all options) estimated value is reduced by \$379,416.64 from \$47,811,454.68 to \$47,432,038.04.

2. Funding Status is updated in sections B.1 and G.3
3. Sections of the contract changed as a result of this modification are included herein and replace previous versions of those sections.
4. All other terms and conditions remain unchanged.

**Contractor's Statement of Release:** Contractor hereby releases the Government from any and all liability under this contract for further equitable adjustments attributable to the deobligation of excess funds from the base year CLIN 0001.

<b>Contract Modification</b>	<b>Document No.</b> D11PD20248 / 0006	<b>Document Title</b> Army CONUS Enterprise Service Desk	Page 5 of 6
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**SECTION B -- Supplies or Services and Prices**

**B.1 Contract Line Item Detail**

**CLIN 0001 Base Year – Tasks 1, 2, 3A, 3B and ODCs**

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in the Base Year.

Estimated Value of Base Year is \$ 14,862,872.16

Period of Performance: 09/22/2011 through 09/21/2012

CLIN 0001 is funded by funding line number

00010 in the amount of	\$1,149,758.45
00020 in the amount of	\$5,834,659.40
00030 in the amount of	\$3,238,000.70
00040 in the amount of	\$10,000.00
00050 in the amount of	\$4,640,453.61

Total amount obligated/funded for CLIN 0001 = \$ 14,862,872.16

**CLIN 0002 Option Year 1 – Tasks 1, 2, 3A, 3B and ODCs – this CLIN is exercised.**

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in Option Year 1.

Estimated Value of Option Year 1 is \$ 16,202,088.00

Period of Performance: 09/22/2012 through 09/21/2013

CLIN 0002 is funded by funding line number

00060 in the amount of	\$3,621,862.75
00070 in the amount of	\$4,411,764.71
00080 in the amount of	\$2,941,176.47
00090 in the amount of	\$3,431,372.55
00100 in the amount of	\$1,795,911.52

Total amount obligated/funded for CLIN 0001 = \$ 16,202,088.00

Contract Modification	Document No. D11PD20248 / 0006	Document Title Army CONUS Enterprise Service Desk	Page 6 of 6
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**CLIN 0003** Option Year 2 – Tasks 1, 2, 3A, 3B and ODCs – this CLIN is not funded

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in Option Year 2.

Estimated Value of Option Year 2 is \$ 16,367,077.88

Period of Performance: 09/22/2013 through 09/21/2014

## SECTION G -- CONTRACT ADMINISTRATION DATA

### G.3 CONTRACT ESTIMATED VALUES AND FUNDING STATUS

This order is incrementally funded pursuant to DFARS Clause 252.232-7007, Limitation of Governments Obligation. Of the total estimated price of CLIN 0001 and 0002, the sum of \$31,064,960.16 is presently available for payment and allotted to this contract. It is anticipated from time to time additional funds will be allotted to this contract until the total estimated price of these items is allotted. It is contemplated that funds presently allotted to this contract will cover the work to be performed through June 2013.

The Contractor is not authorized to continue work beyond the point at which the total amount paid and payable by the Government approximates but does not exceed the total amount actually allotted by the Government to the contract.

Funding status is as follows:

	<u>Estimated Ceiling Value</u>	<u>Obligated Amount</u>	<u>Un-obligated Amount</u>
CLIN 0001 – Base Year	\$ 14,862,872.16	\$ 14,862,872.16	\$ 0.00
CLIN 0002 – Option Year 1	\$ 16,202,088.00	\$ 16,202,088.00	\$ 0.00
CLIN 0003 – Option Year 2	\$ 16,367,077.88	\$ 0.00	\$ 16,367,077.88
<b>Total</b>	<b>\$47,432,038.04</b>	<b>\$31,064,960.16</b>	<b>\$16,367,077.88</b>



AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES	
2. AMENDMENT/MODIFICATION NO 0005		3. EFFECTIVE DATE See Block 16C		1 45	
6. ISSUED BY DOI, National Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635		CODE D32		5. PROJECT NO. (If applicable)	
7. ADMINISTERED BY (If other than item 6) DOI, Acquisition Services Director Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636		CODE D32			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, I Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516		(x)		9A. AMENDMENT OF SOLICITATION NO.	
CODE 0070095255		FACILITY CODE		9B. DATED (SEE ITEM 11)	
				X 10A. MODIFICATION OF CONTRACT/ORDER NO W91QUZ06D0011 D11PD20248	
				10B. DATED (SEE ITEM 13) 09/22/2011	

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

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

CHECK ONE	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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b)
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF FAR 52.243-1 Changes - Fixed-Price (Aug 1987)
	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.)

This modification revises portions of the PWS, adds an SLA to the QASP, incorporates the Contractor's OCI plan, attaches the approved DD254, updates the wage determination, adjusts the invoicing process, and other administrative changes.

Payment Terms:

ACCP

Period of Performance: 09/22/2011 to 09/21/2013

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) Kathleen Hines Director Contracts		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Prescott Dalrymple	
15B. CONTRACTOR/OFFEROR [Signature]		16B. UNITED STATES OF AMERICA [Signature of Contracting Officer]	
15C. DATE SIGNED 3/25/13		16C. DATE SIGNED 02/25/2013	

2. AMENDMENT/MODIFICATION NO. 0005	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
---------------------------------------	------------------------------------	----------------------------------	--------------------------------

6. ISSUED BY DOI, National Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	7. ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Directora Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, I Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516	(x)	9A. AMENDMENT OF SOLICITATION NO.
		9B. DATED (SEE ITEM 11)
	x	10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248
		10B. DATED (SEE ITEM 13) 09/22/2011

**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

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

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	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
x	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR^ 52.243-1 Changes - Fixed-Price (Aug 1987)
	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.)**

This modification revises portions of the PWS, adds an SLA to the QASP, incorporates the Contractor's OCI plan, attaches the approved DD254, updates the wage determination, adjusts the invoicing process, and other administrative changes.

Payment Terms:  
ACCP

Period of Performance: 09/22/2011 to 09/21/2013

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) Prescott Dalrymple
15B. CONTRACTOR/OFFEROR	16B. UNITED STATES OF AMERICA
15C. DATE SIGNED	16C. DATE SIGNED 02/25/2013

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## SECTION A -- SOLICITATION/CONTRACT FORM

### A.1 BLOCK 14 CONTINUATION FORM MODIFICATION 0004

1. The following changes are made to the revised PWS, which is included full text in section C of this modification.

Paragraph 14, Personal Conflict of Interest, and Paragraph 15, Non-Disclosure, are modified to allow the contractor's Organizational Conflict of Interest Avoidance and Mitigation Plan, which is incorporated into the Task Order as an Attachment 4 in Section J.

Paragraph 22.3 through 22.8 hours of operation for all identified resources are modified to 0800 – 1700 local time.

The list of attachments at Paragraph 31 is deleted. The list of applicable attachments are specified in Section J.

Paragraph 34.13 Task 2M 07 Performance criteria for IVR changes is changed from seven (7) calendar days to twenty (21) calendar days.

Paragraph 35.1 Task 3A-05 is combined with 3A-04 (bullet items remain the same as 3A-4)

Paragraph 35.1 Task 3A-11 is removed in its entirety.

Paragraph 36 Task Deliverables 26 and 27 removed in its entirety.

2. The following attachments are added in Section J and incorporated into the contract.

Attachment 2: QASP for Task 1

Attachment 3: QASP for Tasks 2 & 3

Attachment 4: Dell Organizational Conflict of Interest Avoidance and Mitigation Plan

Attachment 5: approved Department of Defense Contract Security Classification Specification (DD Form 254) signed DD254

Attachment 6: Department of Labor Wage Determination 05-2497 (Tennessee)

Attachment 7: Department of Labor Wage Determination 05-2431 (Oklahoma)

Attachment 8: Department of Labor letter dated Oct 02 2012 (Help Desk rates)

Attachment 1, which was the Contract clauses for CHESS Contract W91QUZ-06-D-0011, is removed as an attachment.

3. An SLA 2c is added to the QASP for Tasks 2 & 3 to address Email and Web tickets first call resolution.

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4. Section G.1, Contract Administration – Contractor, is updated.
5. Section G.5, Invoices, is modified to incorporate additional information about how invoices will be submitted.
6. The overall contract estimated value (inclusive of all options) remains unchanged at \$ 47,811,454.68.
7. The Period of Performance remains unchanged at 09/22/2011 through 09/21/2013.
8. Sections of the contract changed as a result of this modification are included herein and replace previous versions of those sections.
9. All other terms and conditions remain unchanged.

**Contractor's Statement of Release:** Contractor hereby releases the Government from any and all liability under this contract for further equitable adjustments attributable to such facts or circumstances giving rise to this modification.

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## SECTION C – DESCRIPTIONS AND SPECIFICATIONS

### C.1 Performance Work Statement

**Army CONUS Enterprise Service Desk (ESD) Performance Work Statement  
Attachment I  
PM P2E Request for Proposal  
Revised January 28 2012**

#### 1. Task Overview:

The Army and DOD have recognized the need to update underperforming areas of IT operations, focusing on increasing user satisfaction while reducing costs. The Army is pursuing various means to address these issues, specifically through server consolidation, development and optimization of new and existing data centers and the potential development of a centralized or enterprise service center.

Currently the Army has numerous, redundant call centers and service desks. Some are at the installation level and others are operating as elements spanning numerous installations. All of these operations are effectively call centers, which are unable to provide sufficient first call resolution for the supported populations. Specifically, users are waiting extensive periods of time to receive an acknowledgement of their reported problem and additional time for resolution. Alternatively, some Army users have little or no call center/service desk support.

In March of 2009 Program Executive Office, Enterprise Information Systems (PEO EIS) established the Product Manager, Army Processing Centers / Network Service Center (PM APC/NSC) charged with developing an overall solution to this problem. PM APC/NSC analyzed the myriad of call centers and disparate end user Tier II through Tier IV support operations and determined that the Army requires a comprehensive, cost-effective Enterprise Service Desk (Help Desk) solution.

Accordingly, under the renamed PM Power Projection Enablers (PM P2E) this PWS provides for single-point-of-contact (SPOC) and customer support Service Desk to:

- AKO Service Desk NIPRNet users through Task 1;
- Army CONUS Enterprise Service Desk (NIPRNet) users in the twenty-six (26) currently supported installations through an Optional Task 2; and
- Army CONUS Enterprise Service Desk (NIPRNet) users in additional CONUS installations through an Optional Task 3.

#### 2. Scope:

PM P2E is seeking a performance-based services solution for meeting the Enterprise Service Desk (ESD) requirements described below under a single, performance based contract. The ESD shall serve the Army's identified IT user communities (Army Knowledge Online (AKO) and Army CONUS) and with single points-of-contact for (1) AKO issues for AKO users, and (2) all IT support issues for Army CONUS users.

In the case of AKO users, these users (including users on and off-installation) will be supported by the Contractor through Task 1, during the Base and, as appropriate, Options periods.

In the case of Army CONUS users, these communities (including users on and off-installation) will be defined by installation name whereby at Assumption of Responsibility (AOR) twenty-six (26) installations will be supported by the Contractor through Optional Task 2 with additional installations supported, through Optional Task 3, during the Base and, as appropriate, Options periods.

### 3. Contract Type:

The Government is anticipating a Firm Fixed Price contract with Cost Reimbursable CLIN's for the toll charges and any required travel.

#### 3.1 Business Rules for Ticket Creation

The following business rules will be used in determining when tickets should and should not be created:

CHANNEL	EVENT	RESULT	EXCEPTIONS
Inbound Call	An inbound call is received with an inquiry, incident, problem, or service request	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> <li>The user has called the wrong number</li> <li>The user is calling to check status on an existing ticket</li> <li>The user is calling to provide additional information on an existing ticket</li> <li>The user is calling to further discuss an existing ticket</li> <li>The user is calling back because the initial call was disconnected</li> <li>The user is attempting to reach a different desk (e.g., SIPR) and the call is transferred</li> </ul>
	An inbound call is received from a user related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket for the specific user already exists for the problem</li> </ul>
Outbound Call	An outbound call is placed in response to an email or web form request for call-back	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a web chat request for call-back	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a voicemail request for call-back	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a user request for a call-back	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a user request for a call-back related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket for the specific user already exists for the problem</li> </ul>
Web Chat	A request to initiate a Web Chat session is received	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> <li>The web chat is initiated for the purpose of checking status on an existing ticket</li> <li>The web chat is initiated for the purpose of providing additional information on an existing ticket</li> <li>The web chat is initiated for the purpose of further discussing an existing ticket</li> <li>The web chat is initiated for the purpose of complaining or complimenting</li> <li>The web chat is initiated because the initial session was disconnected or lost</li> </ul>

	A request to initiate a Web Chat session is received and the session is related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket for the specific user already exists for the problem</li> </ul>
Inbound Email or Web form	An inbound email or web form is received with an inquiry, incident, problem, or service request	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> <li>The user has emailed the wrong party</li> <li>The user is emailing to check status on an existing ticket</li> <li>The user is emailing to provide additional information on an existing ticket</li> <li>The user is emailing to further discuss an existing ticket</li> <li>The user is emailing because the initial email or web form was incomplete</li> <li>The user is attempting to reach a different desk (e.g., SIPR) and the email is replied to with the correct email address</li> </ul>
	An inbound email or web form is received related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket for the specific user already exists for the problem</li> </ul>

**4. Contractor Training and Certification:**

**4.1 INFORMATION ASSURANCE CONTRACTOR TRAINING AND CERTIFICATION (JAN 2008)**

(a) The Contractor shall ensure that personnel accessing information systems have the proper and current information assurance certification to perform information assurance functions in accordance with DoD 8570.01-M, Information Assurance Workforce Improvement Program. The Contractor shall meet the applicable information assurance certification requirements, including-

(1) DoD-approved information assurance workforce certifications appropriate for each category and level as listed in the current version of DoD 8570.01-M; and

(2) Appropriate operating system certification for information assurance technical positions as required by DoD 8570.01-M.

(b) Upon request by the Government, the Contractor shall provide documentation supporting the information assurance certification status of personnel performing information assurance functions.

(c) Contractor personnel who do not have proper and current certifications shall be denied access to DoD information systems for the purpose of performing information assurance functions.

(End of clause)

**5. Telephony Communications:**

5.1 Where provided by the Contractor, and no later than the expiration of this Contract, the Contractor will transfer ownership of the toll-free number to the Government at no cost. If requested, the Contractor will transfer ownership of the toll-free number prior to expiry (for example, at successor Contractor assumption of responsibility) at no cost to the Government.

**6. Performance Requirements:**



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The Performance requirements for this Contract are specified as Service Level Agreements (SLA) in the provided Quality Assurance Surveillance Plans (QASP).

**7. Data Rights:**

The Government asserts the following data rights with respect to the deliverables of the Contractor during performance of this Contract:

- 7.1 The Government asserts Unlimited Rights with respect to any Knowledge documentation generated or modified in accordance with DFARS 252.227-7013, Rights in Technical Data-Noncommercial Items
- 7.2 The Government asserts Unlimited Rights with respect to any Analytics and Reporting work products or final products generated or modified in accordance with DFARS 252.227-7013, Rights in Technical Data-Noncommercial Items
- 7.3 The Government asserts Unlimited Rights with respect to all Deliverables specified in this Performance Work Statement in accordance with DFARS 252.227-7013, Rights in Technical Data-Noncommercial Items

**8. Travel and Expenses:**

All travel and expenses shall be performed consistent with the Federal Travel Regulation and Joint Travel Regulation and shall be approved by the Contracting Officer's Representative (COR) in writing prior to the travel or expense being incurred.

**9. Contractor Invoicing and Invoice Schedule:**

The following invoice guidelines shall be utilized for this Contract:

- 9.1 The Contractor shall submit an invoice to the Government through the Government's invoicing system as specified below
- 9.2 The Contractor shall submit a monthly invoice for services performed in the prior month.
- 9.3 Advance payment for goods and services associated with this Contract is prohibited in accordance with Section 3324 of Title 31 USC.

**10. Contractor Manpower Reporting:**

The Contractor shall comply with the following Contractor Manpower Reporting requirements:

- 10.1 The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site where the contractor shall report ALL contractor manpower (including subcontractor manpower) required for performance of this contract. The contractor is required to completely fill in all the information in the format using the following web address:  
<https://contractormanpower.army.pentagon.mil>
- 10.2 The required information includes: (1) Contracting Office, Contracting Officer, Contracting Officer's Technical Representative; (2) Contract number, including task and delivery order number; (3) Beginning and ending dates covered by reporting period; (4) Contractor name, address, phone number, email address, identity of contractor employee entering data; (5) Estimated direct labor hours (including sub-contractors); (6) Estimated direct labor dollars paid this reporting period (including sub-contractors); (7) Total payments (including sub-contractors); (8) Predominant Federal Service Code (FSC) reflecting services provided by contractor (and separate predominant FSC for each sub-contractor if different); (9) Estimated data collection cost; (10) Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army Requiring Activity is responsible for providing the contractor with its UIC for the purposes of reporting this information); (11) Locations where contractor and sub-contractors perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website); (12) presence of deployment or

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contingency contract language; and (13) Number of contractor and sub-contractor employees deployed in theater this reporting period (by country).

- 10.3 As part of its Fixed Price, the contractor shall include the estimated cost (if any) incurred to comply with this reporting requirement. Reporting period will be the period of performance not to exceed 12 months ending September 30 of each government fiscal year and must be reported by 31 October of each calendar year. Contractors may use a direct XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the web site. The specific formats for the XML direct transfer may be downloaded from the web site.

## 11. Section 508:

The Contractor shall comply with the following Section 508 requirements:

### 11.1 Functional Performance Criteria

- 11.1.1 Requirement 1194.31a: At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.
- 11.1.2 Requirement 1194.31b: At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.
- 11.1.3 Requirement 1194.31c: At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.
- 11.1.4 Requirement 1194.31d: Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.
- 11.1.5 Requirement 1194.31e: At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.
- 11.1.6 Requirement 1194.31f: At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.

### 11.2 Information, Documentation, and Support

- 11.2.1 Requirement 1194.41a: Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charges.
- 11.2.2 Requirement 1194.41b: End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats, or alternate methods upon request, at no additional charge.
- 11.2.3 Requirement 1194.41c: Support services for products shall accommodate the communication needs of end-users with disabilities.

### 11.3 Section 508 Services Requirements

- 11.3.1 Requirement 1194.41a: Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charges.
- 11.3.2 Requirement 1194.41b: End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats, or alternate methods upon request, at no additional charge.
- 11.3.3 Requirement 1194.41c: Support services for products shall accommodate the communication needs of end-users with disabilities.

## 12. Government or Third Party Independent Verification and Validation and Quality Assurance:

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The Government may elect to execute Independent Verification and Validation and/or Quality Assurance or contract with a third-party to perform Independent Verification and Validation and/or Quality Assurance of the services provided by the Contractor. The Contractor is expected to fully cooperate with any data or information requests made by these parties.

**13. Past Performance Reporting:**

The Government intends to conduct no less than annual performance surveillance and to report such performance through the appropriate Government-wide Past Performance databases. The Contractor's cooperation with this process is required.

**14. Personal Conflicts of Interest:**

In the course of performance pursuant to this contract, contractor personnel will be performing duties that affect non-Federal entities, such as contractors for other DoD contracts. Therefore, it is possible that contractor personnel will be called upon to engage in "personal and substantial" participation in a "particular matter" that has a "direct and predictable effect" on their financial interests, as those terms are defined in 5 Code of Federal Regulations, section 2635, Subpart D. Contractor agrees to use its best efforts to ensure that such personnel avoid such participation absent notice to, and approval by, the Contracting Officer. To that end, the Contractor's Organizational Conflict of Interest Avoidance and Mitigation Plan is accepted and incorporated into the contract at Section J.

**15. Non-disclosure:**

In the course of performance pursuant to this contract, the contractor may access nonpublic information, including acquisition sensitive information. Contractor agrees that it will not use or disclose any such information unless authorized, in writing, by the Contracting Officer. Contractor further agrees that it will use its best efforts to ensure that its employees and others performing services under this contract will not use or disclose any such information unless authorized by the Contracting Officer. To that end, Contractor agrees that its employees and others performing duties under this contract will, prior to the commencement of performance, sign the Certificate of Nondisclosure in accordance with the Contractor's Organizational Conflict of Interest Avoidance and Mitigation Plan.

**16. Information Assurance Clauses:**

It is DoD policy that Information Assurance (IA) requirements shall be identified and included in the design, acquisition, installation, operation, upgrade, or replacement of all DoD information systems. This includes systems and processes developed within the Defense Acquisition System; systems and processes developed at private expense; outsourced business processes supported by private sector information systems; and outsourced information technologies. Information technology services provided under this contract must comply with statutory and regulatory IA policy. The source documents for this policy are:

- 16.1 Army Regulation 25-1, "Army Knowledge Management and Information Technology" dated December 4, 2008
- 16.2 Army Regulation 25-2, "Information Assurance" dated October 24, 2007; Rapid Action Revision (RAR) Issue Date: March 23, 2009
- 16.3 Army Regulation 380-5, "Department of the Army Information Security Program" dated September 29, 2000
- 16.4 Army Regulation 380-49, "Industrial Security Program" dated 15 April 1982
- 16.5 Army Regulation 380-53 "Information Systems Security Monitoring" dated April 29, 1998
- 16.6 Army Regulation 380-67, "Personnel Security Program" dated September 9, 1988
- 16.7 Army Regulation 500-3, "U.S. Army Continuity of Operations Program Policy and Planning" dated April 18, 2008
- 16.8 Army Regulation 530-1, "Operations Security (OPSEC)" dated April 19, 2007

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- 16.9 Army Regulation 700-142, Type Classification, Materiel Release, Fielding and Transfer dated 26 March 2008; Rapid Action Review Issue Date 16 October 2008
- 16.10 Army Regulation 735-5, Policies and Procedures for Property Accountability dated 28 July 2005
- 16.11 Army Regulation 735-11-2, Reporting of Supply Discrepancies dated 6 August 2001
- 16.12 CJCS Instruction 6510.01F, "Information Assurance (IA) and Computer Network Defense (CND)" dated 9 February 2011
- 16.13 Computer Security Act of 1987 (Public Law No. 100-235 (H.R. 145)) dated January 8, 1988
- 16.14 Defense Acquisition Guidebook – Chapter 7, "Acquiring Information Technology, Including National Security Systems" dated December 8, 2008
- 16.15 Defense Information Systems Agency (DISA) IAVM Process Handbook, Ver. 3, dated February 2007
- 16.16 Department of the Army Pamphlet 25-1-1, "Information Technology Support and Services" dated October 25, 2006
- 16.17 Department of the Army Pamphlet 25-1-2, "Information Technology Contingency Planning" dated November 16, 2006
- 16.18 DFARS Subpart 239.71, "Security and Privacy for Computer Systems" revised January 10, 2008
- 16.19 DFARS 252.239-7001, "Information Assurance Contractor Training and Certification" dated January 10, 2008
- 16.20 DoD 5200.2-R, "Personnel Security Program" dated January 1987 (Administrative Reissuance Incorporating through Change 3, February 23, 1996)
- 16.21 DoD 5400.11-R, "Department of Defense Privacy Program" dated May 14, 2007
- 16.22 DoD 6025.18-R C8 "DoD Health Information Privacy Regulation" dated January 24, 2003
- 16.23 DoD CIO Memo "Certification and Accreditation Requirements for DoD Managed Enterprise Services Procurements" dated June 22, 2006
- 16.24 DOD Directive 3020.26, "Department of Defense Continuity Programs" dated January 9, 2009
- 16.25 DoD Instruction 3020.37, "Continuation of Essential DoD Contractor Services During Crises" dated November 6, 1990, Administrative Reissuance Incorporating Change 1, January 26, 1996
- 16.26
- 16.27 DoD Directive 5400.11, "DoD Privacy Program" dated May 8, 2007
- 16.28 DOD Directive 8000.01, "Management of the Department of Defense Information Enterprise" dated February 10, 2009
- 16.29 DOD Directive 8320.02, "Data Sharing in a Net-Centric Department of Defense" dated December 2, 2004 - Certified Current as of April 23, 2007
- 16.30 DoD Directive 8500.01E, "Information Assurance" dated October 24, 2002
- 16.31 DoD Directive 8570.01, "Information Assurance Training, Certification, and Workforce Management" dated August 15, 2004 (Certified Current as of April 23, 2007)
- 16.32 DoD Information Assurance Vulnerability Alert (IAVA) memorandum dated December 30, 1999
- 16.33 DoD Instruction 5200.40, "DoD Information Technology Security Certification and Accreditation Process (DITSCAP)" December 30, 1997
- 16.34 DoD Instruction 5400.16, "DoD Privacy Impact Assessment (PIA) Guidance" dated 12 February, 2009
- 16.35 DoD Instruction 8500.2, "Information Assurance Implementation" dated February 6, 2003
- 16.36 DoD Instruction 8510.01, "DoD Information Assurance Certification and Accreditation Process (DIACAP)" dated November 28, 2007
- 16.37 DoD Instruction 8580.1, "Information Assurance in the Defense Acquisition System" dated July 9, 2004
- 16.38 DoD Instruction 8910.01 "Information Collecting and Reporting" dated 6 March 2007
- 16.39 DoD IPv6 Standard Profiles for IPv6 Capable Products Version 3.0 dated June 13, 2008
- 16.40 DoD Manual 5220.22-M "Industrial Security Program Operating Manual (NISPOM)" dated February 28, 2006
- 16.41 DoD Manual 8570.01-M, "Information Assurance Workforce Improvement Program Manual" dated 19 December, 2005 - Incorporating Change 2, dated 20 April, 2010
- 16.42 DoD Memorandum "Disposition of Unclassified Computer Hard Drives" dated June 4, 2001
- 16.43 E-Government Act of 2002 (Pub. L. 107-347, 116 Stat. 2899, 44 U.S.C. §101, H.R. 2458/S. 803) dated December 17, 2002
- 16.44 FAR 52.224-1 -- Privacy Act Notification (1984)
- 16.45 FAR 52.224-2 -- Privacy Act (1984)

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- 16.46 Federal Information Processing Standards Publication 140-2, "Security Requirements for Cryptographic Modules" dated May 25, 2001 and revised December 3, 2002
- 16.47 National Security Presidential Directive 54/Homeland Security Presidential Directive 23 (NSPD-54/HSPD-23) dated January 2008 (WH release on Comprehensive National Cybersecurity Initiative, March 2, 2010)
- 16.48 National Security Telecommunications and Information Systems Security Policy (NSTISSP) No. 11, "Revised Fact Sheet National Information Assurance Acquisition Policy" and associated "Frequently Asked Questions" dated January 2000, and revised June 2003
- 16.49 NIST Special Publication 800-53 Revision 3, "Recommended Security Controls for Federal Information Systems and Organizations" dated August 2009
- 16.50 OMB Circular A-130 (57 FR 18296) dated April 29, 1992 (Transmittal No. 4 dated the year 2000)
- 16.51 The National Security Act of 1947 (Pub. L. No. 235, 80 Cong., 61 Stat. 496, 50 U.S.C. ch 15) dated July 26, 1947
- 16.52 Section 3541 of title 44, United States Code, "Federal Information Security Management Act of 2002" (FISMA) Strategic Command Directive (SD) 527-1, "Department of Defense (DOD) Information Operations Condition (INFOCON) System Procedures" dated 27 January 2006
- 16.53 The Privacy Act of 1974, 5 U.S.C. 552a
- 16.54 Title 40/Clinger-Cohen Act (Pub L. 104-106, Division E) dated February 10, 1996

This special contract provision shall be updated by reference for any changes to source documents. Any new laws or policies applicable to IA subsequent to issuance of this contract will be incorporated into the basic contract unilaterally without equitable adjustment to the basic contract. Any equitable adjustment shall be assessed by individual task orders that may be affected by the change as applicable.

**TASK 1: ENTERPRISE SERVICE DESK FOR ARMY KNOWLEDGE ONLINE**

**17. Task Overview**

17.1 Provides single-point-of-contact (SPOC) and lifecycle customer support to Active AKO ES End Users, Application Owners, and other key stakeholders to provide "Tier 0", "Tier 1", and "Tier 2" help desk support to Army Knowledge Online (AKO) and Defense Knowledge Online (DKO) users currently supported by the existing Army Enterprise Service Desk (AESD) call centers and/or service desks. Task 1 will be executed upon Contract award.

**17.2 Place of Performance**

- 17.2.1 The Contractor's Service Desk (primary and backup sites) and supporting operations will be located as per the Contractor's proposal and in continental United States (CONUS) locations
- 17.2.2 The Contractor's Service Desk Reporting Team will be co-located with the Government Project Management Office at Fort Belvoir, VA
- 17.2.3 The Contractor's Project Management Team will be co-located with the Government Project Management Office at Fort Belvoir, VA.
- 17.2.4 Wherever the Service Desk is located the contractor must be in continuing contact with engineers and application team located with the Project Management Office and Primary Site Data Center at Ft. Belvoir VA using telecom, communications with the liaison team during normal duty hours, or with AKO Communications Center (COMC) after hours.
- 17.2.5 The Contractor's Service Desk Operations Manager (SDOM) shall be located at Fort Belvoir.

**17.3 Period of Performance**

- 17.3.1 Base: The period of performance for the Base Period will be twelve (12) months from Award
- 17.3.2 Options: The periods of performance for two (2) Option Periods will be twelve (12) months each

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#### **17.4 Hours of Operation:**

The hours of operation for the Service Desk and associated operations will be available as follows:

- 17.4.1 The Service Desk will be available as follows:
  - 17.4.1.1 For Tier 0/1 Service Desk available - 24x7x365
  - 17.4.1.2 For Tier 2 Resolver groups - 24x7x365
  - 17.4.1.3 For Liaison/problem resolution with Tier 3 Application owners located at Fort Belvoir AKO/DKO Data Center - 0800-1700 Mon-Fri
- 17.4.2 For the purposes of SLA measurement "business hours" are 24 hours per day

#### **17.5 Government Furnished Equipment (GFE):**

The following Equipment will be furnished by the Government for the purpose of Contract performance.

- 17.5.1 The AKO/DKO Service Desk currently uses RightNow Web (RNW) service management system (SMS) for ticketing purposes. RNW is currently hosted at Fort Belvoir at the Government's datacenter, for Service Desk management and includes frequently asked questions (FAQ) information. RightNow Web functionality includes handling web, email and chat. Chat has not yet been implemented but will be implemented within the period of performance of this contract.
- 17.5.2 Within the base period the Government may elect to migrate to a Government-furnished RightNow Web cloud solution. The Contractor shall assist the Government during this migration process.
- 17.5.3 Government workstations, desks, network connectivity, and basic office operations for Contractor personnel located at Fort Belvoir.
- 17.5.4 Army Gold Master for use by the Contractor's agents to enable connectivity to the .mil domain.

#### **17.6 Government Furnished Information (GFI):**

The following Information will be furnished by the Government for the purpose of Contract performance.

- 17.6.1 Army processes stored as Knowledge Documents in the Government's GFE Ticketing System.

#### **17.7 Contractor Furnished Equipment (CFE):**

The following Equipment will be furnished and maintained by the Contractor.

- 17.7.1 Service Desk facility and associated agent positions and supporting infrastructure. Co-location or physically separate AKO and AESD Service Desks are both acceptable solutions.
- 17.7.2 Computing and telephony equipment for the Service Desk agents.
- 17.7.3 The Automated Call Director (ACD), Interactive Voice Response (IVR), will be part of the contractor-provided Army Knowledge Online Service Desk Solution. Inbound toll charges are to be excluded from the Offeror's Fixed Price as described in the Pricing Instructions and Workbook.
- 17.7.4 All equipment necessary for Continuity of Operations and Disaster Recovery as indicated in the requirements below.
- 17.7.5 All other equipment needed for the performance of this Performance Work Statement.
- 17.7.6 The Contractor will provide public internet connectivity and shall enable AKO CAC connectivity.

#### **17.8 Security Requirements:**

- 17.8.1 The Security requirements for this Contract are specified in the provided DD-254.
- 17.8.2 The work to be performed is Sensitive but Unclassified.
- 17.8.3 All personnel accessing military networks and requiring an administrative account must have a Secret security clearance per AR 25-2.

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17.8.4 All AKO/DKO Service Desk staff required to interact with AKO/DKO users via any channel shall have minimum of an interim Secret clearance prior to their performance on this Contract.

**17.9 Entitlement:**

The Government does not currently possess an Entitlement Database. Any user possessing an AKO account shall be entitled to support via the AKO Enterprise Service Desk.

**17.10 Key Personnel:**

The following Roles are identified as Key Personnel for performance of Task 1. This Task requires one (1) full time Project Manager, one (1) full time Service Desk Operations Manager (SDOM), and one (1) full time Analytics Reporting Team Manager. (Note that if exercised, the optional Task 2 will require, at a minimum, one (1) additional full time Service Desk Operations Manager.

The Contractor shall provide complete resumes for proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the consent on substitutes. No change in fixed unit prices may occur as a result of key personnel substitution.

17.10.1 Project Manager (PM)

17.10.2 Service Desk Operations Manager (SDOM) - The SDOM is defined as the on-site (for Task 1, Fort Belvoir) liaison between the Government PM/COR and the Service Desk Operation. The Task 1 SDOM shall have Information Technology (IT) Service Desk management or IT Service Desk operations experience and shall have experience and deep familiarity with Army Knowledge Online capabilities.

17.10.3 Analytics and Reporting Team Manager (ARTM)

**17.11 Transition Requirements:**

17.11.1 The incumbent Contractor shall maintain responsibility for Service Desk operations until 17:59 ET (5:59 PM ET) on 26 September 2011.

17.11.2 At 18:00 ET the awardee of this Contract shall assume full responsibility for responding to all Incidents, Problems, Service Requests, and any other inquiries submitted via the in-scope channels. This event shall be defined as Assumption of Responsibility (AOR).

17.11.3 Attainment of Service Level Agreements (SLA) as specified in the Quality Assurance Surveillance Plan (QASP) shall be monitored and reported at AOR and attainment shall be required at AOR plus 30 calendar days

**17.12 Definitions:**

17.12.1 "Tier 0" is defined as "self"-help requiring no direct contact between an End User and a Customer Service Representative.

17.12.2 "Tier 1" is defined as first level, non-dispatched basic problem assistance and incident resolution delivered via telephone, e-mail, web chat, or other online communication channel.

17.12.3 "Tier 2" is defined as second level, non-dispatched advanced problem assistance and incident resolution for incidents that cannot be resolved quickly (within 15 – 30 Min) and efficiently by Tier 1 delivered via telephone, e-mail, web chat, or other online communication channel.

17.12.4 "Tier 3" is defined as the Government Project Management Office staff, the engineering and application team located with the Project Management Office and Primary Site Data Center at Ft. Belvoir VA. The service desk task includes responsibility for escalation to Tier 3, but not provision of Tier 3 services.

**18. Task 1: Enterprise Service Desk for Army Knowledge Online (Mandatory Task to be Priced Separately)**

18.1 Subtask 1A: Incident and Problem Management

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1A-01	The Contractor shall serve as the single point of contact (SPOC) for all receipt, logging, classifying, prioritizing, tracking, resolution, and reporting of incidents, problems, and service requests for all customers of AKO NIPR and associated components and their environments through all approved and required channels.	Classification shall be in accordance with a PD AKO/DKO-approved taxonomy.
1A-02	The Contractor shall provide Tier 1, first level non-dispatched basic problem assistance, service request management, and incident resolution delivered via telephone, e-mail, web chat, or other communication.	In accordance with Task 1, SLAs 1 through 4
1A-03	The Contractor shall provide Tier 2, second level non-dispatched advanced problem assistance, service request management, and incident resolution for incidents that cannot be resolved quickly Normally 20 – 30 Minutes and efficiently by Tier 1 delivered via telephone, e-mail, web chat, or other communication.	In accordance with Task 1, SLAs 1 through 4
1A-04	The Contractor shall address all End User incidents, inquiries, and service requests including, but not limited to, troubleshooting use of AKO NIPR End User incidents and problems, responding to “how-to” questions, explanation of features and functions, authentication and access, account set-up/modify/delete, password reset, and general technical assistance including the utility accounts and the foreign national accounts approval processes.	In accordance with Task 1, SLAs 1 through 4
1A-05	The Contractor shall resolve the maximum number of Incidents and inquiries on the first call.	In accordance with Task 1, SLA 1
1A-06	All transactions (open ticket, update ticket, escalate ticket, close ticket) with the Service Desk, regardless of channel, shall result in an email to the End User describing the nature of the incident and the resolution to the incident . This email is generated from RNW when configured appropriately by the Contractor. Users may also check ticket status via a self-service inquiry to RNW. (All email transactions shall be provided to the PD AKO/DKO upon request.)	No later than thirty (30) minutes after completion of the transaction.
1A-07	Ten (10) percent of Closed Tickets will result in an email Customer Satisfaction Survey to the End User. Survey automation is accomplished through RightNow Web when configured by the Contractor.	No later than thirty (30) minutes after ticket closure.
1A-08	Changes to the Customer Satisfaction Survey shall be executed by the Contractor and approved by the PD AKO/DKO prior to use.	Survey changes only upon PD AKO/DKO approval
1A-10	The Contractor shall ensure a ticket is opened for every incident even where the incident relates to a known system issue affecting multiple users.	Not Applicable

18.2 Subtask 1B: Lifecycle Ticket Management

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
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ID	Requirement	Performance Criteria
1B-01	The Contractor's Service Desk Customer Service Representatives (CSR) shall capture all mandatory data fields as required by the PD AKO/DKO and configured in GFE Ticketing System.	All required data fields complete with each update.
1B-02	The Contractor shall provide end-to-end ticket management for incidents and problems. Where a Ticket is escalated beyond Tier 1, the Service Desk shall be responsible for providing a consistent, single interface with the Customer wherever possible and for ensuring, the incident is resolved.	Not Applicable
1B-03	The Service Desk shall keep End Users informed regarding status of their ticket, incident, problem, or Service Request through (1) CSR voice response to phone calls, (2) email responses to email inquiries, (3) web chat responses to web chat inquiries, and (4) through a web interface that offers self-serve access to Ticket status information.	Upon customer (e.g., End User or Application Owner) inquiry
1B-04	The Contractor shall configure and maintain ticketing system to send an email update to every customer with an open ticket, notifying the customer of the status of the incident.	Daily at 0800 ET or within 30 minutes of a ticket status changes or update
1B-05	The Contractor shall report number of open tickets by age (24 hours or less, 1 to 7 days, 7 days or older), closed tickets (last 24 hours by time to resolve), First Call Resolved tickets by type, escalated tickets by type (to any Tier), through a ticket status report provided daily.	Daily (SITREP) NLT 1000est
1B-06	The Contractor shall receive an affirmative response from an End User (either by voice or by email or text/chat) before closing a ticket.	A minimum of two (2) attempts (1 email and 1 phone call) to reach End Users for confirmation of ticket closure shall be made and must be made during business hours with a minimum 48 hours between attempts.
1B-07	The Contractor shall ensure that 95% ticket accuracy is maintained	Spot reports provided at Government request.

18.3 Subtask 1C: Knowledge Management (KM) and KM Database

ID	Requirement	Performance Criteria
1C-01	The Contractor shall receive updated solutions from Tier III application owners to selected incident types and populate in the Knowledge base of FAQs.	Knowledge base updated as soon as received from Tier III application owner
1C-02	The Contractor shall manage, administer, and support the AKO/DKO Knowledge Management databases for both internal and external FAQs.	Not Applicable
1C-03	The Knowledge Management database shall store documents	Not Applicable

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
	developed by the Contractor or the AKO/DKO PMO to address frequently asked questions, frequently occurring problems, etc.	
1C-04	The Knowledge Management database shall be accessible 24x7x365 through the Tier 0 (eFAQs) capability to End Users for self help and shall be populated with Knowledge Documentation to enable Tier 0 self-help. The knowledge database for Tier 1 and 2 iFAQs shall also be accessible 24x7x365.	24x7 during the Task Order period of performance.
1C-05	The Contractor shall develop iFAQs and eFAQs prior to the launch of any new capability to the AKO ES system or changes to existing capability. New iFAQs and eFAQs shall be reviewed and approved by the Tier III Application owner and posted prior to the launch of the new capability or the change to existing capability.	No less than 24 hours prior to launch or release. Upon CCB approval, create new iFAQs and eFAQs
1C-06	The format and content for iFAQs and eFAQs shall be approved by the PD AKO/DKO prior to use.	The PD AKO/DKO shall be provided a minimum of 48 hours for review and approval.
1C-07	The Contractor shall review all iFAQs and eFAQs to ensure accuracy, currency, and relevancy.	On a quarterly basis.

18.4 Subtask 1D: Service Desk Operations

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1D-01	The Contractor shall provide, staff, support and ensure 24x7x365 availability of all channels	24x7x365 availability of all channels
1D-02	The Contractor shall provide and support all required channels for ticket receipt including voice/phone, voicemail, email/email form, web form, and web chat.	24x7x365 availability of all channels
1D-03	The Contractor shall provide, maintain, and operate all Service Desk facilities and systems not managed by the DOIM and including telecommunications systems, call routing and handling technology, ticket management, and all other systems needed to meet the requirements of this Task Order.	24x7x365 availability of all Service Desk systems
1D-04	Upon PD AKO/DKO request, all Service Desk calls shall be recorded or available for call monitoring and training.	100% of calls recorded and available within 2 hours of request.
1D-05	The Contractor shall provide a daily summary of Service Desk statistics, and a comprehensive, monthly summary report including all data/fields as directed by the PD AKO/DKO.	Daily by 0600
1D-06	The Contractor shall maintain all ticket data (for all Government-approved Web fields within the ticketing system, without exception) for the life of the Contract and provide synopsis reports to the PD AKO/DKO upon request.	Data to be provided to the Government within 24 hours of request

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1D-07	The Contractor shall support TTY access to the Service Desk for disabled persons, in accordance with applicable regulatory and statutory requirements.	Support provided 24x7x365
1D-08	For service requests, the Contractor shall document the service request in the ticketing system and address or escalate per AKO/DKO policies.	100% documentation of Service Requests
1D-09	For general inquiries, the Contractor shall document the inquiry in the SMS and address or escalate per Army policies.	100% documentation of General inquiries
1D-10	The Contractor shall ensure all Customer Service Representatives and other staff complete all required training and certification including Information Assurance training per Army and DoD policy.	In accordance with Army and DoD requirements, policy, and regulations, including DoDD 8570.01.
1D-11	The Contractor shall review the call queues for accuracy and routing and shall make recommendations for improvement where needed. The Contractor shall implement approved changes within seven (7) CD.	As directed by the PD AKO/DKO, but not more than four (4) times per year.
1D-12	The Contractor shall provide on-site liaison's at Ft. Belvoir AKO/DKO Data Center for interaction between application administration teams and the Service Desk	NA
1D-13	The Contractor shall maintain communications between the Service Desk and the application administration teams for each configuration item. The application administration teams shall respond to and troubleshoot escalated AKO ES end user service issues that cannot be resolved by Service Desk personnel.	In accordance with the PD AKO/DKO-approved Incident Management Plan.
1D-14	The Contractor shall review, approve, or disapprove in accordance with AKO policy user photographs submitted for personal profiles.	In accordance with PD AKO/DKO policy.

18.5 Subtask 1E: Customer Support Page

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1E-01	The Contractor shall build and manage a Tier 0, self-help, Customer Support Page accessible from the AKO ES home page and featuring Frequently Asked Questions (FAQs), user guides, and Knowledge Documents.	The Customer Support Page shall be available 24x7x365.
1E-02	The Contractor shall be responsible for all configuration, management, and maintenance of the Customer Support Page.	Not Applicable
1E-03	The phone number to the Contractor's Service Desk, email address for support inquiries, and link to a web-page for creating an online ticket shall be displayed on the Customer Support Page	Font size approved by the PD AKO/DKO

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1E-04	The Customer Support Page shall provide a link to enable End Users to create their own Ticket in the Service Management System.	Not Applicable
1E-05	The Customer Support Page shall enable End Users to submit feedback to the Service Desk. The Contractor shall produce and deliver a monthly summary report of End User feedback.	Feedback Form link shall be prominently displayed on the Customer Support Page at a font size approved by the PD AKO/DKO.
1E-06	The Contractor shall develop, publish, and update internal (for use within the Service Desk) and external (for use by End Users) Frequently Asked Questions (FAQ).	Not Applicable
1E-07	The Contractor shall monitor and review the effectiveness of self-help capabilities and usage and report to the PD AKO/DKO	On a monthly basis during the Monthly PMR.
1E-08	The Customer Support Page shall provide access for all customers to the Contractor's Web Chat capability. (The Web Chat capability may not be available at Award and will become available at a later date.)	No less than 100 hours per week of Web Chat availability
1E-09	The Customer Support Page shall feature and the Contractor shall update Top Ten eFAQs; Top Ten shall be updated daily based on incident volume.	The currency of the list shall be maintained on a daily basis.

18.6 Subtask 1F: Service Desk Ticketing System

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1F-01	All Service Desk calls, web chat session text, email strings, and web forms shall be recorded and retained in the ticketing system for future review at PD AKO/DKO direction.	100% retention where the Retention Period is 180 calendar days
1F-02	The Contractor shall configure the ticketing system to enable customers to create their own ticket.	Not Applicable
1F-03	The Contractor shall present a report summarizing responses to the Closed Ticket Survey.	See Deliverable 1
1F-04	Should the Ticketing System or successor application be unavailable the Contractor shall create manual tickets and, after Ticketing System is again available, create Ticketing System tickets from all manual tickets.	Ticketing System tickets to be created from manual tickets in less than ten (10) calendar days from the Ticketing System outage.
1F-05	The Contractor shall operate, maintain, and configure the RightNow Web application to meet the requirements of this Task 1. (The Government will maintain the hardware and operating system for the application.)	Not Applicable

18.7 Subtask 1G: Automated Call Director (ACD) / Interactive Voice Response (IVR) Coordination

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1G-01	The Contractor shall provide an ACD and IVR system to accept incoming calls via the GFE toll-free number and route these calls to the appropriate destination based on caller input. (See Attachment 7, Chart 11)	The ACD and IVR shall be available 24x7x365 with 100% availability.
1G-02	The Contractor shall provide the capability to upload outgoing voice message files to the IVR. The Contractor shall be responsible for posting such files to the IVR on PD AKO/DKO request.	For Standard changes, messages posted to the IVR within four (4) business hours of PD AKO/DKO request. For Urgent changes, messages posted to the IVR within one (1) hour of PD AKO/DKO request
1G-03	The Contractor's Automated Call Director (ACD) and IVR shall provide for branching capability, based on IVR options and key presses, for incoming calls to: <ul style="list-style-type: none"> <li>(1) The AKO NIPR Service Desk</li> <li>(2) The AKO SIPR Service Desk</li> <li>(3) The Army ESD NIPR Service Desk</li> <li>(4) The Army ESD SIPR Service Desk</li> </ul>	Modification to call routing in two (2) calendar days or less from written Government request.
1G-04	The Contractor shall provide two (2) non-published, toll-free numbers/lines: <ul style="list-style-type: none"> <li>• Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for AKO NIPR callers, and</li> <li>• Between the (1) Call Center for AKO NIPR callers and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).
1G-05	The Contractor shall provide two (2) non-published, toll-free numbers/lines: <ul style="list-style-type: none"> <li>• Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers, and</li> <li>• Between the (1) Call Center for Army CONUS ESD SIPR/AKO SIPR callers and the (2) Call Center for AKO NIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).
1G-06	The Contractor shall, upon request, relinquish any of the non-published, toll-free numbers to the appropriate Call Center provider.	In thirty (30) calendar days or less from written request by the Government.
1G-07	The Contractor shall establish and modify the configuration, menu options, and parameters of the Interactive Voice Response (IVR) unit in accordance with Government specifications.	Initial configuration, as requested by the Government, operational no later than Assumption of Responsibility (AOR).
1G-08	The Contractor shall execute Government-requested IVR changes.	Changes shall be complete and operational in seven (7) calendar days or less.

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ID	Requirement	Performance Criteria
1G-09	The Contractor shall provide the capability for Government designees to record and upload outgoing voice message files to the IVR. The Contractor shall be responsible for posting such files to the IVR upon PM P2E PMO request.	For Standard changes, messages posted to the IVR within four (4) business hours of PM P2E PMO request. For Urgent changes, messages posted to the IVR within one (1) hour of PM P2E PMO request
1G-10	The Contractor shall provide weekly statistics on calls transferred to other provided, TNT calls, and other related statistical data.	Weekly no later than Tuesday 0800 f or the prior week's activity.
1G-11	The Contractor shall provide Automated Busy No Answer Redirect (BNAR) routing during outage conditions if so requested by the Government.	Upon Government request.

18.8 Subtask 1H: Service Desk Continuity of Operations / Disaster Recovery

ID	Requirement	Performance Criteria
1H-01	The Contractor shall support COOP/DR planning to establish continuity procedures for the Service Desk.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP.
1H-02	The Contractor shall provide an existing Continuity of Operations (COOP) site, having hot failover capability, located within the continental U.S. (CONUS) at no less than fifty (50) miles from the Primary Site. The COOP shall be implemented to insure that a failure at the primary site is transparent to the end user.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP
1H-03	The Contractor shall support up to two (2) annual exercises of Service Desk COOP and provide an analysis of results and performance to the PD AKO/DKO.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP. At a minimum, verify the coordination and execute COOP demonstrating successful failover and reconstitution at least every 6 months. Deliver COOP/ DR Exercise and Operations Results Report in accordance with Deliverable 5.
1H-04	In a situation where a COOP event is declared the Contractor Will provide a COOP plan to be approved by PD AKO/DKO.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP.
1H-06	In a situation where a COOP event is declared the Contractor shall be responsible for coordinating re-routing of the toll-free number to the alternate location(s)	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP.

**19. Task Deliverables:**

The following deliverables are the responsibility of the Contractor:

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
1	1	Weekly Closed Ticket Survey results		Weekly on Wednesday for the results of the prior week (Monday through Sunday)	COR
1	2	Daily and Monthly Statistical Data Report	Daily and monthly statistical data report including but not limited to performance against all Task 3 Series SLAs , as well as call volume analytics by category/class, priority, CI/service and other attributes tracked in the SMS.	NLT 1000est and Monthly PMR	COR
1	3	Frequently Asked Questions (FAQ)	AKO/DKO eFAQs and iFAQs database	Ongoing or upon PD AKO/DKO request	COR
1	4	End User Feedback Summary Report		At the Monthly PMR	COR
1	5	COOP/ DR Exercise and Operations Results Report		Seven (7) business days after completion of the Exercise	COR

**OPTIONAL TASK 2: ARMY CONUS ENTERPRISE SERVICE DESK**

**OPTIONAL TASK 3: ADDITIONAL ARMY CONUS SITES**

**20. Place of Performance:**

- 20.1 The Contractor's Service Desk (primary and backup sites) and supporting operations will be located as per the Contractor's proposal and in continental United States (CONUS) locations
- 20.2 The Contractor's Service Desk Analytics and Reporting Team will be located as per the Contractor's proposal and in continental United States (CONUS) locations
- 20.3 The Contractor's Service Desk Analytics and Reporting Team Management Team will be co-located with the Government Project Management Office at Fort Gordon, GA in order to review trends and perform data analysis with the 7<sup>th</sup> SC leadership team located at Fort Gordon, GA
- 20.4 The Contractor shall locate Customer Relations Management personnel at the 106<sup>th</sup> Signal Brigade at Fort Sam Houston, TX to review tickets and liaise between the Service Desk and the brigades
- 20.5 The Contractor shall locate Customer Relations Management personnel at the 93<sup>rd</sup> Signal Brigade at Fort Eustis, Newport News, VA to review tickets and liaise between the Service Desk and the brigades
- 20.6 The Contractor's Project Management Team will be co-located with the Government Project Management Office at Fort Gordon, GA. In addition to locating Project Management leadership at Fort Gordon the Contractor's solution can provide additional off site support as long as there are sufficient personnel on site to work with the Government on issues on a day to day basis.
- 20.7 The Contractor's Service Desk Operations Manager (SDOM) shall be located at Fort Gordon.

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**21. Period of Performance:**

- 21.1 Base: The period of performance for the Base Period will be twelve (12) months from Award
- 21.2 Options: The periods of performance for two (2) Option Periods will be twelve (12) months each

**22. Hours of Operation:**

The hours of operation for the Service Desk and associated operations will be available as follows:

- 22.1 Tier 0 available: 24x7x365
- 22.2 Tier 1 Service Desk available: 24x7x365
- 22.3 Service Desk Operations Management Team - Standard hours: 0800 to 1700 in the local time zone; additional hours as required by workload and/or critical requirements
- 22.4 Contractor Service Desk Analytics and Reporting Team at Contractor site – Standard hours: 0800 to 1700 in the local time zone; additional hours as required by workload and/or critical requirements
- 22.5 Contractor Service Desk Analytics and Reporting Team Management Team at Fort Gordon, GA – Standard hours: 0800 to 1700 -ET; additional hours as required by workload and/or critical requirements
- 22.6 Contractor Customer Relations Managers at the 106th Signal Brigade at Fort Sam Houston, TX – 0800 to 1700 -CT; additional hours as required by workload and/or critical requirements
- 22.7 Contractor Customer Relations Managers at the 93rd Signal Brigade at Fort Eustis, Newport News, VA – 0800 to 1700 -ET; additional hours as required by workload and/or critical requirements
- 22.8 Contractor Project Management Team at Fort Gordon, GA– 0800 to 1700 -ET; additional hours as required by workload and/or critical requirements
- 22.9 For the purposes of SLA measurement “business hours” are 24 hours per day

**23. Government Furnished Equipment (GFE):**

The following Equipment will be furnished by the Government for the purpose of Contract performance.

- 23.1 Ticketing System (currently Remedy but subject to change at Government discretion) located at the Government’s Oklahoma City (OKC) datacenter. The Ticketing System may be hosted elsewhere as deemed appropriate by the Government. The Ticketing System will include End User facing ticket entry capability and access to commercial Knowledge Documentation as well as Knowledge Documents generated specifically for this Contract. For the purposes of this Contract the Contractor shall be required to utilize the GFE Ticketing System, whether BMC Remedy or Computer Associates (CA) Service Desk.
- 23.2 Government workstations, desks, network connectivity, and basic office operations for Contractor personnel located at Fort Sam Houston, Fort Eustis, and Fort Gordon.
- 23.3 Army Gold Master for use by the Contractor’s agents to enable connectivity to the .mil domain.
- 23.4 The toll-free inbound telephone number will be furnished by the Government and provisioned for Contractor management and coordination. The Contractor will coordinate billing for the toll charges with the appropriate carrier, receive and pay associated invoices, and the associated inbound toll charges will be expensed as an Other Direct Cost (ODC). The Government owns and will continue to own the existing number and it will be transferred to contractor awarded this Task Order.
- 23.5 Government generated and owned Knowledge documentation hosted by the Army National Guard on the Fielding Repository Enhancement Database (FRED) system, through the Government’s Ticketing System hosted at OKC, or through another GFE hosting solution.
- 23.5.1 If directed, the contractor shall acquire for the Government a knowledge solution that can support commercial office systems applications and has the potential to add in-house knowledge. The Government will provide the knowledge solution as GFI to the Contractor for use by service desk agents in performing incident resolutions.
- 23.6 Remote Access solution to enable Customer Service Agents (CSA) to remotely manage the End User desktop. All CSA will be subject to the requirements of DoD Directive 8570.1 “Information Assurance Training, Certification, and Workforce Management”.



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23.6.1 If directed, the contractor shall acquire a remote access solution for the Government. The Government will provide the remote access solution as GFE to the Contractor for use by service desk agents in performing incident resolutions.

**24. Government Furnished Information (GFI):**

The following Information will be furnished by the Government for the purpose of Contract performance.

- 24.1 Army processes stored as Knowledge Documents in the Government's GFE Ticketing System.
- 24.2 Comprehensive RightAnswers (or equivalent) Knowledge-Paks with standard content upgrades. Automated Number Identification (ANI) database.
- 24.3 Language that the Caller will hear for the menu options
- 24.4 Language that the Caller will hear for the greeting
- 24.5 Points of Contact for the Call Center for AKO NIPR callers operated by a third party provide
- 24.6 Points of Contact for the Call Center for Army CONUS ESD SIPR/AKO SIPR callers operated by a third party provider.
- 24.7 All information needed to order circuits that will be delivered to the other providers

**25. Contractor Furnished Equipment (CFE):**

The following Equipment will be furnished and maintained by the Contractor.

- 25.1 Service Desk facility and associated agent positions and supporting infrastructure. Co-location or physically separate AKO and AESD Service Desks are both acceptable solutions.
- 25.2 Computing and telephony equipment for the Service Desk agents
- 25.3 Non-published toll-free numbers/lines:
- 25.4 The Contractor shall provide four (4) non-published, toll-free numbers/lines as described in Task 2M: Army CONUS ESD Automatic Call Distributor (ACD) and Interactive Voice Response (IVR). The Contractor will coordinate billing for the toll charges with the appropriate carrier, receive and pay associated invoices, and the associated inbound toll charges will be expensed as an Other Direct Cost (ODC).
- 25.5 All equipment necessary for Continuity of Operations and Disaster Recovery as indicated in the requirements below
- 25.6 All other equipment needed for the performance of this Performance Work Statement
- 25.7 Initially the Contractor shall connect via public internet to the GFE Ticketing System via CAC. The intent is to work with the awardee to obtain an IATO to drop circuits to the NIPRNet to their Service Desk.
- 25.8 Remote Access solution to enable Customer Service Agents (CSA) to remotely manage the End User desktop. All CSA will be subject to the requirements of DoD Directive 8570.1 "Information Assurance Training, Certification, and Workforce Management".
- 25.9 Contractor will obtain, configure, install as turn-key solution, support the DIACAP approval process for and operate for testing purpose at a Government specified location the current version of Bomgar remote desktop access tool. The purpose of the testing is to determine whether Bomgar can replace the unsupported CA Support Automation 6.0 remote access solution. As specified by the Army, subsequent to testing the Bomgar solution, if the government selects the Bomgar product as follow-on solutions, the contractor will provide the Bomgar solution to support 365 day, 24 hour by day per week CONUS ESD Remote Desk Top Access operations. If the Army selects a product other than Bomgar, the Army will provide the Remote Desktop Access solution as GFE.

**26. Security Requirements:**

- 26.1 The Security requirements for this Contract are specified in the provided DD-254.
- 26.2 The work to be performed is Sensitive but Unclassified.

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26.3 All Contractor personnel requiring Remedy or CA accounts, or requiring elevated permissions, shall be U.S. citizens and possess a Secret Clearance (or Interim Secret Clearance) at time of Assumption of Responsibility in accordance with AR 25-2.

**27. Entitlement:**

The Government does not currently possess an Entitlement Database. Any users possessing an account on LANDWARNET (the Army.mil portion of the GIG) shall be entitled to be supported by the Army CONUS Enterprise Service Desk

**28. Key Personnel:**

The following Roles are identified as Key Personnel for performance of this optional Task 2. The Contractor shall provide complete resumes for proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the consent on substitutes. No change in fixed unit prices may occur as a result of key personnel substitution.

28.1 Service Desk Operations Manager (SDOM) - The SDOM is defined as the on-site (for Task 2, Fort Gordon) liaison between the Government PM/COR and the Service Desk Operation. The Optional Task 2 SDOM shall have IT Service Desk management or IT Service Desk operations experience supporting large, diverse enterprises using ITIL or an equivalent service management and support framework.

**29. Transition Requirements:**

The following requirements shall apply to the Transition of the Service Desk responsibility from the incumbent Contractor to the awardee for this requirement. The Government is assuming a 13 September 2011 Award and 13 September 2011 Notice to Proceed on the day of award:

29.1 The incumbent Contractor shall maintain responsibility for Service Desk operations until 17:59 ET (5:59 PM ET) on 26 September 2011 .

29.2 At 18:00 ET on 26 September 2011 the awardee of this Contract shall assume full responsibility for responding to all Incidents, Problems, Service Requests, and any other inquiry submitted via the in-scope channels. This event shall be defined as Assumption of Responsibility (AOR).

29.3 Attainment of Service Level Agreements (SLA) as specified in the Quality Assurance Surveillance Plan (QASP) shall be monitored and reported at AOR and attainment shall be required at AOR plus 30 calendar days.

**30. Definitions:**

30.1 "Tier 0" means "self"-help requiring no direct contact between an End User and a Service Desk Agent.

30.2 "Tier 1" means first level, non-dispatched basic problem assistance and incident resolution delivered via telephone, e-mail, or other online communication channel.

30.3 "Tier 2" means second level, dispatched advanced problem assistance and incident resolution performed by the NECs and CTNOSC for incidents that cannot be resolved quickly and efficiently by Tier 1. Direct Tier 2 support is out of scope for this Contract, however providing assistance to Tier 2 is a requirement of this contract.

30.4 "Tier 3" means advanced problem assistance and incident resolution provided by Original Equipment Manufacturers or Independent Software Vendors for incidents that cannot be resolved quickly and efficiently by Tier 1 or Tier 2. Tier 3 does not typically interface directly with the End User as Tier 2 owns the Ticket while Tier 3 resolved the incident in the background. Tier 3 support is out of scope for this Contract, however providing assistance to Tier 3 is a requirement of this contract.

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**31. Attachments**

The list of applicable attachments are specified in Section J of the Task Order.

**32. Material Fielding and Asset/Materiel Management:**

The Army conducts materiel fielding through a process of planning, coordinating and executing the deployment of a materiel system or capability and its support to a Gaining Command (GC) or activity. Success comes from advance planning, coordination and agreement between the materiel developer (Project/Product Manager (PM), supporting contractors and the GC. The Army's Total Package Fielding (TPF) process supports the materiel fielding process and provides for the concurrent fielding of a materiel system or capability and all its required support in order to affect a total system/capability fielding of new or modified equipment. The Materiel Fielding Plan (MFP) supports the TPF process and provides the framework for addressing Integrated Logistics Support (ILS) elements throughout the materiel fielding process.

Asset and materiel management functions associated with government furnished equipment (GFE) and equipment purchased by contractors on behalf of the Government and subsequently issued to a GC, is maintained in accordance with U.S. Army Regulations and tracked under the Defense Acquisition Regulations (DFARS) and applicable clauses. The U.S. Army Property Book Unit Supply Enhanced (PBUSE) data base is used by the PM in laterally transferring equipment to GC.

**33. Clauses incorporated by reference:**

- 33.1 DFARS 211.274-2: IUID Policy
- 33.2 DFARS 211.274-3: Policy for Valuation
- 33.3 DFARS 252.211-7007: IUID of Government property
- 33.4 DFARS 252.211-7003: Item Identification and Valuation
- 33.5 DFARS 252.211-7007: Reporting of Government Furnished Equipment in the DoD Item Unique Identification (IUID) Registry.

**34. Task 2: Army CONUS Enterprise Service Desk (ESD) (Optional Task to be Priced Separately)**

**34.1 Task 2A: Army CONUS ESD Incident, Problem, and Service Request Management**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2A-01	The Contractor shall serve as the single point of contact (SPOC) for all receipt, logging, classifying, prioritizing, tracking, resolution, and reporting of Incidents, Problems, and Service Requests for all CONUS entitled users through all approved and required channels.	In accordance with Task 2, SLA 2 and SLA 5
2A-02	The contractor shall serve as the primary interface to Army users of various Army enterprise applications, desktop and server applications and hardware, Commercial-off-the-Shelf (COTS) software as well as custom developed applications.	In accordance with Task 2, SLA 2 and SLA 5
2A-03	The Contractor shall classify all Incidents, Problems, and Service Requests in accordance with the 7 <sup>th</sup> SC-approved taxonomy and using the GFE Ticketing System instance for Ticket generation, modification, update, and closure.	Ticket shall be updated within ten (10) minutes of any change in status.
2A-04	The Contractor shall provide Tier 1, first level, non-dispatched basic Problem assistance, Service Request management, and Incident resolution delivered via telephone, e-mail, or remote	In accordance with Task 2, SLA 2 and SLA 5

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ID	Requirement	Performance Criteria
	access. Tier I support shall include effective ticket registration, troubleshooting, triage, incident/request escalation and/or resolution for all Incidents, Problems, and Service Requests.	
2A-05	The Contractor shall address all End User Incidents, inquiries, and Service Requests including, but not limited to, troubleshooting use of End User Incidents and Problems, responding to "how-to" questions, explanation of features and functions, authentication and access, account set-up/modify/delete, password reset, and general technical assistance.	In accordance with Task 2, SLA 2 and SLA 5
2A-06	The Contractor shall create a Ticket for each unique Incident, Problem, or Service Request.	For Email: In accordance with Task 2, SLA 6 For Phone: A ticket shall be created and the Ticket number provided to the caller before the call is ended.
2A-07	The Contractor shall support all software included in the Army Gold Master.	Not Applicable
2A-08	The Contractor shall support all software certified to operate on the Army network.	Not Applicable
2A-09	The Contractor shall resolve the maximum number of Incidents and service requests on the first call.	In accordance with Task 2, SLA 2
2A-10	All transactions (open ticket, update ticket, escalate ticket, close ticket) with the Service Desk, regardless of channel, shall result in a Ticketing System message to the End User describing the nature of the transaction and the next steps to be performed.	No later than thirty (30) minutes after completion of the transaction.
2A-11	Ten (10) percent of Closed Tickets, selected at random, will result in an email Customer Satisfaction Survey to the End User.	No later than thirty (30) minutes after ticket closure.
2A-12	Changes to the Customer Satisfaction Survey shall be executed by the Contractor and approved by the PM P2E PMO or 7th Signal Command Leadership prior to use.	Survey changes only upon PM P2E PMO or 7th SC approval
2A-13	All Customer Service Agents (CSA) shall be ITIL V3 Foundations – certified personnel.	<ul style="list-style-type: none"> <li>100% of Customer Service Agents certified no later than 14 calendar days after Notice to Proceed or Assumption of Responsibility, whichever is later.</li> </ul>
2A-14	All Contractor management personnel, including Customer Relations Managers (Task 2E) assigned to this Contract shall be ITIL V3 Practitioner – Support and Restore certified personnel.	<ul style="list-style-type: none"> <li>100% of Contractor management personnel certified no later than thirty (30) calendar days after Notice to Proceed.</li> </ul>
2A-15	The Contractor shall support a subset of users classified as Very Important People (VIP), designated as such in the Ticketing platform.	NA

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2A-16	The Contractor shall support the NEC and CTNOSC-provided Tier 2, second level, dispatched advanced problem assistance and incident resolution. Support shall include clarifying and conveying ticket information to Tier 2, providing additional detail and information in the ticket based on discussion with Tier 2, and related support tasks.	Not Applicable
2A-17	The Contractor shall, in response to End User-created Web tickets created in Remedy, provide a timely email acknowledgement indicating (1) the Ticket has been assigned to an agent, (2) the Ticket number, (3) the Agent name, and (4) the toll-free number for the Service Desk. The Government will not configure the GFE Ticketing System to auto-assign or auto-acknowledge Web Tickets but will configure the Ticketing System to enable the agent to send a manual acknowledgement notification through ticketing system.	In accordance with Task 2, SLA 5
2A-18	The Contractor shall, in response to End User-created Email tickets, provide a timely email acknowledgement indicating (1) the Ticket has been assigned to an agent, (2) the Ticket number, (3) the Agent name, and (4) the toll-free number for the Service Desk. The Government will not configure the GFE Ticketing System to auto-assign or auto-acknowledge Web Tickets but will configure the Ticketing System to enable the agent to send a manual acknowledgement notification through ticketing system.	In accordance with Task 2, SLA 6

#### 34.2 Task 2B: Army CONUS ESD Lifecycle Ticket Management

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2B-01	The Contractor's CSA shall document all mandatory data fields as required by the PM P2E PMO and/or 7 <sup>th</sup> SC and configured in the GFE Ticketing System or its successor.	All required data fields complete with each update. Ticket accuracy in accordance with Task 2, SLA 1
2B-02	The Contractor shall provide end-to-end ticket management for Incidents, Problems, and Service Requests. Where a Ticket is escalated beyond Tier 1 the Service Desk shall be responsible for providing a consistent, single interface with the Customer wherever possible and for ensuring the Incident is resolved.	Not Applicable
2B-03	The Service Desk shall keep End Users informed regarding status of their ticket, Incident, Problem, or Service Request through (1) CSA voice response to phone calls, and/or (2) messages via the Ticketing System to email inquiries.	Messages shall be provided within thirty (30) minutes of request.
2B-04	The Contractor shall report number of open tickets by age (24 hours or less, 1 to 7 days, 7 days or older), closed tickets (last 24 hours by time to resolve), First Call Resolved tickets by type, escalated tickets by type (to any Tier), through a ticket status report provided daily.	At the daily Standup (SITREP)

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2B-05	The Contractor shall receive an affirmative response from an End User (either by voice or by email) before closing a ticket.	A minimum of two (2) attempts to reach End Users for confirmation of ticket closure shall be made and must be made during local business hours with a minimum 48 hours between attempts.
2B-06	The Contractor shall close, in a timely manner, the maximum possible number of Standard Tickets	In accordance with Task 2, SLA 7a
2B-07	The Contractor shall close, in a timely manner, the maximum possible number of VIP Tickets	In accordance with Task 2, SLA 7b

### 34.3 Task 2C: Army CONUS ESD Knowledge Management

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2C-01	The Contractor shall author, revise, and update solutions to PM P2E PMO-selected Incidents and Problems in the Knowledge Management database for use by CSAs in all Tiers, by End Users, and by the Contractor's incident/problem management processes.	Documentation, testing, and availability in the knowledgebase will occur within ten (10) business days of their being identified by the PM P2E PMO.
2C-02	The Contractor shall develop Knowledge Documents prior to the launch of any new capability or changes to existing capabilities. New Knowledge Documents shall be reviewed and approved by the PM P2E PMO and posted prior to the launch of the new capability or the change to existing capability.	Posted no less than 24 hours prior to launch or release.
2C-03	The format and content for Knowledge Documents shall be approved by the PM P2E PMO prior to use.	The PM P2E PMO shall be provided a minimum of 48 hours for review and approval.
2C-04	The Contractor shall periodically review all Knowledge Documents to ensure accuracy, currency, and relevancy.	On a monthly basis.
2C-05	The Contractor shall utilize the GFE RightAnswers (or equivalent) KnowledgePaks to expedite resolution of End User Incidents and Problems.	Not Applicable

**34.4 Task 2D: Army CONUS ESD End User Account Provisioning and Administration**

ID	Requirement	Performance Criteria
2D-01	The Service Desk shall receive, track, coordinate, and execute End User account creation, modification, deletion, and general administration tasks per Service Requests in accordance with Army security policies.	Once user request for account is approved by the Government, ESD account provisioning actions will be completed within 24 hours

**34.5 Task 2E: Army CONUS ESD Customer Relations Management**

ID	Requirement	Performance Criteria
2E-01	The Contractor shall support development of Operating Level Agreements (OLAs) with other service providers (e.g., contractor and/or government personnel supported NECs at the installation level) for interaction, escalation and dispatch (desk side support) of trouble tickets.	At Government request
2E-02	The Contractor shall develop Standard Operating Procedures (SOPs) for the operation and maintenance of the ESD.	See Deliverable 1
2E-03	The Contractor shall provide Customer Relations Management teams to support the 106th Signal Brigade at Fort Sam Houston, TX and the 93rd Signal Brigade at Fort Eustis, Newport News, VA to review tickets and liaise between the Service Desk and the brigades.	Not Applicable

**34.6 Task 2F: Army CONUS ESD Remote Access**

ID	Requirement	Performance Criteria
2F-01	The Contractor shall utilize the Government-furnished Remote Access tools to maximize First Call Resolution and Customer Satisfaction.	Not Applicable

**34.7 Task 2G: Army CONUS ESD Service Level Management**

ID	Requirement	Performance Criteria
2G-01	The Contractor shall develop, document, refine, and maintain the currency of its Service Level Management processes and procedures and include such processes in a Service Level Management.	Deliverable 12
2G-02	The Contractor shall measure, monitor, and report Service Level attainment as described in contractual Service Level Agreements (SLA).	Measurement, monitoring, and reporting in accordance with the parameters described in the SLAs in the Quality Assurance Surveillance Plan (QASP)

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2G-03	The Contractor shall analyze any SLA failure and document such analysis and the proposed remediation (i.e., "get-well") plan in an SLA Failure report to the PM P2E PMO	Deliverable 13
2G-04	The Contractor shall brief the SLA failure root cause and its actions to remediate SLA failures at the following Monthly PMR.	At the Monthly PMR following SLA failure.

**34.8 Task 2H: Army CONUS ESD Continuity of Operations and Disaster Recovery**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2H-01	The Contractor shall develop a Continuity of Operations and Disaster Recovery Plan and maintain the plan in a manner that provides for the smooth transfer of all mission or business essential functions to an alternate site for the duration of an event with minimal loss of operational continuity as determined by designated MAC level.	Deliverable 14
2H-02	The Contractor shall support COOP/DR planning to establish continuity procedures for the Service Desk.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the PM P2E COOP policies.
2H-03	The Contractor shall provide an existing Continuity of Operations (COOP) site, having hot failover capability, located within the continental U.S. (CONUS) at no less than fifty (50) miles from the Primary Site. The COOP shall be implemented to insure that a failure at the primary site is transparent to the end user.	No loss of service or service disruption.
2H-04	The Contractor shall execute load balancing and replication of necessary Contractor data between their Primary and Secondary sites.	In accordance with the approved Continuity of Operations and Disaster Recovery Plan
2H-05	The Contractor shall provide overall design, documentation, implementation, operational support, ensure replication of all applications/data approved by PM P2E PMO Operations and on-site manning for business continuity and COOP.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the PM P2E COOP policies.
2H-06	The Contractor shall coordinate the re-routing of inbound calls to the COOP site in the event failover is initiated.	No loss of service or service disruption.
2H-07	The Contractor shall support up to two (2) annual exercises of Service Desk COOP and provide an analysis of results and performance to the PMO.	<ul style="list-style-type: none"> <li>• In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the PM P2E COOP policies.</li> <li>• Deliver COOP/ DR Exercise and Operations Results Report in accordance with Deliverable 15.</li> </ul>



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2H-08	The Contractor shall maintain 24x7x365 availability of the Service Desk.	24x7x365
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**34.9 Task 2I: Omitted**

**34.10 Task 2J: Army CONUS ESD Project Management and Coordination**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2J-01	The Contractor shall coordinate the transfer of the current toll-free number to the Government-furnished successor toll-free number.	Off-hours test to be conducted no less than three (3) days prior to Assumption of Responsibility
2J-02	The Contractor shall manage the administration of the invoicing process from the telecommunications provider.	Not Applicable
2J-03	The Contractor shall develop a Materiel Fielding Plan (MFP) that addresses all Integrated Logistics Support Elements (ILS) applicable to the capability being fielded.	IAW Chapter 5, AR 700-142
2J-04	The Contractor shall meet U.S. Army materiel and property accountability requirements for hardware and software under their control.	IAW AR 735-5 and AR 735-11.
2J-05	The contractor shall identify, register and affix tags for equipment requiring unique item identification for tangible personal property.	IAW DFARS 252.211-7003 and DFARS 252.211-7007
2J-06	The contractor shall report and provide equipment listings and data elements required in accordance with acceptable standards contained in the Army Standard Line Automated Management and Integrating System (SLAMIS) and preparation of issue and turn in documents.	IAW AR 735-5 and AR 735-11
2J-07	The contractor shall provide hardware warranty data for equipment fielded/issued to GC	IAW Government provided template
2J-08	The contractor shall provide software license agreement and key data for software licenses fielded/issued to GC	IAW Government provided templates

**34.11 Task 2K: Army CONUS ESD Reporting, Analytics, and Trend Analysis**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2K-01	The Contractor shall perform reporting in accordance with the Deliverables specified below. Reporting tools shall be compatible with the Government's GFE Ticketing System.	Deliverables 3 through 11
2K-02	The Contractor shall perform analytics in accordance with the Deliverables specified below. Analytical tools shall be compatible with the Government's GFE Ticketing System.	Deliverables 3 through 11
2K-03	The Contractor shall perform trend analysis of call, ticket, user, incident, problem, and service request data in accordance with the Deliverables specified below.	Deliverables 3 through 11

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### 34.12 Task 2L: Army CONUS ESD Service Desk Operations

ID	Requirement	Performance Criteria
2L-01	The Contractor shall provide, staff, support and ensure availability of all channels	24x7x365 availability of all channels
2L-02	The Contractor shall install the Army Gold Master on all Customer Service Agent computers.	No later than Assumption of Responsibility
2L-03	Upon PM P2E PMO request all Service Desk calls shall be available for call monitoring and "remote" monitoring (whereby monitors are not required to be on-site at the Call Center) by the PM P2E PMO for quality control.	100% of calls available for monitoring
2L-04	The Contractor shall provide a daily summary of Service Desk statistics as directed by the PM P2E PMO.	Daily by 0800
2L-05	The Contractor shall support PM P2E PMO-provided 508-compliant and TTY access to the Service Desk for disabled persons, in accordance with applicable regulatory and statutory requirements.	Not Applicable
2L-06	The Contractor shall ensure all Customer Service Representatives and other staff complete all required training and certification including Information Assurance training per Army and DoD policy.	In accordance with Army and DoD requirements, policy, and regulations including DoDD 8570.01.
2L-07	The Contractor shall review the call queues for accuracy and routing and shall make recommendations for improvement where needed. The Contractor shall implement approved changes within seven (7) business days.	As directed by the PM P2E PMO, but not more than four (4) times per year.
2L-08	The Contractor's Service Desk facility shall be accredited with an Interim Authority to Operate (IATO) or Authority to Operate (ATO).	No later than Assumption of Responsibility.
2L-09	The Contractor shall provide sufficient Customer Service Agent staff to meet inbound caller responsiveness expectations.	In accordance with Task 2, SLA 3 and Task 2, SLA 4

### 34.13 Task 2M: Army CONUS ESD Call Distribution

ID	Requirement	Performance Criteria
2M-03	The Contractor shall provide two (2) non-published, toll-free numbers/lines: <ul style="list-style-type: none"> <li>Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for AKO NIPR callers, and</li> <li>Between the (1) Call Center for AKO NIPR callers and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2M-04	The Contractor shall provide two (2) non-published, toll-free numbers/lines: <ul style="list-style-type: none"> <li>Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers, and</li> <li>Between the (1) Call Center for Army CONUS ESD SIPR/AKO SIPR callers and the (2) Call Center for AKO NIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).
2M-05	The Contractor shall, upon request, relinquish any of the non-published, toll-free numbers to the appropriate Call Center provider.	In thirty (30) calendar days or less from written request by the Government.
2M-06	The Contractor shall establish and modify the configuration, menu options, and parameters of the Interactive Voice Response (IVR) unit in accordance with Government specifications.	Initial configuration, as requested by the Government, operational no later than Assumption of Responsibility (AOR).
2M-07	The Contractor shall execute Government-requested IVR changes.	Changes shall be complete and operational in twenty-one (21) calendar days or less.
2M-08	The Contractor shall provide the capability for Government designees to record and upload outgoing voice message files to the IVR. The Contractor shall be responsible for posting such files to the IVR upon PM P2E PMO request.	For Standard changes, messages posted to the IVR within four (4) business hours of PM P2E PMO request. For Urgent changes, messages posted to the IVR within one (1) hour of PM P2E PMO request
2M-09	The Contractor shall establish necessary agreements with the providers of the (1) Call Center for AKO NIPR callers, and (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers to enable calls to be transferred to and from the various Call Centers.	Agreements to be completed no later than forty five (45) days after Notice to Proceed.

**35. Task 3: Additional Army CONUS Sites (Optional Task to be Priced Separately)**

**35.1 Task 3A: Fielding**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
3A-01	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall conduct pre-site surveys to determine what fielding information is needed to inform the site survey process	In accordance with Deliverable 28
3A-02	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall document installation points of contact for the survey & fielding teams in preparation for transition activities	In accordance with Deliverable 29

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ID	Requirement	Performance Criteria
3A-03	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall participate in a Fielding Conference, the first meeting between the AESD and the installation	NA
3A-04	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall gather information necessary to develop the "AS-IS" and "TO BE" documentation (incorporating customer provided information and knowledge of the end state) and shall support process definition including: <ul style="list-style-type: none"> <li>• Current C4IM service support model</li> <li>• Current business processes</li> <li>• Provides starting point for process definition</li> </ul>	In accordance with Deliverable 30
3A-05	<i>Intentionally left blank</i>	<i>Deliverable 31 – not used</i>
3A-06	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall execute process definition and site analysis to understanding how the ESD must support C4IM IT services for an improved user experience	NA
3A-07	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall document how the NEC handles incident management, problem management, change management, and Service Requests. The Contractor shall provide this documentation to the installation for review and for incorporation into the MOU.	In accordance with Deliverable 32
3A-08	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall capture installation variances to identify personnel skill sets, applications in place, and business process maturity	In accordance with Deliverable 32
3A-09	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall develop a Memorandum of Understanding which outlines the specific activities, C4IM IT services, infrastructure support, training, and meeting requirements in support of a service capability cutover. Note an MOU is executed for each NEC that is on-boarded.	In accordance with Deliverable 33
3A-10	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall conduct Training, administered by the ESD, which will provide an opportunity to exercise process definitions. Training materials shall be provided to the installation.	In accordance with Deliverable 34
3A-11	<i>Intentionally left blank</i>	<i>N/A</i>

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
3A-12	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall perform end-to-end functional testing that serves to validate the processes and their technical aspects to ensure a successful overall capability. The testing shall utilize use cases that describe critical AESD operational scenarios, to include: <ul style="list-style-type: none"> <li>• Dispatches</li> <li>• Referrals</li> <li>• Notifications</li> <li>• Access to current reporting capabilities</li> </ul>	For each installation fielded to the ESD.
3A-13	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall prepare and deliver a pre-Cutover Brief which recaps on-boarding activities to gaining command, provides schedule for final cut-over with activities required to complete the on-boarding process, and provide the installation a "leave-behind" package.	In accordance with Deliverable 35 and 39
3A-14	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall monitor and report service performance to be reviewed weekly and monthly and used to assess AESD performance.	In accordance with Deliverable 36
3A-15	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall deliver an After Action Review which discusses the transition process between ESD and gaining command and captures discussion items (issues/concerns) for inclusion in Lessons Learned.	In accordance with Deliverable 37
3A-16	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall develop and maintain a Lessons Learned document, a living document which encompasses all on-boarded installations, captures both strengths and weaknesses for all phases of the on-boarding process.	In accordance with Deliverable 38

**35.2 Task 3B: Service Desk**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
3B-1	The Contractor shall execute Task 2A through 2M and all sub-tasks for all installations fielded to the ESD after AOR.	In accordance with Task 3, SLAs 1, 2, 3, 4, 5, 6a, 6b and KPI 7a and 7b.

**36. Task Deliverables:**

The following deliverables are the responsibility of the Contractor:

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
2	1	Standard Operating Procedures	Standard Operating Procedures (SOPs) for the operation and maintenance of the ESD.	Notice to Proceed plus 120 calendar days (CD)	COR
2	2	Army ESD Services availability report	Monthly report on availability of the Service Desk.	Monthly on the first of the month	COR
2	3	Queue Call Reports	Daily, Weekly and Monthly: Agent Level Reports with number of calls handled, average call length, after call work average, average speed of answer, and out-going calls.  Queue Call Reports to include at a minimum: Wait times, abandoned rates, and average time before abandonment.	Daily, Weekly and Monthly	COR
2	4	First Call Resolution Report	Daily, Weekly, and Monthly reports of First Call-resolved incidents and service requests.	Daily, Weekly and Monthly	COR
2	5	Customer Service Report:	Daily, weekly and monthly reports for all open tickets, number of tickets assigned, unassigned, time of acknowledgement and time of restore. Report will be by urgency/priority and identify VIP.	Daily, Weekly and Monthly	COR
2	6	Customer Care Surveys Report	Monthly summary report for all customer surveys received.	Monthly on the first of the month	COR
2	7	Problem Management Report	Monthly reporting with trend analysis for all Problems as defined in ITIL best practices.	Monthly on the first of the month	COR
2	8	Incident/Request Management Report	Monthly Incident analysis/trending by category.	Monthly on the first of the month	COR
2	9	ITIL Training Report	Monthly report of status of ITIL Training/Certification for all Technicians and Managers.	Monthly on the first of the month	COR
2	10	VIP Reports	Daily, weekly and monthly reports with trend analysis for all incident/requests related to VIPs	Daily, Weekly and Monthly	COR
2	11	Tier II Remote report	Daily, weekly and monthly reports for ticket handling, time of acknowledgement and time of restore	Daily, Weekly and Monthly	COR

2	12	Service Level Management Plan	<p>The Service Level Management Plan shall address, at a minimum:</p> <ul style="list-style-type: none"> <li>• SLA measurement, monitoring, and reporting</li> <li>• Root cause analysis for SLA failure</li> <li>• Implementation of remediation actions in response to SLA failures</li> <li>• Identification and documentation of availability requirements</li> <li>• Monitoring and reporting of availability issue</li> <li>• Identification and tracking of barriers to availability</li> </ul>	Notice to Proceed plus 60 calendar days; reviewed and updated 30 CD prior to Task Order expiry	COR
2	13	SLA Failure Report (including Availability Failure).	<p>The SLA Failure Report shall, at a minimum:</p> <ul style="list-style-type: none"> <li>• Describe the SLA failure</li> <li>• Describe the analysis conducted</li> <li>• Report the root cause of the SLA failure</li> <li>• Recommend remediation alternatives</li> </ul>	In accordance with individual SLA administration requirements	COR
2	14	Security Management Plan.	<p>The IT Security Management Plan shall include, at a minimum:</p> <ul style="list-style-type: none"> <li>• Contractor staff roles and responsibilities of the members of the Contractor IT Security Management organization</li> <li>• IT Security Threat Assessment</li> <li>• IT Security Policy Statements</li> <li>• An inventory list of IT Security Policy Statements</li> <li>• Vulnerability and incident identification</li> <li>• Compliance with FISMA requirements</li> <li>• Compliance with DIACAP, as appropriate</li> <li>• Compliance with Networthiness, as appropriate</li> <li>• Security incident: <ul style="list-style-type: none"> <li>○ Detection</li> <li>○ Identification</li> <li>○ Classification</li> <li>○ Recording</li> <li>○ Investigation</li> <li>○ Root Cause Analysis</li> <li>○ Remediation</li> </ul> </li> </ul>	Notice to Proceed plus 60 calendar days; updated reviewed and updated 30 CD prior to Task Order expiry	COR

2	15	Continuity of Operations and Disaster Recovery (COOP/DR) Plan.	<p>The Continuity of Operations and Disaster Recovery Plan shall, at a minimum:</p> <ul style="list-style-type: none"> <li>• Enumerate mission-critical functions and services in accordance with respective PM P2E PMO-specified recovery time objectives (RTO)</li> <li>• Describe a COOP/DR solution that considers current facilities/sites and IT assets</li> <li>• Describe procedures in the event of a COOP or DR event</li> <li>• Describe testing procedures for the COOP/DR capability</li> <li>• Address roles and responsibilities of PM P2E PMO and Contractor personnel</li> <li>• Include a Threat Analysis</li> <li>• Describe a maintenance strategy for the COOP/DR Plan</li> <li>• Specify reporting procedures and format for COOP/ DR exercises and operations</li> </ul>	Notice to Proceed plus 60 calendar days; reviewed and updated 30 CD prior to Task Order expiry	COR
2	16	Lifecycle Management Plan.	<p>The plan shall include, but is not limited to the following:</p> <ul style="list-style-type: none"> <li>• Age of hardware/software</li> <li>• Ability of service to accommodate current and projected load</li> <li>• Current and anticipated standards</li> <li>• Technology convergence</li> <li>• Technology insertion opportunities</li> <li>• Integrated system roadmap, including recommended software upgrade path and vendor support windows</li> </ul>	Notice to Proceed plus 60 calendar days; reviewed and updated 30 CD prior to Task Order expiry	COR
2	17	COOP/ DR Exercise and Operations Results Report (multiple)	In accordance with PM P2E PMO-approved COOP/DR Plan.	Preliminary report with 24 hours and final report within 7 calendar days of the conclusion of each COOP/DR exercise or evolution.	COR
2	18	Service Level Attainment Report	Describes Service Levels attained for all SLAs. Must be provided in the Excel template provided by the Government at award.	Monthly, no later than the 15th calendar day of the following month	COR



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2	19	Weekly Closed Ticket Survey results	Summary of closed tickets statistics	Weekly on Wednesday for the results of the prior week (Monday through Sunday)	COR
2	20	Statistical Report	Daily and monthly statistical data report including but not limited to performance against all Task S Series SLAs , as well as call volume analytics by category/class, priority, CI/service and other attributes tracked in the GFE SMS.	At the Daily Standup and Monthly PMR	COR
2	21	End User Feedback Summary Report	Summary of End User feedback acquired through the Customer Satisfaction Survey	At the Monthly PMR	COR
2	22	Final Transition Plan	The Final Transition Plan shall update the Initial Transition Plan provided in the Offeror's proposal.	Notice to Proceed plus ten (10) calendar days	COR
2	23	Materiel Fielding Plan (MFP)	Prepared in accordance with Table E-1, Sections 1-9 DA PAM 700-142	Draft submitted 30 work days prior to first install date Final submitted within 10 work days of receipt of government comments.	COR
2	24	Item Unique Identification (IUID)	Equipment/hardware data entered into the Department of Defense (DoD) IUID Registry.	IUID data inputted 7 work days prior to each site installation.	COR
2	25	Materiel Fielding Equipment Inventory and Hand Off Data	Equipment data elements and Individual Unit Identification Data (IUID) will be submitted in accordance with templates provided by government. Data elements will be similar as being required in the preparation of DA Form 3161.	Initial draft provided 7 work days prior to each site installation. Final provided 2 work days prior to each installation fielding.	COR
2	26	<i>Intentionally left blank</i>			
2	27	<i>Intentionally left blank</i>			

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3	28	Pre-site Survey	Identifies fielding information is needed to inform the site survey process	Pre-site surveys conducted three (3) weeks or more prior to the actual Site Survey	COR
3	29	Installation Points of Contact document	Documents installation points of contact for the survey & fielding teams	Five (5) calendar days after completion of the Site Survey	COR
3	30	"As-Is" Documentation	"As-Is" documentation including: <ul style="list-style-type: none"> <li>• Current C4IM service support model</li> <li>• Current business processes</li> </ul>	First draft 120 calendar days after the option is exercised. Final provided 60 days after draft is delivered.	COR
3	31	"To-Be" Documentation	"To-Be" documentation derived from a combination of "AS-IS" documentation, other customer provided information, and knowledge of the end-state ESD	First draft 180 calendar days after the option is exercised. Final provided 60 calendar days after draft is delivered.	COR
3	32	NEC Process Guide	Documentation describing: <ul style="list-style-type: none"> <li>• How the NEC handles incident management, problem management, change management, and Service Requests.</li> <li>• Installation personnel skill sets, applications in place, and business process maturity</li> </ul>	First draft 120 calendar days after the option is exercised. Final provided 60 calendar days after draft is delivered.	COR
3	33	Memorandum of Understanding	Outlines the specific activities, C4IM IT services, infrastructure support, training, and meeting requirements in support of a service capability cutover. An MOU is executed for each NEC that is on-boarded.	As needed for each fielded installation.	COR
3	34	Installation Training Materials	Training materials		COR
3	35	Pre-Cutover Brief	Recaps on-boarding activities to gaining command, provides schedule for final cut-over with activities required to complete the on-boarding process, and provides the installation a "leave-behind" package.	No less than five (5) calendar days prior to Cutover.	COR

3	36	Performance Report	Describes service performance, reviewed weekly and monthly.	Weekly, no later than Wednesday at 1300 for the prior week. Monthly, no later than the third calendar day of the month for the prior month.	COR
3	37	After Action Review	Discusses the transition process between ESD and gaining command and captures discussion items (issues/concerns) for inclusion in Lessons Learned.	No later than three (3) calendar days after Transition completed.	COR
3	38	Lessons Learned document	Strengths should discuss strategies and/or activities that led to success: <ul style="list-style-type: none"> <li>• Weaknesses should discuss strategies for improvement</li> <li>• Post-fielding survey (gaining command responsibility) an important feeder</li> </ul>	Seven (7) calendar days prior to cut-over.	COR
3	39	Installation "leave-behind" package	Includes: <ul style="list-style-type: none"> <li>• In-brief</li> <li>• Site-specific implementation plan</li> <li>• Completed project plan</li> <li>• Data submitted by NEC</li> <li>• TTPs and/or training guide</li> <li>• Test and validation use cases and results</li> </ul>	Seven (7) calendar days after completion of fielding.	COR

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## SECTION G -- CONTRACT ADMINISTRATION DATA

### G.1 Contract Administration - Contractor

Contract Administration for this Contract shall be performed by:

Robert Dennis  
Dell Services Federal Government  
8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031  
(703) 289 – 8235  
Robert\_Dennis@federal.dell.com

### G.5 Invoices

Instructions for submitting invoices are as follows:

Invoices will be submitted monthly for the prior month's performance based on actual tickets. The contractor shall invoice using the negotiated fixed price per ticket.

For Task 1, AKO Service Desk in Support of AKO NIPRNET Users, and the price per ticket (base and option years) shall be invoiced in price bands as follows:

- Band A: 1 to 100,000
- Band B: 100,001 to 200,000
- Band C: 200,001 to 300,000
- Band D: 300,001 to 400,000
- Band E: 400,001 to 500,000
- Band F: 500,000 to unlimited

For Task 2, Army CONUS Enterprise Service Desk, and for Task 3B, Additional Army CONUS Sites, and the price per ticket (base and option years) shall be invoiced in price bands as follows:

- Band A: 1 to 15,000
- Band B: 15,001 to 30,000
- Band C: 30,001 to 45,000
- Band D: 45,001 to 60,000
- Band E: 60,001 to 75,000
- Band F: 75,001 to unlimited

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For Task 3A, Fielding, the contractor shall bill at the fixed price per installation. Small Installation is less than 20,000 ASIP population. Medium Installation is more than 20,000 and less than 35,000 ASIP population. Large Installation is more than 35,000 ASIP population.”

Proper invoices shall be prepared IAW FAR 52.232-25, Prompt Payment Act.

The contractor shall submit one (1) original invoice to the payment office at FT\_Huachuca\_Pay\_NBCDenver@nbc.gov and will courtesy copy both the COR and the Contract Administrator-Government with this submission. E-mail is the preferred method of submission.

All invoices will be certified by the COR. This certification shall contain the following information:

Name and Address of Certifier:  
Telephone Number of Certifier:  
E-Mail Address of Certifier (if none, state so):  
Contract Number:  
Invoice Number:  
Date of Invoice:  
Date of Receipt of Invoice:  
Invoice Amount:  
Signature of Certifier:  
Date Certified:

The certified invoice shall be sent within five (5) days of receipt of the invoice to the INVOICING@AQD.NBC.GOV address with a courtesy copy furnished to the Contract Administrator-Government for further processing. E-mail is the preferred method of submission.

Please refer all invoicing questions to the INVOICING@AQD.NBC.GOV

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## SECTION J – LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

- J.1 ATTACHMENT 1: *Removed*
- J.2 ATTACHMENT 2: QASP for Task 1
- J.3 ATTACHMENT 3: QASP for Tasks 2 & 3
- J.4 ATTACHMENT 4: Dell Organizational Conflict of Interest Avoidance and Mitigation Plan
- J.5 ATTACHMENT 5: approved Department of Defense Contract Security Classification Specification (DD Form 254) signed DD254
- J.6 ATTACHMENT 6: Department of Labor Wage Determination 05-2497 (Tennessee)
- J.7 ATTACHMENT 7: Department of Labor Wage Determination 05-2431 (Oklahoma)
- J.8 ATTACHMENT 8: Department of Labor letter dated Oct 02 2012 (Help Desk rates)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 48
2. AMENDMENT/MODIFICATION NO. 0004	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO. See Schedule	5. PROJECT NO. (If applicable)
6. ISSUED BY DOI, National Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	CODE D32	7. ADMINISTERED BY (If other than item 6) DOI, Acquisition Services Directora Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636	CODE D32
8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, I Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 0070095255	FACILITY CODE	x 10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248	10B. DATED (SEE ITEM 13) 09/22/2011

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) Net Increase: \$5,227,284.07  
See Schedule

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

CHECK ONE	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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.243-1 Changes - Fixed-Price, Alternate II (Apr 1984)
	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.)

The purpose of this modification is to revise the Performance Work Statement (PWS), incorporate FAR clauses, and provide incremental funding for CLIN 0002.

FOB: Destination

Period of Performance: 09/22/2011 to 09/21/2013

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) <i>Audrey Hines</i> Director of Contracts	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Brenda Campbell
15B. CONTRACTOR/OFFEROR <i>Audrey Hines</i> (Signature of person authorized to sign)	15C. DATE SIGNED 9/21/12
15D. UNITED STATES OF AMERICA	16B. DATE SIGNED <i>Brenda Campbell</i> (Signature of Contracting Officer) 9-21-12

**AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT**

1. CONTRACT ID CODE  
PAGE OF PAGES  
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2. AMENDMENT/MODIFICATION NO. 0004  
3. EFFECTIVE DATE See Block 16C  
4. REQUISITION/PURCHASE REQ. NO. See Schedule  
5. PROJECT NO. (If applicable)

6. ISSUED BY CODE D32  
7. ADMINISTERED BY (If other than Item 6) CODE D32

DOI, National Business Center, AQD  
Division 3/ Branch 2  
354 S Hwy 92  
Sierra Vista AZ 85635

DOI, Acquisition Services Directora  
Division 3/ Branch 2  
Post Office Box 1420  
Sierra Vista AZ 85636

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  
DELL SERVICES FEDERAL GOVERNMENT, I  
Attn: ATTN Government POC  
8270 WILLOW OAKS CORPORATE DRIVE  
FAIRFAX VA 22031-4516

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

x 10A. MODIFICATION OF CONTRACT/ORDER NO.  
W91QUZ06D0011  
D11PD20248

10B. DATED (SEE ITEM 13)  
09/22/2011

CODE 0070095255 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) Net Increase: \$5,227,284.07  
See Schedule

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

CHECK ONE  
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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).  
X C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:  
FAR 52.243-1 Changes - Fixed-Price, Alternate II (Apr 1984)  
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.)

The purpose of this modification is to revise the Performance Work Statement (PWS), incorporate FAR clauses, and provide incremental funding for CLIN 0002.

FOB: Destination  
Period of Performance: 09/22/2011 to 09/21/2013

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)  
Brenda Campbell  
15B. CONTRACTOR/OFFEROR  
15C. DATE SIGNED  
16B. UNITED STATES OF AMERICA  
16C. DATE SIGNED  
(Signature of person authorized to sign) (Signature of Contracting Officer)



**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
W91QUZ06D0011/D11PD20248/0004

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NAME OF OFFEROR OR CONTRACTOR  
DELL SERVICES FEDERAL GOVERNMENT, I

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Add Item 00050 as follows:				
00050	D11PD20248 Clin 0002 Services - Mod 0004 Requisition No: 0040062593  Accounting Info: 01 Account Assignment: Y G/L Account: 6100.251B0 Business Area: D000 Commitment Item: 251B00 Cost Center: DS68694100 Functional Area: DWAHQE000.1K0000 Fund: XXXD4523WH Fund Center: DS68694100 Project/WBS: DR.WHTRC.12881101 PR Acct Assign Line: 01 Funded: \$3,431,372.55				3,431,372.55
	Add Item 00060 as follows:				
00060	D11PD20248 Clin 0002 Services - Mod 0004 Requisition No: 0040062611  Accounting Info: 01 Account Assignment: Y G/L Account: 6100.251B0 Business Area: D000 Commitment Item: 251B00 Cost Center: DS68694100 Functional Area: DWAHQE000.1K0000 Fund: XXXD4523WH Fund Center: DS68694100 Project/WBS: DR.WHTRC.12008901 PR Acct Assign Line: 01 Funded: \$1,795,911.52				1,795,911.52

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## SECTION A -- SOLICITATION/CONTRACT FORM

### A.1 BLOCK 14 CONTINUATION FORM MODIFICATION 0004

1. The following revisions are incorporated into the Performance Work Statement. The revised PWS is provided in Section C.1 in full text. Any costs associated with the PWS revisions will be funded with ODCs currently provided in the Task Order and will be specifically authorized by the Contracting Officer.

- Paragraph 23.5.1 is added:

“If directed, the contractor shall acquire for the Government a knowledge solution that can support commercial office systems applications and has the potential to add in-house knowledge. The Government will provide the knowledge solution as GFI to the Contractor for use by service desk agents in performing incident resolutions.”

- Paragraph 23.6.1 is added:

“If directed, the contractor shall acquire a remote access solution for the Government. The Government will provide the remote access solution as GFE to the Contractor for use by service desk agents in performing incident resolutions.”

2. Incremental funding is hereby obligated in the amount of \$5,227,284.07 and available for performance of CLIN 0002 services.

The total estimated ceiling value for CLIN 0002 remains unchanged at \$16,202,088.00.

The total amount obligated on the overall contract is increased by \$5,227,284.07 from \$26,217,092.73 to \$31,444,376.80

The overall contract estimated value (inclusive of all options) remains unchanged at \$ 47,811,454.68.

3. Funding Status is updated in sections B.1 and G.3

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4. The following two clauses are added as full text in Section I – Contract Clauses:
  - I.7 – FAR clause 52.222-43 Fair Labor Standards Act And Service Contract Act -- Price Adjustment (Multiple Year And Option Contracts).
  - I.8 – FAR 52.232-99 -- Providing Accelerated Payment To Small Business Subcontractors (Deviation)
  
5. The Period of Performance remains unchanged at 09/22/2011 through 09/21/2013.
  
6. Sections of the contract changed as a result of this modification are included herein and replace previous versions of those sections.
  
7. All other terms and conditions remain unchanged.

**Contractor's Statement of Release:** Contractor hereby releases the Government from any and all liability under this contract for further equitable adjustments attributable to such facts or circumstances giving rise to this modification.

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SECTION B -- SUPPLIES OR SERVICES AND PRICES

B.1 CONTRACT LINE ITEM DETAIL

CLIN 0001 Base Year – Tasks 1, 2, 3A, 3B and ODCs

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in the Base Year.

Estimated Costs:

	<u>Ceiling Value</u>
Task 1 – AKO Service Desk	\$ 6,054,136.00
Task 2 – AESD Service Desk	\$ 4,466,949.00
Task 3A - Additional AESD Sites - Fielding	\$ 199,432.00
Task 3B – Additional AESD Sites - Tickets	\$ 112,740.00
ODCs	\$ 2,212,297.07
SCA retro-active costs	\$ 1,091,312.49
AHT retro-active costs	<u>\$1,105,422.24</u>
CLIN 0001 total	\$15,242,288.80

Period of Performance: 09/22/2011 through 09/21/2012

CLIN 0001 is funded by funding item number 00010:

2011WH 6941 252Z WHTRC T1D001 1A in the amount of \$1,149,758.45  
2011WH 6941 252Z WHTRC T1E006 1A in the amount of \$5,834,659.40  
2011WH 6941 252Z WHTRC T1G002 1A in the amount of \$3,238,000.70  
2011WH 6941 252Z WHTRC T1ES01 1A in the amount of \$5,019,870.25

Total amount obligated/funded = \$ 15,242,288.80

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**CLIN 0002** Option Year 1 – Tasks 1, 2, 3A, 3B and ODCs – this CLIN is exercised.

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in Option Year 1.

Estimated Value of Option Year 1 is \$ 16,202,088.00

Period of Performance: 09/22/2012 through 09/21/2013

CLIN 0002 is funded as follows:

Item number 00020 in the amount of \$ 3,621,862.75

Item number 00030 in the amount of \$ 4,411,764.71

Item number 00040 in the amount of \$ 2,941,176.47

Item number 00050 in the amount of \$ 3,431,372.55

Item number 00060 in the amount of \$ 1,795,911.52

Total amount obligated/funded for CLIN 0002 = \$ 16,202,088.00

**CLIN 0003** Option Year 2 – Tasks 1, 2, 3B and ODCs – this CLIN is not funded

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in Option Year 2.

Estimated Value of Option Year 1 is \$ 16,367,077.88

Period of Performance: 09/22/2013 through 09/21/2014

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## SECTION C – DESCRIPTIONS AND SPECIFICATIONS

### C.1 PERFORMANCE WORK STATEMENT

**Army CONUS Enterprise Service Desk (ESD) Performance Work Statement  
Attachment 1  
PM P2E Request for Proposal  
Revised September 17 2011**

#### 1. Task Overview:

The Army and DOD have recognized the need to update underperforming areas of IT operations, focusing on increasing user satisfaction while reducing costs. The Army is pursuing various means to address these issues, specifically through server consolidation, development and optimization of new and existing data centers and the potential development of a centralized or enterprise service center.

Currently the Army has numerous, redundant call centers and service desks. Some are at the installation level and others are operating as elements spanning numerous installations. All of these operations are effectively call centers, which are unable to provide sufficient first call resolution for the supported populations. Specifically, users are waiting extensive periods of time to receive an acknowledgement of their reported problem and additional time for resolution. Alternatively, some Army users have little or no call center/service desk support.

In March of 2009 Program Executive Office, Enterprise Information Systems (PEO EIS) established the Product Manager, Army Processing Centers / Network Service Center (PM APC/NSC) charged with developing an overall solution to this problem. PM APC/NSC analyzed the myriad of call centers and disparate end user Tier II through Tier IV support operations and determined that the Army requires a comprehensive, cost-effective Enterprise Service Desk (Help Desk) solution.

Accordingly, under the renamed PM Power Projection Enablers (PM P2E) this PWS provides for single-point-of-contact (SPOC) and customer support Service Desk to:

- AKO Service Desk NIPRNet users through Task 1;
- Army CONUS Enterprise Service Desk (NIPRNet) users in the twenty-six (26) currently supported installations through an Optional Task 2; and
- Army CONUS Enterprise Service Desk (NIPRNet) users in additional CONUS installations through an Optional Task 3.

#### 2. Scope:

PM P2E is seeking a performance-based services solution for meeting the Enterprise Service Desk (ESD) requirements described below under a single, performance based contract. The ESD shall serve the Army's identified IT user communities (Army Knowledge Online (AKO) and Army CONUS) and with single points-of-contact for (1) AKO issues for AKO users, and (2) all IT support issues for Army CONUS users.

In the case of AKO users, these users (including users on and off-installation) will be supported by the Contractor through Task 1, during the Base and, as appropriate, Options periods.

In the case of Army CONUS users, these communities (including users on and off-installation) will be defined by installation name whereby at Assumption of Responsibility (AOR) twenty-six (26) installations will be supported by the Contractor through Optional Task 2 with additional installations supported, through Optional Task 3, during the Base and, as appropriate, Options periods.

### 3. Contract Type:

The Government is anticipating a Firm Fixed Price contract with Cost Reimbursable CLIN's for the toll charges and any required travel.

#### 3.1 Business Rules for Ticket Creation

The following business rules will be used in determining when tickets should and should not be created:

CHANNEL	EVENT	RESULT	EXCEPTIONS
Inbound Call	An inbound call is received with an inquiry, incident, problem, or service request	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> <li>The user has called the wrong number</li> <li>The user is calling to check status on an existing ticket</li> <li>The user is calling to provide additional information on an existing ticket</li> <li>The user is calling to further discuss an existing ticket</li> <li>The user is calling back because the initial call was disconnected</li> <li>The user is attempting to reach a different desk (e.g., SIPR) and the call is transferred</li> </ul>
	An inbound call is received from a user related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket for the specific user already exists for the problem</li> </ul>
Outbound Call	An outbound call is placed in response to an email or web form request for call-back	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a web chat request for call-back	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a voicemail request for call-back	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a user request for a call-back	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a user request for a call-back related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket for the specific user already exists for the problem</li> </ul>
Web Chat	A request to initiate a Web Chat session is received	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> <li>The web chat is initiated for the purpose of checking status on an existing ticket</li> <li>The web chat is initiated for the purpose of providing additional information on an existing ticket</li> <li>The web chat is initiated for the purpose of further discussing an existing ticket</li> <li>The web chat is initiated for the purpose of complaining or complimenting</li> <li>The web chat is initiated because the initial session was disconnected or lost</li> </ul>



	A request to initiate a Web Chat session is received and the session is related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket for the specific user already exists for the problem</li> </ul>
Inbound Email or Web form	An inbound email or web form is received with an inquiry, incident, problem, or service request	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> <li>The user has emailed the wrong party</li> <li>The user is emailing to check status on an existing ticket</li> <li>The user is emailing to provide additional information on an existing ticket</li> <li>The user is emailing to further discuss an existing ticket</li> <li>The user is emailing because the initial email or web form was incomplete</li> <li>The user is attempting to reach a different desk (e.g., SIPR) and the email is replied to with the correct email address</li> </ul>
	An inbound email or web form is received related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket for the specific user already exists for the problem</li> </ul>

**4. Contractor Training and Certification:**

**4.1 INFORMATION ASSURANCE CONTRACTOR TRAINING AND CERTIFICATION (JAN 2008)**

(a) The Contractor shall ensure that personnel accessing information systems have the proper and current information assurance certification to perform information assurance functions in accordance with DoD 8570.01-M, Information Assurance Workforce Improvement Program. The Contractor shall meet the applicable information assurance certification requirements, including-

(1) DoD-approved information assurance workforce certifications appropriate for each category and level as listed in the current version of DoD 8570.01-M; and

(2) Appropriate operating system certification for information assurance technical positions as required by DoD 8570.01-M.

(b) Upon request by the Government, the Contractor shall provide documentation supporting the information assurance certification status of personnel performing information assurance functions.

(c) Contractor personnel who do not have proper and current certifications shall be denied access to DoD information systems for the purpose of performing information assurance functions.

(End of clause)

**5. Telephony Communications:**

5.1 Where provided by the Contractor, and no later than the expiration of this Contract, the Contractor will transfer ownership of the toll-free number to the Government at no cost. If requested, the Contractor will transfer ownership of the toll-free number prior to expiry (for example, at successor Contractor assumption of responsibility) at no cost to the Government.

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**6. Performance Requirements:**

The Performance requirements for this Contract are specified as Service Level Agreements (SLA) in the provided Quality Assurance Surveillance Plans (QASP).

**7. Data Rights:**

The Government asserts the following data rights with respect to the deliverables of the Contractor during performance of this Contract:

- 7.1 The Government asserts Unlimited Rights with respect to any Knowledge documentation generated or modified in accordance with DFARS 252.227-7013, Rights in Technical Data-Noncommercial Items
- 7.2 The Government asserts Unlimited Rights with respect to any Analytics and Reporting work products or final products generated or modified in accordance with DFARS 252.227-7013, Rights in Technical Data-Noncommercial Items
- 7.3 The Government asserts Unlimited Rights with respect to all Deliverables specified in this Performance Work Statement in accordance with DFARS 252.227-7013, Rights in Technical Data-Noncommercial Items

**8. Travel and Expenses:**

All travel and expenses shall be performed consistent with the Federal Travel Regulation and Joint Travel Regulation and shall be approved by the Contracting Officer's Representative (COR) in writing prior to the travel or expense being incurred.

**9. Contractor Invoicing and Invoice Schedule:**

The following invoice guidelines shall be utilized for this Contract:

- 9.1 The Contractor shall submit an invoice to the Government through the Government's invoicing system as specified below
- 9.2 The Contractor shall submit a monthly invoice for services performed in the prior month.
- 9.3 Advance payment for goods and services associated with this Contract is prohibited in accordance with Section 3324 of Title 31 USC.

**10. Contractor Manpower Reporting:**

The Contractor shall comply with the following Contractor Manpower Reporting requirements:

- 10.1 The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site where the contractor shall report ALL contractor manpower (including subcontractor manpower) required for performance of this contract. The contractor is required to completely fill in all the information in the format using the following web address:  
<https://contractormanpower.army.pentagon.mil>
- 10.2 The required information includes: (1) Contracting Office, Contracting Officer, Contracting Officer's Technical Representative; (2) Contract number, including task and delivery order number; (3) Beginning and ending dates covered by reporting period; (4) Contractor name, address, phone number, email address, identity of contractor employee entering data; (5) Estimated direct labor hours (including sub-contractors); (6) Estimated direct labor dollars paid this reporting period (including sub-contractors); (7) Total payments (including sub-contractors); (8) Predominant Federal Service Code (FSC) reflecting services provided by contractor (and separate predominant FSC for each sub-contractor if different); (9) Estimated data collection cost; (10) Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army Requiring Activity is responsible for providing the contractor with its UIC for the purposes of reporting this information); (11) Locations where contractor and sub-contractors

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perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website); (12) presence of deployment or contingency contract language; and (13) Number of contractor and sub-contractor employees deployed in theater this reporting period (by country).

- 10.3 As part of its Fixed Price, the contractor shall include the estimated cost (if any) incurred to comply with this reporting requirement. Reporting period will be the period of performance not to exceed 12 months ending September 30 of each government fiscal year and must be reported by 31 October of each calendar year. Contractors may use a direct XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the web site. The specific formats for the XML direct transfer may be downloaded from the web site.

## 11. Section 508:

The Contractor shall comply with the following Section 508 requirements:

### 11.1 Functional Performance Criteria

- 11.1.1 Requirement 1194.31a: At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.
- 11.1.2 Requirement 1194.31b: At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.
- 11.1.3 Requirement 1194.31c: At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.
- 11.1.4 Requirement 1194.31d: Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.
- 11.1.5 Requirement 1194.31e: At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.
- 11.1.6 Requirement 1194.31f: At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.

### 11.2 Information, Documentation, and Support

- 11.2.1 Requirement 1194.41a: Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charges.
- 11.2.2 Requirement 1194.41b: End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats, or alternate methods upon request, at no additional charge.
- 11.2.3 Requirement 1194.41c: Support services for products shall accommodate the communication needs of end-users with disabilities.

### 11.3 Section 508 Services Requirements

- 11.3.1 Requirement 1194.41a: Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charges.
- 11.3.2 Requirement 1194.41b: End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats, or alternate methods upon request, at no additional charge.
- 11.3.3 Requirement 1194.41c: Support services for products shall accommodate the communication needs of end-users with disabilities.

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**12. Government or Third Party Independent Verification and Validation and Quality Assurance:**

The Government may elect to execute Independent Verification and Validation and/or Quality Assurance or contract with a third-party to perform Independent Verification and Validation and/or Quality Assurance of the services provided by the Contractor. The Contractor is expected to fully cooperate with any data or information requests made by these parties.

**13. Past Performance Reporting:**

The Government intends to conduct no less than annual performance surveillance and to report such performance through the appropriate Government-wide Past Performance databases. The Contractor's cooperation with this process is required.

**14. Personal Conflicts of Interest:**

In the course of performance pursuant to this contract, contractor personnel will be performing duties that affect non-Federal entities, such as contractors for other DoD contracts. Therefore, it is possible that contractor personnel will be called upon to engage in "personal and substantial" participation in a "particular matter" that has a "direct and predictable effect" on their financial interests, as those terms are defined in 5 Code of Federal Regulations, section 2635, Subpart D. Contractor agrees to use its best efforts to ensure that such personnel avoid such participation absent notice to, and approval by, the Contracting Officer. To that end, Contractor agrees that its personnel to include subcontractor personnel will, prior to the commencement of performance, sign and submit to the Government the Certificate of No Conflict of Interest which will be provided by the Government at award.

**15. Non-disclosure:**

In the course of performance pursuant to this contract, the contractor may access nonpublic information, including acquisition sensitive information. Contractor agrees that it will not use or disclose any such information unless authorized, in writing, by the Contracting Officer. Contractor further agrees that it will use its best efforts to ensure that its employees and others performing services under this contract will not use or disclose any such information unless authorized by the Contracting Officer. To that end, Contractor agrees that its employees and others performing duties under this contract will, prior to the commencement of performance, sign the Certificate of Nondisclosure which will be provided by the Government at award.

**16. Information Assurance Clauses:**

It is DoD policy that Information Assurance (IA) requirements shall be identified and included in the design, acquisition, installation, operation, upgrade, or replacement of all DoD information systems. This includes systems and processes developed within the Defense Acquisition System; systems and processes developed at private expense; outsourced business processes supported by private sector information systems; and outsourced information technologies. Information technology services provided under this contract must comply with statutory and regulatory IA policy. The source documents for this policy are:

- 16.1 Army Regulation 25-1, "Army Knowledge Management and Information Technology" dated December 4, 2008
- 16.2 Army Regulation 25-2, "Information Assurance" dated October 24, 2007; Rapid Action Revision (RAR) Issue Date: March 23, 2009
- 16.3 Army Regulation 380-5, "Department of the Army Information Security Program" dated September 29, 2000
- 16.4 Army Regulation 380-49, "Industrial Security Program" dated 15 April 1982
- 16.5 Army Regulation 380-53 "Information Systems Security Monitoring" dated April 29, 1998
- 16.6 Army Regulation 380-67, "Personnel Security Program" dated September 9, 1988
- 16.7 Army Regulation 500-3, "U.S. Army Continuity of Operations Program Policy and Planning" dated April 18, 2008

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- 16.8 Army Regulation 530-1, "Operations Security (OPSEC)" dated April 19, 2007
- 16.9 Army Regulation 700-142, Type Classification, Materiel Release, Fielding and Transfer dated 26 March 2008; Rapid Action Review Issue Date 16 October 2008
- 16.10 Army Regulation 735-5, Policies and Procedures for Property Accountability dated 28 July 2005
- 16.11 Army Regulation 735-11-2, Reporting of Supply Discrepancies dated 6 August 2001
- 16.12 CJCS Instruction 6510.01F, "Information Assurance (IA) and Computer Network Defense (CND)" dated 9 February 2011
- 16.13 Computer Security Act of 1987 (Public Law No. 100-235 (H.R. 145)) dated January 8, 1988
- 16.14 Defense Acquisition Guidebook – Chapter 7, "Acquiring Information Technology, Including National Security Systems" dated December 8, 2008
- 16.15 Defense Information Systems Agency (DISA) IAVM Process Handbook, Ver. 3, dated February 2007
- 16.16 Department of the Army Pamphlet 25-1-1, "Information Technology Support and Services" dated October 25, 2006
- 16.17 Department of the Army Pamphlet 25-1-2, "Information Technology Contingency Planning" dated November 16, 2006
- 16.18 DFARS Subpart 239.71, "Security and Privacy for Computer Systems" revised January 10, 2008
- 16.19 DFARS 252.239-7001, "Information Assurance Contractor Training and Certification" dated January 10, 2008
- 16.20 DoD 5200.2-R, "Personnel Security Program" dated January 1987 (Administrative Reissuance Incorporating through Change 3, February 23, 1996)
- 16.21 DoD 5400.11-R, "Department of Defense Privacy Program" dated May 14, 2007
- 16.22 DoD 6025.18-R C8 "DoD Health Information Privacy Regulation" dated January 24, 2003
- 16.23 DoD CIO Memo "Certification and Accreditation Requirements for DoD Managed Enterprise Services Procurements" dated June 22, 2006
- 16.24 DOD Directive 3020.26, "Department of Defense Continuity Programs" dated January 9, 2009
- 16.25 DoD Instruction 3020.37, "Continuation of Essential DoD Contractor Services During Crises" dated November 6, 1990, Administrative Reissuance Incorporating Change 1, January 26, 1996
- 16.26
- 16.27 DoD Directive 5400.11, "DoD Privacy Program" dated May 8, 2007
- 16.28 DOD Directive 8000.01, "Management of the Department of Defense Information Enterprise" dated February 10, 2009
- 16.29 DOD Directive 8320.02, "Data Sharing in a Net-Centric Department of Defense" dated December 2, 2004 - Certified Current as of April 23, 2007
- 16.30 DoD Directive 8500.01E, "Information Assurance" dated October 24, 2002
- 16.31 DoD Directive 8570.01, "Information Assurance Training, Certification, and Workforce Management" dated August 15, 2004 (Certified Current as of April 23, 2007)
- 16.32 DoD Information Assurance Vulnerability Alert (IAVA) memorandum dated December 30, 1999
- 16.33 DoD Instruction 5200.40, "DoD Information Technology Security Certification and Accreditation Process (DITSCAP)" December 30, 1997
- 16.34 DoD Instruction 5400.16, "DoD Privacy Impact Assessment (PIA) Guidance" dated 12 February, 2009
- 16.35 DoD Instruction 8500.2, "Information Assurance Implementation" dated February 6, 2003
- 16.36 DoD Instruction 8510.01, "DoD Information Assurance Certification and Accreditation Process (DIACAP)" dated November 28, 2007
- 16.37 DoD Instruction 8580.1, "Information Assurance in the Defense Acquisition System" dated July 9, 2004
- 16.38 DoD Instruction 8910.01 "Information Collecting and Reporting" dated 6 March 2007
- 16.39 DoD IPv6 Standard Profiles for IPv6 Capable Products Version 3.0 dated June 13, 2008
- 16.40 DoD Manual 5220.22-M "Industrial Security Program Operating Manual (NISPOM)" dated February 28, 2006
- 16.41 DoD Manual 8570.01-M, "Information Assurance Workforce Improvement Program Manual" dated 19 December, 2005 - Incorporating Change 2, dated 20 April, 2010
- 16.42 DoD Memorandum "Disposition of Unclassified Computer Hard Drives" dated June 4, 2001
- 16.43 E-Government Act of 2002 (Pub. L. 107-347, 116 Stat. 2899, 44 U.S.C. §101, H.R. 2458/S. 803) dated December 17, 2002
- 16.44 FAR 52.224-1 -- Privacy Act Notification (1984)

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- 16.45 FAR 52.224-2 -- Privacy Act (1984)
- 16.46 Federal Information Processing Standards Publication 140-2, "Security Requirements for Cryptographic Modules" dated May 25, 2001 and revised December 3, 2002
- 16.47 National Security Presidential Directive 54/Homeland Security Presidential Directive 23 (NSPD-54/HSPD-23) dated January 2008 (WH release on Comprehensive National Cybersecurity Initiative, March 2, 2010)
- 16.48 National Security Telecommunications and Information Systems Security Policy (NSTISSP) No. 11, "Revised Fact Sheet National Information Assurance Acquisition Policy" and associated "Frequently Asked Questions" dated January 2000, and revised June 2003
- 16.49 NIST Special Publication 800-53 Revision 3, "Recommended Security Controls for Federal Information Systems and Organizations" dated August 2009
- 16.50 OMB Circular A-130 (57 FR 18296) dated April 29, 1992 (Transmittal No. 4 dated the year 2000)
- 16.51 The National Security Act of 1947 (Pub. L. No. 235, 80 Cong., 61 Stat. 496, 50 U.S.C. ch 15) dated July 26, 1947
- 16.52 Section 3541 of title 44, United States Code, "Federal Information Security Management Act of 2002" (FISMA) Strategic Command Directive (SD) 527-1, "Department of Defense (DOD) Information Operations Condition (INFOCON) System Procedures" dated 27 January 2006
- 16.53 The Privacy Act of 1974, 5 U.S.C. 552a
- 16.54 Title 40/Clinger-Cohen Act (Pub L. 104-106, Division E) dated February 10, 1996

This special contract provision shall be updated by reference for any changes to source documents. Any new laws or policies applicable to IA subsequent to issuance of this contract will be incorporated into the basic contract unilaterally without equitable adjustment to the basic contract. Any equitable adjustment shall be assessed by individual task orders that may be affected by the change as applicable.

**TASK 1: ENTERPRISE SERVICE DESK FOR ARMY KNOWLEDGE ONLINE**

**17. Task Overview**

17.1 Provides single-point-of-contact (SPOC) and lifecycle customer support to Active AKO ES End Users, Application Owners, and other key stakeholders to provide "Tier 0", "Tier 1", and "Tier 2" help desk support to Army Knowledge Online (AKO) and Defense Knowledge Online (DKO) users currently supported by the existing Army Enterprise Service Desk (AESD) call centers and/or service desks. Task 1 will be executed upon Contract award.

**17.2 Place of Performance**

- 17.2.1 The Contractor's Service Desk (primary and backup sites) and supporting operations will be located as per the Contractor's proposal and in continental United States (CONUS) locations
- 17.2.2 The Contractor's Service Desk Reporting Team will be co-located with the Government Project Management Office at Fort Belvoir, VA
- 17.2.3 The Contractor's Project Management Team will be co-located with the Government Project Management Office at Fort Belvoir, VA.
- 17.2.4 Wherever the Service Desk is located the contractor must be in continuing contact with engineers and application team located with the Project Management Office and Primary Site Data Center at Ft. Belvoir VA using telecom, communications with the liaison team during normal duty hours, or with AKO Communications Center (COMC) after hours.
- 17.2.5 The Contractor's Service Desk Operations Manager (SDOM) shall be located at Fort Belvoir.

**17.3 Period of Performance**

- 17.3.1 Base: The period of performance for the Base Period will be twelve (12) months from Award
- 17.3.2 Options: The periods of performance for two (2) Option Periods will be twelve (12) months each

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#### **17.4 Hours of Operation:**

The hours of operation for the Service Desk and associated operations will be available as follows:

- 17.4.1 The Service Desk will be available as follows:
  - 17.4.1.1 For Tier 0/1 Service Desk available - 24x7x365
  - 17.4.1.2 For Tier 2 Resolver groups - 24x7x365
  - 17.4.1.3 For Liaison/problem resolution with Tier 3 Application owners located at Fort Belvoir AKO/DKO Data Center - 0800-1700 Mon-Fri
- 17.4.2 For the purposes of SLA measurement "business hours" are 24 hours per day

#### **17.5 Government Furnished Equipment (GFE):**

The following Equipment will be furnished by the Government for the purpose of Contract performance.

- 17.5.1 The AKO/DKO Service Desk currently uses RightNow Web (RNW) service management system (SMS) for ticketing purposes. RNW is currently hosted at Fort Belvoir at the Government's datacenter, for Service Desk management and includes frequently asked questions (FAQ) information. RightNow Web functionality includes handling web, email and chat. Chat has not yet been implemented but will be implemented within the period of performance of this contract.
- 17.5.2 Within the base period the Government may elect to migrate to a Government-furnished RightNow Web cloud solution. The Contractor shall assist the Government during this migration process.
- 17.5.3 Government workstations, desks, network connectivity, and basic office operations for Contractor personnel located at Fort Belvoir.
- 17.5.4 Army Gold Master for use by the Contractor's agents to enable connectivity to the .mil domain.

#### **17.6 Government Furnished Information (GFI):**

The following Information will be furnished by the Government for the purpose of Contract performance.

- 17.6.1 Army processes stored as Knowledge Documents in the Government's GFE Ticketing System.

#### **17.7 Contractor Furnished Equipment (CFE):**

The following Equipment will be furnished and maintained by the Contractor.

- 17.7.1 Service Desk facility and associated agent positions and supporting infrastructure. Co-location or physically separate AKO and AESD Service Desks are both acceptable solutions.
- 17.7.2 Computing and telephony equipment for the Service Desk agents.
- 17.7.3 The Automated Call Director (ACD), Interactive Voice Response (IVR), will be part of the contractor-provided Army Knowledge Online Service Desk Solution. Inbound toll charges are to be excluded from the Offeror's Fixed Price as described in the Pricing Instructions and Workbook.
- 17.7.4 All equipment necessary for Continuity of Operations and Disaster Recovery as indicated in the requirements below.
- 17.7.5 All other equipment needed for the performance of this Performance Work Statement.
- 17.7.6 The Contractor will provide public internet connectivity and shall enable AKO CAC connectivity.

#### **17.8 Security Requirements:**

- 17.8.1 The Security requirements for this Contract are specified in the provided DD-254.
- 17.8.2 The work to be performed is Sensitive but Unclassified.
- 17.8.3 All personnel accessing military networks and requiring an administrative account must have a Secret security clearance per AR 25-2.

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17.8.4 All AKO/DKO Service Desk staff required to interact with AKO/DKO users via any channel shall have minimum of an interim Secret clearance prior to their performance on this Contract.

**17.9 Entitlement:**

The Government does not currently possess an Entitlement Database. Any user possessing an AKO account shall be entitled to support via the AKO Enterprise Service Desk.

**17.10 Key Personnel:**

The following Roles are identified as Key Personnel for performance of Task 1. This Task requires one (1) full time Project Manager, one (1) full time Service Desk Operations Manager (SDOM), and one (1) full time Analytics Reporting Team Manager. (Note that if exercised, the optional Task 2 will require, at a minimum, one (1) additional full time Service Desk Operations Manager.

The Contractor shall provide complete resumes for proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the consent on substitutes. No change in fixed unit prices may occur as a result of key personnel substitution.

17.10.1 Project Manager (PM)

17.10.2 Service Desk Operations Manager (SDOM) - The SDOM is defined as the on-site (for Task 1, Fort Belvoir) liaison between the Government PM/COR and the Service Desk Operation. The Task 1 SDOM shall have Information Technology (IT) Service Desk management or IT Service Desk operations experience and shall have experience and deep familiarity with Army Knowledge Online capabilities.

17.10.3 Analytics and Reporting Team Manager (ARTM)

**17.11 Transition Requirements:**

17.11.1 The incumbent Contractor shall maintain responsibility for Service Desk operations until 17:59 ET (5:59 PM ET) on 26 September 2011.

17.11.2 At 18:00 ET the awardee of this Contract shall assume full responsibility for responding to all Incidents, Problems, Service Requests, and any other inquiries submitted via the in-scope channels. This event shall be defined as Assumption of Responsibility (AOR).

17.11.3 Attainment of Service Level Agreements (SLA) as specified in the Quality Assurance Surveillance Plan (QASP) shall be monitored and reported at AOR and attainment shall be required at AOR plus 30 calendar days

**17.12 Definitions:**

17.12.1 "Tier 0" is defined as "self"-help requiring no direct contact between an End User and a Customer Service Representative.

17.12.2 "Tier 1" is defined as first level, non-dispatched basic problem assistance and incident resolution delivered via telephone, e-mail, web chat, or other online communication channel.

17.12.3 "Tier 2" is defined as second level, non-dispatched advanced problem assistance and incident resolution for incidents that cannot be resolved quickly (within 15 – 30 Min) and efficiently by Tier 1 delivered via telephone, e-mail, web chat, or other online communication channel.

17.12.4 "Tier 3" is defined as the Government Project Management Office staff, the engineering and application team located with the Project Management Office and Primary Site Data Center at Ft. Belvoir VA. The service desk task includes responsibility for escalation to Tier 3, but not provision of Tier 3 services.



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**18. Task 1: Enterprise Service Desk for Army Knowledge Online (Mandatory Task to be Priced Separately)**

**18.1 Subtask 1A: Incident and Problem Management**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1A-01	The Contractor shall serve as the single point of contact (SPOC) for all receipt, logging, classifying, prioritizing, tracking, resolution, and reporting of incidents, problems, and service requests for all customers of AKO NIPR and associated components and their environments through all approved and required channels.	Classification shall be in accordance with a PD AKO/DKO-approved taxonomy.
1A-02	The Contractor shall provide Tier 1, first level non-dispatched basic problem assistance, service request management, and incident resolution delivered via telephone, e-mail, web chat, or other communication.	In accordance with Task 1, SLAs 1 through 4
1A-03	The Contractor shall provide Tier 2, second level non-dispatched advanced problem assistance, service request management, and incident resolution for incidents that cannot be resolved quickly Normally 20 – 30 Minutes and efficiently by Tier 1 delivered via telephone, e-mail, web chat, or other communication.	In accordance with Task 1, SLAs 1 through 4
1A-04	The Contractor shall address all End User incidents, inquiries, and service requests including, but not limited to, troubleshooting use of AKO NIPR End User incidents and problems, responding to “how-to” questions, explanation of features and functions, authentication and access, account set-up/modify/delete, password reset, and general technical assistance including the utility accounts and the foreign national accounts approval processes.	In accordance with Task 1, SLAs 1 through 4
1A-05	The Contractor shall resolve the maximum number of Incidents and inquiries on the first call.	In accordance with Task 1, SLA 1
1A-06	All transactions (open ticket, update ticket, escalate ticket, close ticket) with the Service Desk, regardless of channel, shall result in an email to the End User describing the nature of the incident and the resolution to the incident . This email is generated from RNW when configured appropriately by the Contractor. Users may also check ticket status via a self-service inquiry to RNW. (All email transactions shall be provided to the PD AKO/DKO upon request.)	No later than thirty (30) minutes after completion of the transaction.
1A-07	Ten (10) percent of Closed Tickets will result in an email Customer Satisfaction Survey to the End User. Survey automation is accomplished through RightNow Web when configured by the Contractor.	No later than thirty (30) minutes after ticket closure.
1A-08	Changes to the Customer Satisfaction Survey shall be executed by the Contractor and approved by the PD AKO/DKO prior to use.	Survey changes only upon PD AKO/DKO approval
1A-10	The Contractor shall ensure a ticket is opened for every incident even where the incident relates to a known system issue affecting multiple users.	Not Applicable

18.2 Subtask 1B: Lifecycle Ticket Management

ID	Requirement	Performance Criteria
1B-01	The Contractor's Service Desk Customer Service Representatives (CSR) shall capture all mandatory data fields as required by the PD AKO/DKO and configured in GFE Ticketing System.	All required data fields complete with each update.
1B-02	The Contractor shall provide end-to-end ticket management for incidents and problems. Where a Ticket is escalated beyond Tier 1, the Service Desk shall be responsible for providing a consistent, single interface with the Customer wherever possible and for ensuring, the incident is resolved.	Not Applicable
1B-03	The Service Desk shall keep End Users informed regarding status of their ticket, incident, problem, or Service Request through (1) CSR voice response to phone calls, (2) email responses to email inquiries, (3) web chat responses to web chat inquiries, and (4) through a web interface that offers self-serve access to Ticket status information.	Upon customer (e.g., End User or Application Owner) inquiry
1B-04	The Contractor shall configure and maintain ticketing system to send an email update to every customer with an open ticket, notifying the customer of the status of the incident.	Daily at 0800 ET or within 30 minutes of a ticket status changes or update
1B-05	The Contractor shall report number of open tickets by age (24 hours or less, 1 to 7 days, 7 days or older), closed tickets (last 24 hours by time to resolve), First Call Resolved tickets by type, escalated tickets by type (to any Tier), through a ticket status report provided daily.	Daily (SITREP) NLT 1000est
1B-06	The Contractor shall receive an affirmative response from an End User (either by voice or by email or text/chat) before closing a ticket.	A minimum of two (2) attempts (1 email and 1 phone call) to reach End Users for confirmation of ticket closure shall be made and must be made during business hours with a minimum 48 hours between attempts.
1B-07	The Contractor shall ensure that 95% ticket accuracy is maintained	Spot reports provided at Government request.

18.3 Subtask 1C: Knowledge Management (KM) and KM Database

ID	Requirement	Performance Criteria
1C-01	The Contractor shall receive updated solutions from Tier III application owners to selected incident types and populate in the Knowledge base of FAQs.	Knowledge base updated as soon as received from Tier III application owner
1C-02	The Contractor shall manage, administer, and support the AKO/DKO Knowledge Management databases for both internal and external FAQs.	Not Applicable

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1C-03	The Knowledge Management database shall store documents developed by the Contractor or the AKO/DKO PMO to address frequently asked questions, frequently occurring problems, etc.	Not Applicable
1C-04	The Knowledge Management database shall be accessible 24x7x365 through the Tier 0 (eFAQs) capability to End Users for self help and shall be populated with Knowledge Documentation to enable Tier 0 self-help. The knowledge database for Tier 1 and 2 iFAQs shall also be accessible 24x7x365.	24x7 during the Task Order period of performance.
1C-05	The Contractor shall develop iFAQs and eFAQs prior to the launch of any new capability to the AKO ES system or changes to existing capability. New iFAQs and eFAQs shall be reviewed and approved by the Tier III Application owner and posted prior to the launch of the new capability or the change to existing capability.	No less than 24 hours prior to launch or release. Upon CCB approval, create new iFAQs and eFAQs
1C-06	The format and content for iFAQs and eFAQs shall be approved by the PD AKO/DKO prior to use.	The PD AKO/DKO shall be provided a minimum of 48 hours for review and approval.
1C-07	The Contractor shall review all iFAQs and eFAQs to ensure accuracy, currency, and relevancy.	On a quarterly basis.

18.4 Subtask 1D: Service Desk Operations

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1D-01	The Contractor shall provide, staff, support and ensure 24x7x365 availability of all channels	24x7x365 availability of all channels
1D-02	The Contractor shall provide and support all required channels for ticket receipt including voice/phone, voicemail, email/email form, web form, and web chat.	24x7x365 availability of all channels
1D-03	The Contractor shall provide, maintain, and operate all Service Desk facilities and systems not managed by the DOIM and including telecommunications systems, call routing and handling technology, ticket management, and all other systems needed to meet the requirements of this Task Order.	24x7x365 availability of all Service Desk systems
1D-04	Upon PD AKO/DKO request, all Service Desk calls shall be recorded or available for call monitoring and training.	100% of calls recorded and available within 2 hours of request.
1D-05	The Contractor shall provide a daily summary of Service Desk statistics, and a comprehensive, monthly summary report including all data/fields as directed by the PD AKO/DKO.	Daily by 0600
1D-06	The Contractor shall maintain all ticket data (for all Government-approved Web fields within the ticketing system, without exception) for the life of the Contract and provide synopsis reports to the PD AKO/DKO upon request.	Data to be provided to the Government within 24 hours of request

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1D-07	The Contractor shall support TTY access to the Service Desk for disabled persons, in accordance with applicable regulatory and statutory requirements.	Support provided 24x7x365
1D-08	For service requests, the Contractor shall document the service request in the ticketing system and address or escalate per AKO/DKO policies.	100% documentation of Service Requests
1D-09	For general inquiries, the Contractor shall document the inquiry in the SMS and address or escalate per Army policies.	100% documentation of General inquiries
1D-10	The Contractor shall ensure all Customer Service Representatives and other staff complete all required training and certification including Information Assurance training per Army and DoD policy.	In accordance with Army and DoD requirements, policy, and regulations, including DoDD 8570.01.
1D-11	The Contractor shall review the call queues for accuracy and routing and shall make recommendations for improvement where needed. The Contractor shall implement approved changes within seven (7) CD.	As directed by the PD AKO/DKO, but not more than four (4) times per year.
1D-12	The Contractor shall provide on-site liaison's at Ft. Belvoir AKO/DKO Data Center for interaction between application administration teams and the Service Desk	NA
1D-13	The Contractor shall maintain communications between the Service Desk and the application administration teams for each configuration item. The application administration teams shall respond to and troubleshoot escalated AKO ES end user service issues that cannot be resolved by Service Desk personnel.	In accordance with the PD AKO/DKO-approved Incident Management Plan.
1D-14	The Contractor shall review, approve, or disapprove in accordance with AKO policy user photographs submitted for personal profiles.	In accordance with PD AKO/DKO policy.

18.5 Subtask 1E: Customer Support Page

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1E-01	The Contractor shall build and manage a Tier 0, self-help, Customer Support Page accessible from the AKO ES home page and featuring Frequently Asked Questions (FAQs), user guides, and Knowledge Documents.	The Customer Support Page shall be available 24x7x365.
1E-02	The Contractor shall be responsible for all configuration, management, and maintenance of the Customer Support Page.	Not Applicable
1E-03	The phone number to the Contractor's Service Desk, email address for support inquiries, and link to a web-page for creating an online ticket shall be displayed on the Customer Support Page	Font size approved by the PD AKO/DKO

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1E-04	The Customer Support Page shall provide a link to enable End Users to create their own Ticket in the Service Management System.	Not Applicable
1E-05	The Customer Support Page shall enable End Users to submit feedback to the Service Desk. The Contractor shall produce and deliver a monthly summary report of End User feedback.	Feedback Form link shall be prominently displayed on the Customer Support Page at a font size approved by the PD AKO/DKO.
1E-06	The Contractor shall develop, publish, and update internal (for use within the Service Desk) and external (for use by End Users) Frequently Asked Questions (FAQ).	Not Applicable
1E-07	The Contractor shall monitor and review the effectiveness of self-help capabilities and usage and report to the PD AKO/DKO	On a monthly basis during the Monthly PMR.
1E-08	The Customer Support Page shall provide access for all customers to the Contractor's Web Chat capability. (The Web Chat capability may not be available at Award and will become available at a later date.)	No less than 100 hours per week of Web Chat availability
1E-09	The Customer Support Page shall feature and the Contractor shall update Top Ten eFAQs; Top Ten shall be updated daily based on incident volume.	The currency of the list shall be maintained on a daily basis.

#### 18.6 Subtask 1F: Service Desk Ticketing System

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1F-01	All Service Desk calls, web chat session text, email strings, and web forms shall be recorded and retained in the ticketing system for future review at PD AKO/DKO direction.	100% retention where the Retention Period is 180 calendar days
1F-02	The Contractor shall configure the ticketing system to enable customers to create their own ticket.	Not Applicable
1F-03	The Contractor shall present a report summarizing responses to the Closed Ticket Survey.	See Deliverable 1
1F-04	Should the Ticketing System or successor application be unavailable the Contractor shall create manual tickets and, after Ticketing System is again available, create Ticketing System tickets from all manual tickets.	Ticketing System tickets to be created from manual tickets in less than ten (10) calendar days from the Ticketing System outage.
1F-05	The Contractor shall operate, maintain, and configure the RightNow Web application to meet the requirements of this Task 1. (The Government will maintain the hardware and operating system for the application.)	Not Applicable

#### 18.7 Subtask 1G: Automated Call Director (ACD) / Interactive Voice Response (IVR) Coordination

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1G-01	The Contractor shall provide an ACD and IVR system to accept incoming calls via the GFE toll-free number and route these calls to the appropriate destination based on caller input. (See Attachment 7, Chart 11)	The ACD and IVR shall be available 24x7x365 with 100% availability.
1G-02	The Contractor shall provide the capability to upload outgoing voice message files to the IVR. The Contractor shall be responsible for posting such files to the IVR on PD AKO/DKO request.	For Standard changes, messages posted to the IVR within four (4) business hours of PD AKO/DKO request. For Urgent changes, messages posted to the IVR within one (1) hour of PD AKO/DKO request
1G-03	The Contractor's Automated Call Director (ACD) and IVR shall provide for branching capability, based on IVR options and key presses, for incoming calls to: <ul style="list-style-type: none"> <li>(1) The AKO NIPR Service Desk</li> <li>(2) The AKO SIPR Service Desk</li> <li>(3) The Army ESD NIPR Service Desk</li> <li>(4) The Army ESD SIPR Service Desk</li> </ul>	Modification to call routing in two (2) calendar days or less from written Government request.
1G-04	The Contractor shall provide two (2) non-published, toll-free numbers/lines: <ul style="list-style-type: none"> <li>• Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for AKO NIPR callers, and</li> <li>• Between the (1) Call Center for AKO NIPR callers and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).
1G-05	The Contractor shall provide two (2) non-published, toll-free numbers/lines: <ul style="list-style-type: none"> <li>• Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers, and</li> <li>• Between the (1) Call Center for Army CONUS ESD SIPR/AKO SIPR callers and the (2) Call Center for AKO NIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).
1G-06	The Contractor shall, upon request, relinquish any of the non-published, toll-free numbers to the appropriate Call Center provider.	In thirty (30) calendar days or less from written request by the Government.
1G-07	The Contractor shall establish and modify the configuration, menu options, and parameters of the Interactive Voice Response (IVR) unit in accordance with Government specifications.	Initial configuration, as requested by the Government, operational no later than Assumption of Responsibility (AOR).
1G-08	The Contractor shall execute Government-requested IVR changes.	Changes shall be complete and operational in seven (7) calendar days or less.

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1G-09	The Contractor shall provide the capability for Government designees to record and upload outgoing voice message files to the IVR. The Contractor shall be responsible for posting such files to the IVR upon PM P2E PMO request.	For Standard changes, messages posted to the IVR within four (4) business hours of PM P2E PMO request. For Urgent changes, messages posted to the IVR within one (1) hour of PM P2E PMO request
1G-10	The Contractor shall provide weekly statistics on calls transferred to other provided, TNT calls, and other related statistical data.	Weekly no later than Tuesday 0800 f or the prior week's activity.
1G-11	The Contractor shall provide Automated Busy No Answer Redirect (BNAR) routing during outage conditions if so requested by the Government.	Upon Government request.

18.8 Subtask 1H: Service Desk Continuity of Operations / Disaster Recovery

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1H-01	The Contractor shall support COOP/DR planning to establish continuity procedures for the Service Desk.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP.
1H-02	The Contractor shall provide an existing Continuity of Operations (COOP) site, having hot failover capability, located within the continental U.S. (CONUS) at no less than fifty (50) miles from the Primary Site. The COOP shall be implemented to insure that a failure at the primary site is transparent to the end user.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP
1H-03	The Contractor shall support up to two (2) annual exercises of Service Desk COOP and provide an analysis of results and performance to the PD AKO/DKO.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP. At a minimum, verify the coordination and execute COOP demonstrating successful failover and reconstitution at least every 6 months. Deliver COOP/ DR Exercise and Operations Results Report in accordance with Deliverable 5.
1H-04	In a situation where a COOP event is declared the Contractor Will provide a COOP plan to be approved by PD AKO/DKO.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP.
1H-06	In a situation where a COOP event is declared the Contractor shall be responsible for coordinating re-routing of the toll-free number to the alternate location(s)	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP.

**19. Task Deliverables:**

The following deliverables are the responsibility of the Contractor:

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
1	1	Weekly Closed Ticket Survey results		Weekly on Wednesday for the results of the prior week (Monday through Sunday)	COR
1	2	Daily and Monthly Statistical Data Report	Daily and monthly statistical data report including but not limited to performance against all Task 3 Series SLAs , as well as call volume analytics by category/class, priority, CI/service and other attributes tracked in the SMS.	NLT 1000est and Monthly PMR	COR
1	3	Frequently Asked Questions (FAQ)	AKO/DKO eFAQs and iFAQs database	Ongoing or upon PD AKO/DKO request	COR
1	4	End User Feedback Summary Report		At the Monthly PMR	COR
1	5	COOP/ DR Exercise and Operations Results Report		Seven (7) business days after completion of the Exercise	COR

**OPTIONAL TASK 2: ARMY CONUS ENTERPRISE SERVICE DESK**

**OPTIONAL TASK 3: ADDITIONAL ARMY CONUS SITES**

**20. Place of Performance:**

- 20.1 The Contractor's Service Desk (primary and backup sites) and supporting operations will be located as per the Contractor's proposal and in continental United States (CONUS) locations
- 20.2 The Contractor's Service Desk Analytics and Reporting Team will be located as per the Contractor's proposal and in continental United States (CONUS) locations
- 20.3 The Contractor's Service Desk Analytics and Reporting Team Management Team will be co-located with the Government Project Management Office at Fort Gordon, GA in order to review trends and perform data analysis with the 7<sup>th</sup> SC leadership team located at Fort Gordon, GA
- 20.4 The Contractor shall locate Customer Relations Management personnel at the 106<sup>th</sup> Signal Brigade at Fort Sam Houston, TX to review tickets and liaise between the Service Desk and the brigades
- 20.5 The Contractor shall locate Customer Relations Management personnel at the 93<sup>rd</sup> Signal Brigade at Fort Eustis, Newport News, VA to review tickets and liaise between the Service Desk and the brigades
- 20.6 The Contractor's Project Management Team will be co-located with the Government Project Management Office at Fort Gordon, GA. In addition to locating Project Management leadership at Fort Gordon the Contractor's solution can provide additional off site support as long as there are sufficient personnel on site to work with the Government on issues on a day to day basis.
- 20.7 The Contractor's Service Desk Operations Manager (SDOM) shall be located at Fort Gordon.



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**21. Period of Performance:**

- 21.1 Base: The period of performance for the Base Period will be twelve (12) months from Award  
 21.2 Options: The periods of performance for two (2) Option Periods will be twelve (12) months each

**22. Hours of Operation:**

The hours of operation for the Service Desk and associated operations will be available as follows:

- 22.1 Tier 0 available: 24x7x365  
 22.2 Tier 1 Service Desk available: 24x7x365  
 22.3 Service Desk Operations Management Team - Standard hours: 0800 to 1800 in the local time zone; additional hours as required by workload and/or critical requirements  
 22.4 Contractor Service Desk Analytics and Reporting Team at Contractor site – Standard hours: 0800 to 1800 in the local time zone; additional hours as required by workload and/or critical requirements  
 22.5 Contractor Service Desk Analytics and Reporting Team Management Team at Fort Gordon, GA – Standard hours: 0800 to 1800 ET; additional hours as required by workload and/or critical requirements  
 22.6 Contractor Customer Relations Managers at the 106th Signal Brigade at Fort Sam Houston, TX – 0800 to 1800 CT; additional hours as required by workload and/or critical requirements  
 22.7 Contractor Customer Relations Managers at the 93rd Signal Brigade at Fort Eustis, Newport News, VA – 0800 to 1800 ET; additional hours as required by workload and/or critical requirements  
 22.8 Contractor Project Management Team at Fort Gordon, GA– 0800 to 1800 ET; additional hours as required by workload and/or critical requirements  
 22.9 For the purposes of SLA measurement “business hours” are 24 hours per day

**23. Government Furnished Equipment (GFE):**

The following Equipment will be furnished by the Government for the purpose of Contract performance.

- 23.1 Ticketing System (currently Remedy but subject to change at Government discretion) located at the Government’s Oklahoma City (OKC) datacenter. The Ticketing System may be hosted elsewhere as deemed appropriate by the Government. The Ticketing System will include End User facing ticket entry capability and access to commercial Knowledge Documentation as well as Knowledge Documents generated specifically for this Contract. For the purposes of this Contract the Contractor shall be required to utilize the GFE Ticketing System, whether BMC Remedy or Computer Associates (CA) Service Desk.  
 23.2 Government workstations, desks, network connectivity, and basic office operations for Contractor personnel located at Fort Sam Houston, Fort Eustis, and Fort Gordon.  
 23.3 Army Gold Master for use by the Contractor’s agents to enable connectivity to the .mil domain.  
 23.4 The toll-free inbound telephone number will be furnished by the Government and provisioned for Contractor management and coordination. The Contractor will coordinate billing for the toll charges with the appropriate carrier, receive and pay associated invoices, and the associated inbound toll charges will be expensed as an Other Direct Cost (ODC). The Government owns and will continue to own the existing number and it will be transferred to contractor awarded this Task Order.  
 23.5 Government generated and owned Knowledge documentation hosted by the Army National Guard on the Fielding Repository Enhancement Database (FRED) system, through the Government’s Ticketing System hosted at OKC, or through another GFE hosting solution.  
 23.5.1 If directed, the contractor shall acquire for the Government a knowledge solution that can support commercial office systems applications and has the potential to add in-house knowledge. The Government will provide the knowledge solution as GFI to the Contractor for use by service desk agents in performing incident resolutions.  
 23.6 Remote Access solution to enable Customer Service Agents (CSA) to remotely manage the End User desktop. All CSA will be subject to the requirements of DoD Directive 8570.1 “Information Assurance Training, Certification, and Workforce Management”.

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23.6.1 If directed, the contractor shall acquire a remote access solution for the Government. The Government will provide the remote access solution as GFE to the Contractor for use by service desk agents in performing incident resolutions.

**24. Government Furnished Information (GFI):**

The following Information will be furnished by the Government for the purpose of Contract performance.

- 24.1 Army processes stored as Knowledge Documents in the Government's GFE Ticketing System.
- 24.2 Comprehensive RightAnswers (or equivalent) Knowledge-Paks with standard content upgrades. Automated Number Identification (ANI) database.
- 24.3 Language that the Caller will hear for the menu options
- 24.4 Language that the Caller will hear for the greeting
- 24.5 Points of Contact for the Call Center for AKO NIPR callers operated by a third party provide
- 24.6 Points of Contact for the Call Center for Army CONUS ESD SIPR/AKO SIPR callers operated by a third party provider.
- 24.7 All information needed to order circuits that will be delivered to the other providers

**25. Contractor Furnished Equipment (CFE):**

The following Equipment will be furnished and maintained by the Contractor.

- 25.1 Service Desk facility and associated agent positions and supporting infrastructure. Co-location or physically separate AKO and AESD Service Desks are both acceptable solutions.
- 25.2 Computing and telephony equipment for the Service Desk agents
- 25.3 Non-published toll-free numbers/lines:
- 25.4 The Contractor shall provide four (4) non-published, toll-free numbers/lines as described in Task 2M: Army CONUS ESD Automatic Call Distributor (ACD) and Interactive Voice Response (IVR). The Contractor will coordinate billing for the toll charges with the appropriate carrier, receive and pay associated invoices, and the associated inbound toll charges will be expensed as an Other Direct Cost (ODC).
- 25.5 All equipment necessary for Continuity of Operations and Disaster Recovery as indicated in the requirements below
- 25.6 All other equipment needed for the performance of this Performance Work Statement
- 25.7 Initially the Contractor shall connect via public internet to the GFE Ticketing System via CAC. The intent is to work with the awardee to obtain an IATO to drop circuits to the NIPRNet to their Service Desk.

**26. Security Requirements:**

- 26.1 The Security requirements for this Contract are specified in the provided DD-254.
- 26.2 The work to be performed is Sensitive but Unclassified.
- 26.3 All Contractor personnel requiring Remedy or CA accounts, or requiring elevated permissions, shall be U.S. citizens and possess a Secret Clearance (or Interim Secret Clearance) at time of Assumption of Responsibility in accordance with AR 25-2.

**27. Entitlement:**

The Government does not currently possess an Entitlement Database. Any users possessing an account on LANDWARNET (the Army.mil portion of the GIG) shall be entitled to be supported by the Army CONUS Enterprise Service Desk

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**28. Key Personnel:**

The following Roles are identified as Key Personnel for performance of this optional Task 2. The Contractor shall provide complete resumes for proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the consent on substitutes. No change in fixed unit prices may occur as a result of key personnel substitution.

- 28.1 Service Desk Operations Manager (SDOM) - The SDOM is defined as the on-site (for Task 2, Fort Gordon) liaison between the Government PM/COR and the Service Desk Operation. The Optional Task 2 SDOM shall have IT Service Desk management or IT Service Desk operations experience supporting large, diverse enterprises using ITIL or an equivalent service management and support framework.

**29. Transition Requirements:**

The following requirements shall apply to the Transition of the Service Desk responsibility from the incumbent Contractor to the awardee for this requirement. The Government is assuming a 13 September 2011 Award and 13 September 2011 Notice to Proceed on the day of award:

- 29.1 The incumbent Contractor shall maintain responsibility for Service Desk operations until 17:59 ET (5:59 PM ET) on 26 September 2011 .
- 29.2 At 18:00 ET on 26 September 2011 the awardee of this Contract shall assume full responsibility for responding to all Incidents, Problems, Service Requests, and any other inquiry submitted via the in-scope channels. This event shall be defined as Assumption of Responsibility (AOR).
- 29.3 Attainment of Service Level Agreements (SLA) as specified in the Quality Assurance Surveillance Plan (QASP) shall be monitored and reported at AOR and attainment shall be required at AOR plus 30 calendar days.

**30. Definitions:**

- 30.1 "Tier 0" means "self"-help requiring no direct contact between an End User and a Service Desk Agent.
- 30.2 "Tier 1" means first level, non-dispatched basic problem assistance and incident resolution delivered via telephone, e-mail, or other online communication channel.
- 30.3 "Tier 2" means second level, dispatched advanced problem assistance and incident resolution performed by the NECs and CTNOSC for incidents that cannot be resolved quickly and efficiently by Tier 1. Direct Tier 2 support is out of scope for this Contract, however providing assistance to Tier 2 is a requirement of this contract.
- 30.4 "Tier 3" means advanced problem assistance and incident resolution provided by Original Equipment Manufacturers or Independent Software Vendors for incidents that cannot be resolved quickly and efficiently by Tier 1 or Tier 2. Tier 3 does not typically interface directly with the End User as Tier 2 owns the Ticket while Tier 3 resolved the incident in the background. Tier 3 support is out of scope for this Contract, however providing assistance to Tier 3 is a requirement of this contract.

**31. Attachments**

- 31.1 Attachment 1: PWS
- 31.2 Attachment 2: Instructions and Evaluation Criteria
- 31.3 Attachment 3: QASP for Task 1
- 31.4 Attachment 4: QASP for Optional Tasks 2 & 3
- 31.5 Attachment 5: Pricing and Invoice Instructions
- 31.6 Attachment 6: Pricing Workbook
- 31.7 Attachment 7: Statistical Chart
- 31.8 Attachment 8: Corporate Experience Reference Template
- 31.9 Attachment 9: Past Performance Reference Template
- 31.10 Attachment 10: Past Performance Rating Template

**32. Material Fielding and Asset/Materiel Management:**

The Army conducts materiel fielding through a process of planning, coordinating and executing the deployment of a materiel system or capability and its support to a Gaining Command (GC) or activity. Success comes from advance planning, coordination and agreement between the materiel developer (Project/Product Manager (PM), supporting contractors and the GC. The Army's Total Package Fielding (TPF) process supports the materiel fielding process and provides for the concurrent fielding of a materiel system or capability and all its required support in order to affect a total system/capability fielding of new or modified equipment. The Materiel Fielding Plan (MFP) supports the TPF process and provides the framework for addressing Integrated Logistics Support (ILS) elements throughout the materiel fielding process.

Asset and materiel management functions associated with government furnished equipment (GFE) and equipment purchased by contractors on behalf of the Government and subsequently issued to a GC, is maintained in accordance with U.S. Army Regulations and tracked under the Defense Acquisition Regulations (DFARS) and applicable clauses. The U.S. Army Property Book Unit Supply Enhanced (PBUSE) data base is used by the PM in laterally transferring equipment to GC.

**33. Clauses incorporated by reference:**

- 33.1 DFARS 211.274-2: IUID Policy
- 33.2 DFARS 211.274-3: Policy for Valuation
- 33.3 DFARS 252.211-7007: IUID of Government property
- 33.4 DFARS 252.211-7003: Item Identification and Valuation
- 33.5 DFARS 252.211-7007: Reporting of Government Furnished Equipment in the DoD Item Unique Identification (IUID) Registry.

**34. Task 2: Army CONUS Enterprise Service Desk (ESD) (Optional Task to be Priced Separately)**

**34.1 Task 2A: Army CONUS ESD Incident, Problem, and Service Request Management**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2A-01	The Contractor shall serve as the single point of contact (SPOC) for all receipt, logging, classifying, prioritizing, tracking, resolution, and reporting of Incidents, Problems, and Service Requests for all CONUS entitled users through all approved and required channels.	In accordance with Task 2, SLA 2 and SLA 5
2A-02	The contractor shall serve as the primary interface to Army users of various Army enterprise applications, desktop and server applications and hardware, Commercial-off-the-Shelf (COTS) software as well as custom developed applications.	In accordance with Task 2, SLA 2 and SLA 5
2A-03	The Contractor shall classify all Incidents, Problems, and Service Requests in accordance with the 7 <sup>th</sup> SC-approved taxonomy and using the GFE Ticketing System instance for Ticket generation, modification, update, and closure.	Ticket shall be updated within ten (10) minutes of any change in status.
2A-04	The Contractor shall provide Tier 1, first level, non-dispatched basic Problem assistance, Service Request management, and Incident resolution delivered via telephone, e-mail, or remote access. Tier I support shall include effective ticket registration, troubleshooting, triage, incident/request escalation and/or resolution for all Incidents, Problems, and Service Requests.	In accordance with Task 2, SLA 2 and SLA 5

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2A-05	The Contractor shall address all End User Incidents, inquiries, and Service Requests including, but not limited to, troubleshooting use of End User Incidents and Problems, responding to "how-to" questions, explanation of features and functions, authentication and access, account set-up/modify/delete, password reset, and general technical assistance.	In accordance with Task 2, SLA 2 and SLA 5
2A-06	The Contractor shall create a Ticket for each unique Incident, Problem, or Service Request.	For Email: In accordance with Task 2, SLA 6 For Phone: A ticket shall be created and the Ticket number provided to the caller before the call is ended.
2A-07	The Contractor shall support all software included in the Army Gold Master.	Not Applicable
2A-08	The Contractor shall support all software certified to operate on the Army network.	Not Applicable
2A-09	The Contractor shall resolve the maximum number of Incidents and service requests on the first call.	In accordance with Task 2, SLA 2
2A-10	All transactions (open ticket, update ticket, escalate ticket, close ticket) with the Service Desk, regardless of channel, shall result in a Ticketing System message to the End User describing the nature of the transaction and the next steps to be performed.	No later than thirty (30) minutes after completion of the transaction.
2A-11	Ten (10) percent of Closed Tickets, selected at random, will result in an email Customer Satisfaction Survey to the End User.	No later than thirty (30) minutes after ticket closure.
2A-12	Changes to the Customer Satisfaction Survey shall be executed by the Contractor and approved by the PM P2E PMO or 7 <sup>th</sup> Signal Command Leadership prior to use.	Survey changes only upon PM P2E PMO or 7 <sup>th</sup> SC approval
2A-13	All Customer Service Agents (CSA) shall be ITIL V3 Foundations – certified personnel.	<ul style="list-style-type: none"> <li>100% of Customer Service Agents certified no later than 14 calendar days after Notice to Proceed or Assumption of Responsibility, whichever is later.</li> </ul>
2A-14	All Contractor management personnel, including Customer Relations Managers (Task 2E) assigned to this Contract shall be ITIL V3 Practitioner – Support and Restore certified personnel.	<ul style="list-style-type: none"> <li>100% of Contractor management personnel certified no later than thirty (30) calendar days after Notice to Proceed.</li> </ul>
2A-15	The Contractor shall support a subset of users classified as Very Important People (VIP), designated as such in the Ticketing platform.	NA

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2A-16	The Contractor shall support the NEC and CTNOSC-provided Tier 2, second level, dispatched advanced problem assistance and incident resolution. Support shall include clarifying and conveying ticket information to Tier 2, providing additional detail and information in the ticket based on discussion with Tier 2, and related support tasks.	Not Applicable
2A-17	The Contractor shall, in response to End User-created Web tickets created in Remedy, provide a timely email acknowledgement indicating (1) the Ticket has been assigned to an agent, (2) the Ticket number, (3) the Agent name, and (4) the toll-free number for the Service Desk. The Government will not configure the GFE Ticketing System to auto-assign or auto-acknowledge Web Tickets but will configure the Ticketing System to enable the agent to send a manual acknowledgement notification through ticketing system.	In accordance with Task 2, SLA 5
2A-18	The Contractor shall, in response to End User-created Email tickets, provide a timely email acknowledgement indicating (1) the Ticket has been assigned to an agent, (2) the Ticket number, (3) the Agent name, and (4) the toll-free number for the Service Desk. The Government will not configure the GFE Ticketing System to auto-assign or auto-acknowledge Web Tickets but will configure the Ticketing System to enable the agent to send a manual acknowledgement notification through ticketing system.	In accordance with Task 2, SLA 6

#### 34.2 Task 2B: Army CONUS ESD Lifecycle Ticket Management

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2B-01	The Contractor's CSA shall document all mandatory data fields as required by the PM P2E PMO and/or 7 <sup>th</sup> SC and configured in the GFE Ticketing System or its successor.	All required data fields complete with each update. Ticket accuracy in accordance with Task 2, SLA 1
2B-02	The Contractor shall provide end-to-end ticket management for Incidents, Problems, and Service Requests. Where a Ticket is escalated beyond Tier 1 the Service Desk shall be responsible for providing a consistent, single interface with the Customer wherever possible and for ensuring the Incident is resolved.	Not Applicable
2B-03	The Service Desk shall keep End Users informed regarding status of their ticket, Incident, Problem, or Service Request through (1) CSA voice response to phone calls, and/or (2) messages via the Ticketing System to email inquiries.	Messages shall be provided within thirty (30) minutes of request.
2B-04	The Contractor shall report number of open tickets by age (24 hours or less, 1 to 7 days, 7 days or older), closed tickets (last 24 hours by time to resolve), First Call Resolved tickets by type, escalated tickets by type (to any Tier), through a ticket status report provided daily.	At the daily Standup (SITREP)

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2B-05	The Contractor shall receive an affirmative response from an End User (either by voice or by email) before closing a ticket.	A minimum of two (2) attempts to reach End Users for confirmation of ticket closure shall be made and must be made during local business hours with a minimum 48 hours between attempts.
2B-06	The Contractor shall close, in a timely manner, the maximum possible number of Standard Tickets	In accordance with Task 2, SLA 7a
2B-07	The Contractor shall close, in a timely manner, the maximum possible number of VIP Tickets	In accordance with Task 2, SLA 7b

### 34.3 Task 2C: Army CONUS ESD Knowledge Management

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2C-01	The Contractor shall author, revise, and update solutions to PM P2E PMO-selected Incidents and Problems in the Knowledge Management database for use by CSAs in all Tiers, by End Users, and by the Contractor's incident/problem management processes.	Documentation, testing, and availability in the knowledgebase will occur within ten (10) business days of their being identified by the PM P2E PMO.
2C-02	The Contractor shall develop Knowledge Documents prior to the launch of any new capability or changes to existing capabilities. New Knowledge Documents shall be reviewed and approved by the PM P2E PMO and posted prior to the launch of the new capability or the change to existing capability.	Posted no less than 24 hours prior to launch or release.
2C-03	The format and content for Knowledge Documents shall be approved by the PM P2E PMO prior to use.	The PM P2E PMO shall be provided a minimum of 48 hours for review and approval.
2C-04	The Contractor shall periodically review all Knowledge Documents to ensure accuracy, currency, and relevancy.	On a monthly basis.
2C-05	The Contractor shall utilize the GFE RightAnswers (or equivalent) KnowledgePaks to expedite resolution of End User Incidents and Problems.	Not Applicable

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**34.4 Task 2D: Army CONUS ESD End User Account Provisioning and Administration**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2D-01	The Service Desk shall receive, track, coordinate, and execute End User account creation, modification, deletion, and general administration tasks per Service Requests in accordance with Army security policies.	Once user request for account is approved by the Government, ESD account provisioning actions will be completed within 24 hours

**34.5 Task 2E: Army CONUS ESD Customer Relations Management**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2E-01	The Contractor shall support development of Operating Level Agreements (OLAs) with other service providers (e.g., contractor and/or government personnel supported NECs at the installation level) for interaction, escalation and dispatch (desk side support) of trouble tickets.	At Government request
2E-02	The Contractor shall develop Standard Operating Procedures (SOPs) for the operation and maintenance of the ESD.	See Deliverable 1
2E-03	The Contractor shall provide Customer Relations Management teams to support the 106th Signal Brigade at Fort Sam Houston, TX and the 93rd Signal Brigade at Fort Eustis, Newport News, VA to review tickets and liaise between the Service Desk and the brigades.	Not Applicable

**34.6 Task 2F: Army CONUS ESD Remote Access**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2F-01	The Contractor shall utilize the Government-furnished Remote Access tools to maximize First Call Resolution and Customer Satisfaction.	Not Applicable

**34.7 Task 2G: Army CONUS ESD Service Level Management**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2G-01	The Contractor shall develop, document, refine, and maintain the currency of its Service Level Management processes and procedures and include such processes in a Service Level Management.	Deliverable 12
2G-02	The Contractor shall measure, monitor, and report Service Level attainment as described in contractual Service Level Agreements (SLA).	Measurement, monitoring, and reporting in accordance with the parameters described in the SLAs in the Quality Assurance Surveillance Plan (QASP)



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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2G-03	The Contractor shall analyze any SLA failure and document such analysis and the proposed remediation (i.e., "get-well") plan in an SLA Failure report to the PM P2E PMO	Deliverable 13
2G-04	The Contractor shall brief the SLA failure root cause and its actions to remediate SLA failures at the following Monthly PMR.	At the Monthly PMR following SLA failure.

**34.8 Task 2H: Army CONUS ESD Continuity of Operations and Disaster Recovery**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2H-01	The Contractor shall develop a Continuity of Operations and Disaster Recovery Plan and maintain the plan in a manner that provides for the smooth transfer of all mission or business essential functions to an alternate site for the duration of an event with minimal loss of operational continuity as determined by designated MAC level.	Deliverable 14
2H-02	The Contractor shall support COOP/DR planning to establish continuity procedures for the Service Desk.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the PM P2E COOP policies.
2H-03	The Contractor shall provide an existing Continuity of Operations (COOP) site, having hot failover capability, located within the continental U.S. (CONUS) at no less than fifty (50) miles from the Primary Site. The COOP shall be implemented to insure that a failure at the primary site is transparent to the end user.	No loss of service or service disruption.
2H-04	The Contractor shall execute load balancing and replication of necessary Contractor data between their Primary and Secondary sites.	In accordance with the approved Continuity of Operations and Disaster Recovery Plan
2H-05	The Contractor shall provide overall design, documentation, implementation, operational support, ensure replication of all applications/data approved by PM P2E PMO Operations and on-site manning for business continuity and COOP.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the PM P2E COOP policies.
2H-06	The Contractor shall coordinate the re-routing of inbound calls to the COOP site in the event failover is initiated.	No loss of service or service disruption.
2H-07	The Contractor shall support up to two (2) annual exercises of Service Desk COOP and provide an analysis of results and performance to the PMO.	<ul style="list-style-type: none"> <li>• In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the PM P2E COOP policies.</li> <li>• Deliver COOP/ DR Exercise and Operations Results Report in accordance with Deliverable 15.</li> </ul>

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2H-08	The Contractor shall maintain 24x7x365 availability of the Service Desk.	24x7x365
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**34.9 Task 2I: Omitted**

**34.10 Task 2J: Army CONUS ESD Project Management and Coordination**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2J-01	The Contractor shall coordinate the transfer of the current toll-free number to the Government-furnished successor toll-free number.	Off-hours test to be conducted no less than three (3) days prior to Assumption of Responsibility
2J-02	The Contractor shall manage the administration of the invoicing process from the telecommunications provider.	Not Applicable
2J-03	The Contractor shall develop a Materiel Fielding Plan (MFP) that addresses all Integrated Logistics Support Elements (ILS) applicable to the capability being fielded.	IAW Chapter 5, AR 700-142
2J-04	The Contractor shall meet U.S. Army materiel and property accountability requirements for hardware and software under their control.	IAW AR 735-5 and AR 735-11.
2J-05	The contractor shall identify, register and affix tags for equipment requiring unique item identification for tangible personal property.	IAW DFARS 252.211-7003 and DFARS 252.211-7007
2J-06	The contractor shall report and provide equipment listings and data elements required in accordance with acceptable standards contained in the Army Standard Line Automated Management and Integrating System (SLAMIS) and preparation of issue and turn in documents.	IAW AR 735-5 and AR 735-11
2J-07	The contractor shall provide hardware warranty data for equipment fielded/issued to GC	IAW Government provided template
2J-08	The contractor shall provide software license agreement and key data for software licenses fielded/issued to GC	IAW Government provided templates

**34.11 Task 2K: Army CONUS ESD Reporting, Analytics, and Trend Analysis**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2K-01	The Contractor shall perform reporting in accordance with the Deliverables specified below. Reporting tools shall be compatible with the Government's GFE Ticketing System.	Deliverables 3 through 11
2K-02	The Contractor shall perform analytics in accordance with the Deliverables specified below. Analytical tools shall be compatible with the Government's GFE Ticketing System.	Deliverables 3 through 11
2K-03	The Contractor shall perform trend analysis of call, ticket, user, incident, problem, and service request data in accordance with the Deliverables specified below.	Deliverables 3 through 11

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### 34.12 Task 2L: Army CONUS ESD Service Desk Operations

ID	Requirement	Performance Criteria
2L-01	The Contractor shall provide, staff, support and ensure availability of all channels	24x7x365 availability of all channels
2L-02	The Contractor shall install the Army Gold Master on all Customer Service Agent computers.	No later than Assumption of Responsibility
2L-03	Upon PM P2E PMO request all Service Desk calls shall be available for call monitoring and "remote" monitoring (whereby monitors are not required to be on-site at the Call Center) by the PM P2E PMO for quality control.	100% of calls available for monitoring
2L-04	The Contractor shall provide a daily summary of Service Desk statistics as directed by the PM P2E PMO.	Daily by 0800
2L-05	The Contractor shall support PM P2E PMO-provided 508-compliant and TTY access to the Service Desk for disabled persons, in accordance with applicable regulatory and statutory requirements.	Not Applicable
2L-06	The Contractor shall ensure all Customer Service Representatives and other staff complete all required training and certification including Information Assurance training per Army and DoD policy.	In accordance with Army and DoD requirements, policy, and regulations including DoDD 8570.01.
2L-07	The Contractor shall review the call queues for accuracy and routing and shall make recommendations for improvement where needed. The Contractor shall implement approved changes within seven (7) business days.	As directed by the PM P2E PMO, but not more than four (4) times per year.
2L-08	The Contractor's Service Desk facility shall be accredited with an Interim Authority to Operate (IATO) or Authority to Operate (ATO).	No later than Assumption of Responsibility.
2L-09	The Contractor shall provide sufficient Customer Service Agent staff to meet inbound caller responsiveness expectations.	In accordance with Task 2, SLA 3 and Task 2, SLA 4

### 34.13 Task 2M: Army CONUS ESD Call Distribution

ID	Requirement	Performance Criteria
2M-03	The Contractor shall provide two (2) non-published, toll-free numbers/lines: <ul style="list-style-type: none"> <li>Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for AKO NIPR callers, and</li> <li>Between the (1) Call Center for AKO NIPR callers and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2M-04	The Contractor shall provide two (2) non-published, toll-free numbers/lines: <ul style="list-style-type: none"> <li>Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers, and</li> <li>Between the (1) Call Center for Army CONUS ESD SIPR/AKO SIPR callers and the (2) Call Center for AKO NIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).
2M-05	The Contractor shall, upon request, relinquish any of the non-published, toll-free numbers to the appropriate Call Center provider.	In thirty (30) calendar days or less from written request by the Government.
2M-06	The Contractor shall establish and modify the configuration, menu options, and parameters of the Interactive Voice Response (IVR) unit in accordance with Government specifications.	Initial configuration, as requested by the Government, operational no later than Assumption of Responsibility (AOR).
2M-07	The Contractor shall execute Government-requested IVR changes.	Changes shall be complete and operational in seven (7) calendar days or less.
2M-08	The Contractor shall provide the capability for Government designees to record and upload outgoing voice message files to the IVR. The Contractor shall be responsible for posting such files to the IVR upon PM P2E PMO request.	For Standard changes, messages posted to the IVR within four (4) business hours of PM P2E PMO request. For Urgent changes, messages posted to the IVR within one (1) hour of PM P2E PMO request
2M-09	The Contractor shall establish necessary agreements with the providers of the (1) Call Center for AKO NIPR callers, and (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers to enable calls to be transferred to and from the various Call Centers.	Agreements to be completed no later than forty five (45) days after Notice to Proceed.

**35. Task 3: Additional Army CONUS Sites (Optional Task to be Priced Separately)**

**35.1 Task 3A: Fielding**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
3A-01	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall conduct pre-site surveys to determine what fielding information is needed to inform the site survey process	In accordance with Deliverable 28
3A-02	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall document installation points of contact for the survey & fielding teams in preparation for transition activities	In accordance with Deliverable 29

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ID	Requirement	Performance Criteria
3A-03	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall participate in a Fielding Conference, the first meeting between the AESD and the installation	NA
3A-04	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall gather information necessary to develop the "AS-IS" documentation and shall support process definition including: <ul style="list-style-type: none"> <li>• Current C4IM service support model</li> <li>• Current business processes</li> <li>• Provides starting point for process definition</li> </ul>	In accordance with Deliverable 30
3A-05	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall gather information necessary to develop the "TO-BE" documentation and shall support process definition derived from a combination of "AS-IS" documentation, other customer provided information, and knowledge of the end-state ESD	In accordance with Deliverable 31
3A-06	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall execute process definition and site analysis to understanding how the ESD must support C4IM IT services for an improved user experience	NA
3A-07	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall document how the NEC handles incident management, problem management, change management, and Service Requests. The Contractor shall provide this documentation to the installation for review and for incorporation into the MOU.	In accordance with Deliverable 32
3A-08	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall capture installation variances to identify personnel skill sets, applications in place, and business process maturity	In accordance with Deliverable 32
3A-09	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall develop a Memorandum of Understanding which outlines the specific activities, C4IM IT services, infrastructure support, training, and meeting requirements in support of a service capability cutover. Note an MOU is executed for each NEC that is on-boarded.	In accordance with Deliverable 33
3A-10	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall conduct Training, administered by the ESD, which will provide an opportunity to exercise process definitions. Training materials shall be provided to the installation.	In accordance with Deliverable 34
3A-11	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall perform tool configuration/re-configuration as necessary in preparation for testing.	NA

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
3A-12	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall perform end-to-end functional testing that serves to validate the processes and their technical aspects to ensure a successful overall capability. The testing shall utilize use cases that describe critical AESD operational scenarios, to include: <ul style="list-style-type: none"> <li>• Dispatches</li> <li>• Referrals</li> <li>• Notifications</li> <li>• Access to current reporting capabilities</li> </ul>	For each installation fielded to the ESD.
3A-13	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall prepare and deliver a pre-Cutover Brief which recaps on-boarding activities to gaining command, provides schedule for final cut-over with activities required to complete the on-boarding process, and provide the installation a "leave-behind" package.	In accordance with Deliverable 35 and 39
3A-14	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall monitor and report service performance to be reviewed weekly and monthly and used to assess AESD performance.	In accordance with Deliverable 36
3A-15	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall deliver an After Action Review which discusses the transition process between ESD and gaining command and captures discussion items (issues/concerns) for inclusion in Lessons Learned.	In accordance with Deliverable 37
3A-16	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall develop and maintain a Lessons Learned document, a living document which encompasses all on-boarded installations, captures both strengths and weaknesses for all phases of the on-boarding process.	In accordance with Deliverable 38

### 35.2 Task 3B: Service Desk

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
3B-1	The Contractor shall execute Task 2A through 2M and all sub-tasks for all installations fielded to the ESD after AOR.	In accordance with Task 3, SLAs 1, 2a, 2b, 3, 4, 5, 6, 7a, 7b

**36. Task Deliverables:**

The following deliverables are the responsibility of the Contractor:

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
2	1	Standard Operating Procedures	Standard Operating Procedures (SOPs) for the operation and maintenance of the ESD.	Notice to Proceed plus 120 calendar days (CD)	COR
2	2	Army ESD Services availability report	Monthly report on availability of the Service Desk.	Monthly on the first of the month	COR
2	3	Queue Call Reports	Daily, Weekly and Monthly: Agent Level Reports with number of calls handled, average call length, after call work average, average speed of answer, and out-going calls.  Queue Call Reports to include at a minimum: Wait times, abandoned rates, and average time before abandonment.	Daily, Weekly and Monthly	COR
2	4	First Call Resolution Report	Daily, Weekly, and Monthly reports of First Call-resolved incidents and service requests.	Daily, Weekly and Monthly	COR
2	5	Customer Service Report:	Daily, weekly and monthly reports for all open tickets, number of tickets assigned, unassigned, time of acknowledgement and time of restore. Report will be by urgency/priority and identify VIP.	Daily, Weekly and Monthly	COR
2	6	Customer Care Surveys Report	Monthly summary report for all customer surveys received.	Monthly on the first of the month	COR
2	7	Problem Management Report	Monthly reporting with trend analysis for all Problems as defined in ITIL best practices.	Monthly on the first of the month	COR
2	8	Incident/Request Management Report	Monthly Incident analysis/trending by category.	Monthly on the first of the month	COR
2	9	ITIL Training Report	Monthly report of status of ITIL Training/Certification for all Technicians and Managers.	Monthly on the first of the month	COR
2	10	VIP Reports	Daily, weekly and monthly reports with trend analysis for all incident/requests related to VIPs	Daily, Weekly and Monthly	COR
2	11	Tier II Remote report	Daily, weekly and monthly reports for ticket handling, time of acknowledgement and time of restore	Daily, Weekly and Monthly	COR

2	12	Service Level Management Plan	<p>The Service Level Management Plan shall address, at a minimum:</p> <ul style="list-style-type: none"> <li>• SLA measurement, monitoring, and reporting</li> <li>• Root cause analysis for SLA failure</li> <li>• Implementation of remediation actions in response to SLA failures</li> <li>• Identification and documentation of availability requirements</li> <li>• Monitoring and reporting of availability issue</li> <li>• Identification and tracking of barriers to availability</li> </ul>	Notice to Proceed plus 60 calendar days; reviewed and updated 30 CD prior to Task Order expiry	COR
2	13	SLA Failure Report (including Availability Failure).	<p>The SLA Failure Report shall, at a minimum:</p> <ul style="list-style-type: none"> <li>• Describe the SLA failure</li> <li>• Describe the analysis conducted</li> <li>• Report the root cause of the SLA failure</li> <li>• Recommend remediation alternatives</li> </ul>	In accordance with individual SLA administration requirements	COR
2	14	Security Management Plan.	<p>The IT Security Management Plan shall include, at a minimum:</p> <ul style="list-style-type: none"> <li>• Contractor staff roles and responsibilities of the members of the Contractor IT Security Management organization</li> <li>• IT Security Threat Assessment</li> <li>• IT Security Policy Statements</li> <li>• An inventory list of IT Security Policy Statements</li> <li>• Vulnerability and incident identification</li> <li>• Compliance with FISMA requirements</li> <li>• Compliance with DIACAP, as appropriate</li> <li>• Compliance with Networthiness, as appropriate</li> <li>• Security incident: <ul style="list-style-type: none"> <li>○ Detection</li> <li>○ Identification</li> <li>○ Classification</li> <li>○ Recording</li> <li>○ Investigation</li> <li>○ Root Cause Analysis</li> <li>○ Remediation</li> </ul> </li> </ul>	Notice to Proceed plus 60 calendar days; updated reviewed and updated 30 CD prior to Task Order expiry	COR



2	15	Continuity of Operations and Disaster Recovery (COOP/DR) Plan.	<p>The Continuity of Operations and Disaster Recovery Plan shall, at a minimum:</p> <ul style="list-style-type: none"> <li>• Enumerate mission-critical functions and services in accordance with respective PM P2E PMO-specified recovery time objectives (RTO)</li> <li>• Describe a COOP/DR solution that considers current facilities/sites and IT assets</li> <li>• Describe procedures in the event of a COOP or DR event</li> <li>• Describe testing procedures for the COOP/DR capability</li> <li>• Address roles and responsibilities of PM P2E PMO and Contractor personnel</li> <li>• Include a Threat Analysis</li> <li>• Describe a maintenance strategy for the COOP/DR Plan</li> <li>• Specify reporting procedures and format for COOP/ DR exercises and operations</li> </ul>	Notice to Proceed plus 60 calendar days; reviewed and updated 30 CD prior to Task Order expiry	COR
2	16	Lifecycle Management Plan.	<p>The plan shall include, but is not limited to the following:</p> <ul style="list-style-type: none"> <li>• Age of hardware/software</li> <li>• Ability of service to accommodate current and projected load</li> <li>• Current and anticipated standards</li> <li>• Technology convergence</li> <li>• Technology insertion opportunities</li> <li>• Integrated system roadmap, including recommended software upgrade path and vendor support windows</li> </ul>	Notice to Proceed plus 60 calendar days; reviewed and updated 30 CD prior to Task Order expiry	COR
2	17	COOP/ DR Exercise and Operations Results Report (multiple)	In accordance with PM P2E PMO-approved COOP/DR Plan.	Preliminary report with 24 hours and final report within 7 calendar days of the conclusion of each COOP/DR exercise or evolution.	COR
2	18	Service Level Attainment Report	Describes Service Levels attained for all SLAs. Must be provided in the Excel template provided by the Government at award.	Monthly, no later than the 15th calendar day of the following month	COR

2	19	Weekly Closed Ticket Survey results	Summary of closed tickets statistics	Weekly on Wednesday for the results of the prior week (Monday through Sunday)	COR
2	20	Statistical Report	Daily and monthly statistical data report including but not limited to performance against all Task 5 Series SLAs , as well as call volume analytics by category/class, priority, CI/service and other attributes tracked in the GFE SMS.	At the Daily Standup and Monthly PMR	COR
2	21	End User Feedback Summary Report	Summary of End User feedback acquired through the Customer Satisfaction Survey	At the Monthly PMR	COR
2	22	Final Transition Plan	The Final Transition Plan shall update the Initial Transition Plan provided in the Offeror's proposal.	Notice to Proceed plus ten (10) calendar days	COR
2	23	Materiel Fielding Plan (MFP)	Prepared in accordance with Table E-1, Sections 1-9 DA PAM 700-142	Draft submitted 30 work days prior to first install date Final submitted within 10 work days of receipt of government comments.	COR
2	24	Item Unique Identification (IUID)	Equipment/hardware data entered into the Department of Defense (DoD) IUID Registry.	IUID data inputted 7 work days prior to each site installation.	COR
2	25	Materiel Fielding Equipment Inventory and Hand Off Data	Equipment data elements and Individual Unit Identification Data (IUID) will be submitted in accordance with templates provided by government. Data elements will be similar as being required in the preparation of DA Form 3161.	Initial draft provided 7 work days prior to each site installation. Final provided 2 work days prior to each installation fielding.	COR
2	26	Equipment Warranty Reporting Data	Equipment data listing for all vendor and or factory warranty provided for all equipment fielded/issued to GC	Provided for each install location within 5 calendar days of receipt	COR
2	27	Software License Reporting Data	Software data listing for all vendor and or factory licenses and keys fielded/issued to Gaining Command	Provided for each install location within 5 calendar days of receipt	COR

3	28	Pre-site Survey	Identifies fielding information is needed to inform the site survey process	Pre-site surveys conducted three (3) weeks or more prior to the actual Site Survey	COR
3	29	Installation Points of Contact document	Documents installation points of contact for the survey & fielding teams	Five (5) calendar days after completion of the Site Survey	COR
3	30	"As-Is" Documentation	"As-Is" documentation including: <ul style="list-style-type: none"> <li>• Current C4IM service support model</li> <li>• Current business processes</li> </ul>	First draft 120 calendar days after the option is exercised. Final provided 60 days after draft is delivered.	COR
3	31	"To-Be" Documentation	"To-Be" documentation derived from a combination of "AS-IS" documentation, other customer provided information, and knowledge of the end-state ESD	First draft 180 calendar days after the option is exercised. Final provided 60 calendar days after draft is delivered.	COR
3	32	NEC Process Guide	Documentation describing: <ul style="list-style-type: none"> <li>• How the NEC handles incident management, problem management, change management, and Service Requests.</li> <li>• Installation personnel skill sets, applications in place, and business process maturity</li> </ul>	First draft 120 calendar days after the option is exercised. Final provided 60 calendar days after draft is delivered.	COR
3	33	Memorandum of Understanding	Outlines the specific activities, C4IM IT services, infrastructure support, training, and meeting requirements in support of a service capability cutover. An MOU is executed for each NEC that is on-boarded.	As needed for each fielded installation.	COR
3	34	Installation Training Materials	Training materials		COR
3	35	Pre-Cutover Brief	Recaps on-boarding activities to gaining command, provides schedule for final cut-over with activities required to complete the on-boarding process, and provides the installation a "leave-behind" package.	No less than five (5) calendar days prior to Cutover.	COR

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3	36	Performance Report	Describes service performance, reviewed weekly and monthly.	Weekly, no later than Wednesday at 1300 for the prior week. Monthly, no later than the third calendar day of the month for the prior month.	COR
3	37	After Action Review	Discusses the transition process between ESD and gaining command and captures discussion items (issues/concerns) for inclusion in Lessons Learned.	No later than three (3) calendar days after Transition completed.	COR
3	38	Lessons Learned document	Strengths should discuss strategies and/or activities that led to success: <ul style="list-style-type: none"> <li>• Weaknesses should discuss strategies for improvement</li> <li>• Post-fielding survey (gaining command responsibility) an important feeder</li> </ul>	Seven (7) calendar days prior to cut-over.	COR
3	39	Installation "leave-behind" package	Includes: <ul style="list-style-type: none"> <li>• In-brief</li> <li>• Site-specific implementation plan</li> <li>• Completed project plan</li> <li>• Data submitted by NEC</li> <li>• TTPs and/or training guide</li> <li>• Test and validation use cases and results</li> </ul>	Seven (7) calendar days after completion of fielding.	COR

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SECTION G -- CONTRACT ADMINISTRATION DATA

G.3 CONTRACT ESTIMATED VALUES AND FUNDING STATUS

This order is incrementally funded pursuant to DFARS Clause 252.232-7007, Limitation of Governments Obligation. Of the total estimated price of CLIN 0001 and 0002, the sum of \$31,444,376.80 is presently available for payment and allotted to this contract. It is anticipated from time to time additional funds will be allotted to this contract until the total estimated price of these items is allotted. It is contemplated that funds presently allotted to this contract will cover the work to be performed through June 2013.

The Contractor is not authorized to continue work beyond the point at which the total amount paid and payable by the Government approximates but does not exceed the total amount actually allotted by the Government to the contract.

Funding status is as follows:

	<u>Estimated Ceiling Value</u>	<u>Obligated Amount</u>	<u>Un-obligated Amount</u>
CLIN 0001 – Base Year	\$ 15,242,288.80	\$ 15,242,288.80	\$ 0.00
CLIN 0002 – Option Year 1	\$ 16,202,088.00	\$ 16,202,088.00	\$ 0.00
CLIN 0003 – Option Year 2	\$ 16,367,077.88	\$ 0.00	\$ 16,367,077.88
<b>Total</b>	<b>\$ 47,811,454.68</b>	<b>\$31,444,376.80</b>	<b>\$16,367,077.88</b>

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## SECTION I – CONTRACT CLAUSES

The following clauses are added to this Task Order.

### I.7 FAR 52.222-43 -- FAIR LABOR STANDARDS ACT AND SERVICE CONTRACT ACT

#### **Fair Labor Standards Act and Service Contract Act -- Price Adjustment (Multiple Year and Option Contracts) (Sep 2009)**

- (a) This clause applies to both contracts subject to area prevailing wage determinations and contracts subject to collective bargaining agreements.
- (b) The Contractor warrants that the prices in this contract do not include any allowance for any contingency to cover increased costs for which adjustment is provided under this clause.
- (c) The wage determination, issued under the Service Contract Act of 1965, as amended, (41 U.S.C. 351, et seq.), by the Administrator, Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, current on the anniversary date of a multiple year contract or the beginning of each renewal option period, shall apply to this contract. If no such determination has been made applicable to this contract, then the Federal minimum wage as established by section 6(a)(1) of the Fair Labor Standards Act of 1938, as amended, (29 U.S.C. 206) current on the anniversary date of a multiple year contract or the beginning of each renewal option period, shall apply to this contract.
- (d) The contract price, contract unit price labor rates, or fixed hourly labor rates will be adjusted to reflect the Contractor's actual increase or decrease in applicable wages and fringe benefits to the extent that the increase is made to comply with or the decrease is voluntarily made by the Contractor as a result of:
  - (1) The Department of Labor wage determination applicable on the anniversary date of the multiple year contract, or at the beginning of the renewal option period. For example, the prior year wage determination required a minimum wage rate of \$4.00 per hour. The Contractor chose to pay \$4.10. The new wage determination increases the minimum rate to \$4.50 per hour. Even if the Contractor voluntarily increases the rate to \$4.75 per hour, the allowable price adjustment is \$.40 per hour;
  - (2) An increased or decreased wage determination otherwise applied to the contract by operation of law; or
  - (3) An amendment to the Fair Labor Standards Act of 1938 that is enacted after award of this contract, affects the minimum wage, and becomes applicable to this contract under law.

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- (e) Any adjustment will be limited to increases or decreases in wages and fringe benefits as described in paragraph (d) of this clause, and the accompanying increases or decreases in social security and unemployment taxes and workers' compensation insurance, but shall not otherwise include any amount for general and administrative costs, overhead, or profit.
- (f) The Contractor shall notify the Contracting Officer of any increase claimed under this clause within 30 days after receiving a new wage determination unless this notification period is extended in writing by the Contracting Officer. The Contractor shall promptly notify the Contracting Officer of any decrease under this clause, but nothing in the clause shall preclude the Government from asserting a claim within the period permitted by law. The notice shall contain a statement of the amount claimed and the change in fixed hourly rates (if this is a time-and-materials or labor-hour contract), and any relevant supporting data, including payroll records, that the Contracting Officer may reasonably require. Upon agreement of the parties, the contract price, contract unit price labor rates, or fixed hourly rates shall be modified in writing. The Contractor shall continue performance pending agreement on or determination of any such adjustment and its effective date.
- (g) The Contracting Officer or an authorized representative shall have access to and the right to examine any directly pertinent books, documents, papers and records of the Contractor until the expiration of 3 years after final payment under the contract.

(End of Clause)

**I.8 FAR 52.232-99 -- PROVIDING ACCELERATED PAYMENT TO SMALL BUSINESS SUBCONTRACTORS (DEVIATION)**

**Providing Accelerated Payment to Small Business Subcontractors (DEVIATION 2012-00014) (August 2012)**

This clause implements the temporary policy provided by OMB Policy Memorandum M-12-16, Providing Prompt Payment to Small Business Subcontractors, dated July 11, 2012.

- (a) Upon receipt of accelerated payments from the Government, the contractor is required to make accelerated payments to small business subcontractors to the maximum extent practicable after receipt of a proper invoice and all proper documentation from the small business subcontractor.
- (b) Include the substance of this clause, including this paragraph (b), in all subcontracts with small business concerns.
- (c) The acceleration of payments under this clause does not provide any new rights under the Prompt Payment Act.

(End of Clause)

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE		PAGE OF PAGES 1   8	
2. AMENDMENT/MODIFICATION NO 0003		3. EFFECTIVE DATE 09/22/2012		4. REQUISITION/PURCHASE REQ. NO. See Schedule	
5. PROJECT NO. (If applicable)		6. ISSUED BY DOI, National Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635		7. ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Director Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, I Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516		9A. AMENDMENT OF SOLICITATION NO. (x)		9B. DATED (SEE ITEM 11)	
CODE 0070095255		FACILITY CODE		10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248	
				10B. DATED (SEE ITEM 13) 09/22/2011	

**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) Net Increase: \$10,974,803.93  
See Schedule

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

CHECK ONE	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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) FAR 52.217-9 Option to Extend the Term of the Contract (March 2000)

E. IMPORTANT: Contractor  is not.  is required to sign this document and return \_\_\_\_\_ 0 copies to the issuing office.

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

The purpose of this modification is to exercise Option Year 1, CLIN 0002 of the contract, provide incremental funding for the Option Year, extend the period of performance, incorporate revised Department of Labor Wage Determinations, and revise estimated task ceiling values for CLIN 0001.

FOB: Destination  
Period of Performance: 09/22/2011 to 09/21/2013

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) Brenda Campbell	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA <i>Brenda Campbell</i> (Signature of Contracting Officer)	16C. DATE SIGNED 9-11-2012



2. AMENDMENT/MODIFICATION NO. 0003	3. EFFECTIVE DATE 09/22/2012	4. REQUISITION/PURCHASE REQ. NO. See Schedule	5. PROJECT NO. (If applicable)
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6. ISSUED BY DOI, National Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	7. ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Directora Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  DELL SERVICES FEDERAL GOVERNMENT, I Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516	(x) 9A. AMENDMENT OF SOLICITATION NO.  9B. DATED (SEE ITEM 11)
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CODE 0070095255      FACILITY CODE	X 10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248 10B. DATED (SEE ITEM 13) 09/22/2011
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**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	Net Increase:	\$10,974,803.93
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**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE	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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)
X	FAR 52.217-9 Option to Extend the Term of the Contract (March 2000)

**E. IMPORTANT:** Contractor  is not,  is required to sign this document and return \_\_\_\_\_ 0 \_\_\_\_\_ copies to the issuing office.

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

The purpose of this modification is to exercise Option Year 1, CLIN 0002 of the contract, provide incremental funding for the Option Year, extend the period of performance, incorporate revised Department of Labor Wage Determinations, and revise estimated task ceiling values for CLIN 0001.

FOB: Destination  
 Period of Performance: 09/22/2011 to 09/21/2013

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) Brenda Campbell		
15B. CONTRACTOR/OFFEROR  _____ (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA  _____ (Signature of Contracting Officer)	16C. DATE SIGNED

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
W91QUZ06D0011/D11PD20248/0003

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2 8

NAME OF OFFEROR OR CONTRACTOR  
DELL SERVICES FEDERAL GOVERNMENT, I

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Add Item 00020 as follows:				
00020	CLIN 0002 Requisition No: 0040054821  Accounting Info: 01 Account Assignment: Y G/L Account: 6100.251B0 Business Area: D000 Commitment Item: 251B00 Cost Center: DS68694100 Functional Area: DWHAE000.1K0000 Fund: XXXD4523WH Fund Center: DS68694100 Project/WBS: DR.WHTRC.12ESD100 PR Acct Assign Line: 01 Funded: \$3,621,862.75				3,621,862.75
	Add Item 00030 as follows:				
00030	CLIN 0002 Requisition No: 0040060139  Accounting Info: 01 Account Assignment: Y G/L Account: 6100.251B0 Business Area: D000 Commitment Item: 251B00 Cost Center: DS68694100 Functional Area: DWHAE000.1K0000 Fund: XXXD4523WH Fund Center: DS68694100 Project/WBS: DR.WHTRC.12228811 PR Acct Assign Line: 01 Funded: \$4,411,764.71				4,411,764.71
	Add Item 00040 as follows:				
00040	CLIN 0002 Requisition No: 0040060887  Accounting Info: 01 Account Assignment: Y G/L Account: 6100.251B0 Business Area: D000 Commitment Item: 251B00 Cost Center: DS68694100 Functional Area: DWHAE000.1K0000 Fund: XXXD4523WH Fund Center: DS68694100 Project/WBS: DR.WHTRC.12230089 PR Acct Assign Line: 01 Funded: \$2,941,176.47				2,941,176.47

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SECTION A -- SOLICITATION/CONTRACT FORM

A.1 BLOCK 14 CONTINUATION FORM MODIFICATION 0003

- Option Year 1, CLIN 0002, is hereby exercised in accordance with FAR 52.217-9 "Option to Extend the Term of the Contract" (March 2000.)

The ticket prices for this Option Year were modified (Mod 0001) and are repeated here for clarity:

<b>Option 1</b>	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>
Task 1	\$5.45	\$4.46	\$3.88	\$3.46	\$3.12	\$2.82
Task 2	\$31.88	\$26.09	\$21.64	\$18.35	\$15.97	\$14.21
Task 3B	\$18.97	\$17.92	\$17.38	\$16.85	\$16.51	\$16.35

- Incremental funding is hereby obligated in the amount of \$ 10,974,803.93 and available for performance of CLIN 0002 services.

The total estimated ceiling value for CLIN 0002 remains unchanged at \$ 16,202,088.00.

The total amount obligated on the overall contract is increased by \$ 10,974,803.93 from \$ 15,242,288.80 to \$ 26,217,092.73.

- The estimated ceiling value for CLIN 0001, Task 1 – AKO Service Desk – is reduced by \$545,864.00 from \$ 6,600,000.00 to \$6,054,136.00.

The estimated ceiling value for CLIN 0001, Task 2 – AESD Service Desk – is reduced by \$233,051.00 from \$ 4,700,000.00 to \$4,466,949.00.

The estimated ceiling value for CLIN 0001, Task 3A - Additional AESD Sites, Fielding – is reduced by \$80,568.00 from \$ 280,000.00 to \$199,432.00.

The estimated ceiling value for CLIN 0001, Task 3B – Additional AESD Sites, Tickets – is reduced by \$87,260.00 from \$ 200,000.00 to \$112,740.00.

The estimated ceiling value for CLIN 0001, ODCs – is increased by \$946,743.00 from \$1,265,554.07 to \$2,212,297.07.

The estimated ceiling value for CLIN 0001, SCA – retro-active costs – remains unchanged at \$1,091,312.49.

The estimated ceiling value for CLIN 0001, AHT – retro-active costs – remains unchanged at \$1,105,422.24.

The total estimated ceiling value for CLIN 0001 remains unchanged at \$ 15,242,288.80.

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4. The overall contract (inclusive of all options) estimated value remains unchanged at \$ 47,811,454.68.
5. Funding Status is updated in sections B.1 and G.3
6. Department of Labor (DOL) Revised Wage Determinations, WD 05-2431 (Rev.-16) for Oklahoma and WD 05-2497 (Rev.-15) for Tennessee are attached to and incorporated into the contract via this modification. Direct labor rates for the Help Desk I, II, and III positions are established by DOL in the attached letter dated May 8, 2012. The fringe benefit rates for the Help Desk I, II, and III positions will be \$3.71 per hour as established in the two revised wage determinations.
7. The Period of Performance is extended from 09/22/2011 through 09/21/2012 to 09/22/2011 through 09/21/2013  
  
The overall contract Period of Performance, inclusive of all options, remains unchanged at 09/22/2011 through 09/21/2014.
8. Sections of the contract changed as a result of this modification are included herein and replace previous versions of those sections.
9. All other terms and conditions remain unchanged.

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SECTION B -- Supplies or Services and Prices

B.1 Contract Line Item Detail

**CLIN 0001** Base Year – Tasks 1, 2, 3A, 3B and ODCs

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in the Base Year.

Estimated Costs:

	<u>Ceiling Value</u>
Task 1 – AKO Service Desk	\$ 6,054,136.00
Task 2 – AESD Service Desk	\$ 4,466,949.00
Task 3A - Additional AESD Sites - Fielding	\$ 199,432.00
Task 3B – Additional AESD Sites - Tickets	\$ 112,740.00
ODCs	\$ 2,212,297.07
SCA – retro-active costs	\$ 1,091,312.49
AHT – retro-active costs	<u>\$1,105,422.24</u>
CLIN 0001 total	\$ 15,242,288.80

Period of Performance: 09/22/2011 through 09/21/2012

CLIN 0001 is funded by funding item number 00010:

2011WH 6941 252Z WHTRC T1D001 1A in the amount of \$1,149,758.45  
2011WH 6941 252Z WHTRC T1E006 1A in the amount of \$5,834,659.40  
2011WH 6941 252Z WHTRC T1G002 1A in the amount of \$3,238,000.70  
2011WH 6941 252Z WHTRC T1ES01 1A in the amount of \$5,019,870.25

Total amount obligated/funded for CLIN 0001 = \$ 15,242,288.80

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**CLIN 0002** Option Year 1 – Tasks 1, 2, 3A, 3B and ODCs – this CLIN is exercised.

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in Option Year 1.

Estimated Value of Option Year 1 is \$ 16,202,088.00

Period of Performance: 09/22/2012 through 09/21/2013

CLIN 0002 is funded as follows:

Item number 00020 in the amount of \$3,621,862.75

Item number 00030 in the amount of \$4,411,764.71

Item number 00040 in the amount of \$2,941,176.47

Total amount obligated/funded for CLIN 0002 = \$ 10,974,803.93

**CLIN 0003** Option Year 2 – Tasks 1, 2, 3B and ODCs – this CLIN is not funded

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in Option Year 2.

Estimated Value of Option Year 2 is \$ 16,367,077.88

Period of Performance: 09/22/2013 through 09/21/2014

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SECTION G -- CONTRACT ADMINISTRATION DATA

G.3 CONTRACT ESTIMATED VALUES AND FUNDING STATUS

This order is incrementally funded pursuant to DFARS Clause 252.232-7007, Limitation of Governments Obligation. Of the total estimated price of CLIN 0001 and 0002, the sum of \$26,217,092.73 is presently available for payment and allotted to this contract. It is anticipated from time to time additional funds will be allotted to this contract until the total estimated price of these items is allotted. It is contemplated that funds presently allotted to this contract will cover the work to be performed through June 2013.

The Contractor is not authorized to continue work beyond the point at which the total amount paid and payable by the Government approximates but does not exceed the total amount actually allotted by the Government to the contract.

Funding status is as follows:

	<u>Estimated Ceiling Value</u>	<u>Obligated Amount</u>	<u>Un-obligated Amount</u>
CLIN 0001 – Base Year	\$ 15,242,288.80	\$ 15,242,288.80	\$ 0.00
CLIN 0002 – Option Year 1	\$ 16,202,088.00	\$ 10,974,803.93	\$ 5,227,284.07
CLIN 0003 – Option Year 2	\$ 16,367,077.88	\$ 0.00	\$ 16,367,077.88
<b>Total</b>	<b>\$ 47,811,454.68</b>	<b>\$ 26,217,092.73</b>	<b>\$ 21,594,361.95</b>



WD 05-2431 (Rev.-16) was first posted on www.wdol.gov on 06/19/2012

\*\*\*\*\*

REGISTER OF WAGE DETERMINATIONS UNDER THE SERVICE CONTRACT ACT By direction of the Secretary of Labor		U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION WAGE AND HOUR DIVISION WASHINGTON D.C. 20210
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Diane C. Koplewski Director	Division of Wage Determinations		Wage Determination No.: 2005-2431 Revision No.: 16 Date Of Revision: 06/13/2012
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State: Oklahoma

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

\*\*Fringe Benefits Required Follow the Occupational Listing\*\*

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		13.04
01012 - Accounting Clerk II		14.63
01013 - Accounting Clerk III		18.28
01020 - Administrative Assistant		22.58
01040 - Court Reporter		18.46
01051 - Data Entry Operator I		11.69
01052 - Data Entry Operator II		12.76
01060 - Dispatcher, Motor Vehicle		17.05
01070 - Document Preparation Clerk		13.46
01090 - Duplicating Machine Operator		13.46
01111 - General Clerk I		13.10
01112 - General Clerk II		14.30
01113 - General Clerk III		18.00
01120 - Housing Referral Assistant		18.77
01141 - Messenger Courier		10.67
01191 - Order Clerk I		12.71
01192 - Order Clerk II		14.08
01261 - Personnel Assistant (Employment) I		14.35
01262 - Personnel Assistant (Employment) II		16.05
01263 - Personnel Assistant (Employment) III		17.90
01270 - Production Control Clerk		20.96
01280 - Receptionist		12.74
01290 - Rental Clerk		14.04
01300 - Scheduler, Maintenance		14.04
01311 - Secretary I		14.04
01312 - Secretary II		16.20
01313 - Secretary III		18.77
01320 - Service Order Dispatcher		15.05
01410 - Supply Technician		22.58
01420 - Survey Worker		17.05
01531 - Travel Clerk I		12.32
01532 - Travel Clerk II		13.14
01533 - Travel Clerk III		13.77
01611 - Word Processor I		12.54
01612 - Word Processor II		14.07
01613 - Word Processor III		15.80
05000 - Automotive Service Occupations		

05005 - Automobile Body Repairer, Fiberglass	18.14
05010 - Automotive Electrician	17.24
05040 - Automotive Glass/Installer	16.31
05070 - Automotive Worker	14.84
05110 - Mobile Equipment Servicer	13.22
05130 - Motor Equipment Metal Mechanic	16.49
05160 - Motor Equipment Metal Worker	14.84
05190 - Motor Vehicle Mechanic	16.49
05220 - Motor Vehicle Mechanic Helper	12.63
05250 - Motor Vehicle Upholstery Worker	14.03
05280 - Motor Vehicle Wrecker	14.84
05310 - Painter, Automotive	15.67
05340 - Radiator Repair Specialist	14.84
05370 - Tire Repairer	12.12
05400 - Transmission Repair Specialist	16.49
07000 - Food Preparation And Service Occupations	
07010 - Baker	11.05
07041 - Cook I	8.70
07042 - Cook II	10.01
07070 - Dishwasher	8.18
07130 - Food Service Worker	8.20
07210 - Meat Cutter	13.28
07260 - Waiter/Waitress	8.77
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	14.86
09040 - Furniture Handler	10.57
09080 - Furniture Refinisher	14.86
09090 - Furniture Refinisher Helper	11.83
09110 - Furniture Repairer, Minor	13.35
09130 - Upholsterer	14.86
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	11.06
11060 - Elevator Operator	10.81
11090 - Gardener	12.86
11122 - Housekeeping Aide	10.47
11150 - Janitor	10.19
11210 - Laborer, Grounds Maintenance	10.82
11240 - Maid or Houseman	8.42
11260 - Pruner	10.20
11270 - Tractor Operator	12.10
11330 - Trail Maintenance Worker	10.82
11360 - Window Cleaner	10.42
12000 - Health Occupations	
12010 - Ambulance Driver	13.70
12011 - Breath Alcohol Technician	17.35
12012 - Certified Occupational Therapist Assistant	25.26
12015 - Certified Physical Therapist Assistant	22.10
12020 - Dental Assistant	14.41
12025 - Dental Hygienist	29.89
12030 - EKG Technician	20.95
12035 - Electroneurodiagnostic Technologist	20.95
12040 - Emergency Medical Technician	13.70
12071 - Licensed Practical Nurse I	15.51
12072 - Licensed Practical Nurse II	17.35
12073 - Licensed Practical Nurse III	19.35
12100 - Medical Assistant	12.33
12130 - Medical Laboratory Technician	16.14
12160 - Medical Record Clerk	13.88
12190 - Medical Record Technician	15.53
12195 - Medical Transcriptionist	12.04
12210 - Nuclear Medicine Technologist	34.29

12221 - Nursing Assistant I	9.70
12222 - Nursing Assistant II	10.91
12223 - Nursing Assistant III	11.91
12224 - Nursing Assistant IV	13.36
12235 - Optical Dispenser	14.41
12236 - Optical Technician	11.84
12250 - Pharmacy Technician	16.23
12280 - Phlebotomist	13.36
12305 - Radiologic Technologist	22.09
12311 - Registered Nurse I	27.48
12312 - Registered Nurse II	30.22
12313 - Registered Nurse II, Specialist	30.22
12314 - Registered Nurse III	36.56
12315 - Registered Nurse III, Anesthetist	36.56
12316 - Registered Nurse IV	43.82
12317 - Scheduler (Drug and Alcohol Testing)	21.50
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	18.53
13012 - Exhibits Specialist II	20.67
13013 - Exhibits Specialist III	24.88
13041 - Illustrator I	20.86
13042 - Illustrator II	25.12
13043 - Illustrator III	30.74
13047 - Librarian	20.37
13050 - Library Aide/Clerk	10.85
13054 - Library Information Technology Systems Administrator	18.40
13058 - Library Technician	12.31
13061 - Media Specialist I	13.27
13062 - Media Specialist II	14.85
13063 - Media Specialist III	16.56
13071 - Photographer I	13.27
13072 - Photographer II	15.16
13073 - Photographer III	18.78
13074 - Photographer IV	22.98
13075 - Photographer V	27.80
13110 - Video Teleconference Technician	14.89
14000 - Information Technology Occupations	
14041 - Computer Operator I	14.91
14042 - Computer Operator II	16.74
14043 - Computer Operator III	18.70
14044 - Computer Operator IV	20.75
14045 - Computer Operator V	22.97
14071 - Computer Programmer I	(see 1) 24.07
14072 - Computer Programmer II	(see 1)
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	14.91
14160 - Personal Computer Support Technician	20.75
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	29.92
15020 - Aircrew Training Devices Instructor (Rated)	36.20
15030 - Air Crew Training Devices Instructor (Pilot)	39.82
15050 - Computer Based Training Specialist / Instructor	29.92
15060 - Educational Technologist	22.71
15070 - Flight Instructor (Pilot)	39.82
15080 - Graphic Artist	20.81
15090 - Technical Instructor	17.74

15095 - Technical Instructor/Course Developer	21.70
15110 - Test Proctor	15.76
15120 - Tutor	15.76
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	8.47
16030 - Counter Attendant	8.47
16040 - Dry Cleaner	10.79
16070 - Finisher, Flatwork, Machine	8.47
16090 - Presser, Hand	8.47
16110 - Presser, Machine, Drycleaning	8.47
16130 - Presser, Machine, Shirts	8.47
16160 - Presser, Machine, Wearing Apparel, Laundry	8.47
16190 - Sewing Machine Operator	11.56
16220 - Tailor	12.34
16250 - Washer, Machine	9.27
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	19.79
19040 - Tool And Die Maker	24.73
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	15.25
21030 - Material Coordinator	22.82
21040 - Material Expediter	22.82
21050 - Material Handling Laborer	11.10
21071 - Order Filler	12.77
21080 - Production Line Worker (Food Processing)	15.25
21110 - Shipping Packer	13.76
21130 - Shipping/Receiving Clerk	13.76
21140 - Store Worker I	13.94
21150 - Stock Clerk	16.90
21210 - Tools And Parts Attendant	15.25
21410 - Warehouse Specialist	15.25
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	24.37
23021 - Aircraft Mechanic I	23.35
23022 - Aircraft Mechanic II	24.37
23023 - Aircraft Mechanic III	25.40
23040 - Aircraft Mechanic Helper	16.96
23050 - Aircraft, Painter	20.19
23060 - Aircraft Servicer	19.19
23080 - Aircraft Worker	20.33
23110 - Appliance Mechanic	16.59
23120 - Bicycle Repairer	12.12
23125 - Cable Splicer	24.43
23130 - Carpenter, Maintenance	18.10
23140 - Carpet Layer	17.15
23160 - Electrician, Maintenance	18.93
23181 - Electronics Technician Maintenance I	21.73
23182 - Electronics Technician Maintenance II	24.54
23183 - Electronics Technician Maintenance III	25.71
23260 - Fabric Worker	17.12
23290 - Fire Alarm System Mechanic	18.63
23310 - Fire Extinguisher Repairer	16.13
23311 - Fuel Distribution System Mechanic	23.73
23312 - Fuel Distribution System Operator	17.99
23370 - General Maintenance Worker	17.04
23380 - Ground Support Equipment Mechanic	22.99
23381 - Ground Support Equipment Servicer	18.78
23382 - Ground Support Equipment Worker	19.89
23391 - Gunsmith I	16.13
23392 - Gunsmith II	17.98
23393 - Gunsmith III	19.84

23410 - Heating, Ventilation And Air-Conditioning Mechanic	18.92
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	19.98
23430 - Heavy Equipment Mechanic	18.92
23440 - Heavy Equipment Operator	18.50
23460 - Instrument Mechanic	24.92
23465 - Laboratory/Shelter Mechanic	18.93
23470 - Laborer	11.10
23510 - Locksmith	18.24
23530 - Machinery Maintenance Mechanic	21.77
23550 - Machinist, Maintenance	18.92
23580 - Maintenance Trades Helper	13.97
23591 - Metrology Technician I	24.92
23592 - Metrology Technician II	25.98
23593 - Metrology Technician III	27.08
23640 - Millwright	20.03
23710 - Office Appliance Repairer	19.09
23760 - Painter, Maintenance	17.94
23790 - Pipefitter, Maintenance	19.97
23810 - Plumber, Maintenance	19.20
23820 - Pneudraulic Systems Mechanic	19.84
23850 - Rigger	19.84
23870 - Scale Mechanic	17.98
23890 - Sheet-Metal Worker, Maintenance	22.11
23910 - Small Engine Mechanic	17.04
23931 - Telecommunications Mechanic I	22.77
23932 - Telecommunications Mechanic II	23.76
23950 - Telephone Lineman	22.90
23960 - Welder, Combination, Maintenance	18.92
23965 - Well Driller	19.71
23970 - Woodcraft Worker	19.84
23980 - Woodworker	16.13
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	8.73
24580 - Child Care Center Clerk	13.27
24610 - Chore Aide	8.73
24620 - Family Readiness And Support Services Coordinator	14.27
24630 - Homemaker	15.64
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	22.39
25040 - Sewage Plant Operator	16.59
25070 - Stationary Engineer	22.39
25190 - Ventilation Equipment Tender	15.08
25210 - Water Treatment Plant Operator	16.35
27000 - Protective Service Occupations	
27004 - Alarm Monitor	14.88
27007 - Baggage Inspector	12.57
27008 - Corrections Officer	15.39
27010 - Court Security Officer	20.62
27030 - Detection Dog Handler	15.03
27040 - Detention Officer	15.39
27070 - Firefighter	24.14
27101 - Guard I	12.57
27102 - Guard II	15.03
27131 - Police Officer I	23.19
27132 - Police Officer II	25.77
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	10.57
28042 - Carnival Equipment Repairer	11.39

28043	- Carnival Equipment Worker	8.28
28210	- Gate Attendant/Gate Tender	13.14
28310	- Lifeguard	12.47
28350	- Park Attendant (Aide)	15.51
28510	- Recreation Aide/Health Facility Attendant	10.73
28515	- Recreation Specialist	17.93
28630	- Sports Official	11.71
28690	- Swimming Pool Operator	16.74
29000	- Stevedoring/Longshoremen Occupational Services	
29010	- Blocker And Bracer	20.94
29020	- Hatch Tender	20.94
29030	- Line Handler	20.94
29041	- Stevedore I	19.94
29042	- Stevedore II	22.08
30000	- Technical Occupations	
30010	- Air Traffic Control Specialist, Center (HFO) (see 2)	35.77
30011	- Air Traffic Control Specialist, Station (HFO) (see 2)	24.66
30012	- Air Traffic Control Specialist, Terminal (HFO) (see 2)	27.16
30021	- Archeological Technician I	17.25
30022	- Archeological Technician II	20.36
30023	- Archeological Technician III	25.22
30030	- Cartographic Technician	25.22
30040	- Civil Engineering Technician	24.03
30061	- Drafter/CAD Operator I	17.25
30062	- Drafter/CAD Operator II	20.36
30063	- Drafter/CAD Operator III	22.71
30064	- Drafter/CAD Operator IV	26.48
30081	- Engineering Technician I	19.05
30082	- Engineering Technician II	21.83
30083	- Engineering Technician III	23.92
30084	- Engineering Technician IV	29.64
30085	- Engineering Technician V	36.26
30086	- Engineering Technician VI	43.86
30090	- Environmental Technician	21.77
30210	- Laboratory Technician	19.34
30240	- Mathematical Technician	25.23
30361	- Paralegal/Legal Assistant I	18.67
30362	- Paralegal/Legal Assistant II	23.12
30363	- Paralegal/Legal Assistant III	28.28
30364	- Paralegal/Legal Assistant IV	34.22
30390	- Photo-Optics Technician	25.22
30461	- Technical Writer I	18.40
30462	- Technical Writer II	22.51
30463	- Technical Writer III	27.24
30491	- Unexploded Ordnance (UXO) Technician I	22.74
30492	- Unexploded Ordnance (UXO) Technician II	27.51
30493	- Unexploded Ordnance (UXO) Technician III	32.97
30494	- Unexploded (UXO) Safety Escort	22.74
30495	- Unexploded (UXO) Sweep Personnel	22.74
30620	- Weather Observer, Combined Upper Air Or (see 2)	22.71
	Surface Programs	
30621	- Weather Observer, Senior (see 2)	25.22
31000	- Transportation/Mobile Equipment Operation Occupations	
31020	- Bus Aide	11.62
31030	- Bus Driver	14.66
31043	- Driver Courier	13.20
31260	- Parking and Lot Attendant	9.68
31290	- Shuttle Bus Driver	14.03
31310	- Taxi Driver	10.60
31361	- Truckdriver, Light	14.03
31362	- Truckdriver, Medium	15.85

31363 - Truckdriver, Heavy	19.47
31364 - Truckdriver, Tractor-Trailer	19.47
99000 - Miscellaneous Occupations	
99030 - Cashier	8.66
99050 - Desk Clerk	8.70
99095 - Embalmer	25.43
99251 - Laboratory Animal Caretaker I	10.69
99252 - Laboratory Animal Caretaker II	11.36
99310 - Mortician	25.43
99410 - Pest Controller	13.65
99510 - Photofinishing Worker	12.45
99710 - Recycling Laborer	15.53
99711 - Recycling Specialist	17.42
99730 - Refuse Collector	14.64
99810 - Sales Clerk	11.59
99820 - School Crossing Guard	10.88
99830 - Survey Party Chief	23.62
99831 - Surveying Aide	13.28
99832 - Surveying Technician	20.91
99840 - Vending Machine Attendant	12.16
99841 - Vending Machine Repairer	14.63
99842 - Vending Machine Repairer Helper	11.82

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ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$3.71 per hour or \$148.40 per week or \$643.07 per month

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

HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer

occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

(1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;

(2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;

(3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am.

If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives.

Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**\*\* UNIFORM ALLOWANCE \*\***

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



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

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

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

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C) (vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b) (2) of Regulations 29 CFR Part 4).

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

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

6) The contractor informs the affected employees.

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

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

WD 05-2497 (Rev.-15) was first posted on www.wdol.gov on 06/19/2012

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REGISTER OF WAGE DETERMINATIONS UNDER THE SERVICE CONTRACT ACT By direction of the Secretary of Labor		U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION WAGE AND HOUR DIVISION WASHINGTON D.C. 20210
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Diane C. Koplewski Director	Division of Wage Determinations		Wage Determination No.: 2005-2497 Revision No.: 15 Date Of Revision: 06/13/2012
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States: Kentucky, Tennessee

Area: Kentucky Counties of Adair, Allen, Barren, Clinton, Cumberland, Metcalfe, Monroe, Russell, Simpson  
Tennessee Counties of Bedford, Cannon, Cheatham, Clay, Davidson, De Kalb, Dickson, Hickman, Houston, Humphreys, Jackson, Lewis, Macon, Marshall, Maury, Overton, Perry, Putnam, Robertson, Rutherford, Smith, Sumner, Trousdale, Warren, White, Williamson, Wilson

\*\*Fringe Benefits Required Follow the Occupational Listing\*\*

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		13.23
01012 - Accounting Clerk II		14.85
01013 - Accounting Clerk III		16.61
01020 - Administrative Assistant		18.54
01040 - Court Reporter		19.75
01051 - Data Entry Operator I		12.35
01052 - Data Entry Operator II		13.48
01060 - Dispatcher, Motor Vehicle		17.02
01070 - Document Preparation Clerk		12.44
01090 - Duplicating Machine Operator		12.44
01111 - General Clerk I		12.54
01112 - General Clerk II		13.38
01113 - General Clerk III		15.02
01120 - Housing Referral Assistant		17.02
01141 - Messenger Courier		12.19
01191 - Order Clerk I		12.72
01192 - Order Clerk II		13.88
01261 - Personnel Assistant (Employment) I		15.11
01262 - Personnel Assistant (Employment) II		16.90
01263 - Personnel Assistant (Employment) III		18.85
01270 - Production Control Clerk		19.21
01280 - Receptionist		12.23
01290 - Rental Clerk		11.44
01300 - Scheduler, Maintenance		13.64
01311 - Secretary I		13.64
01312 - Secretary II		15.92
01313 - Secretary III		17.02
01320 - Service Order Dispatcher		14.00
01410 - Supply Technician		18.54
01420 - Survey Worker		14.27
01531 - Travel Clerk I		11.08
01532 - Travel Clerk II		11.72
01533 - Travel Clerk III		12.50
01611 - Word Processor I		12.77
01612 - Word Processor II		15.95
01613 - Word Processor III		16.29

05000 - Automotive Service Occupations	
05005 - Automobile Body Repairer, Fiberglass	21.51
05010 - Automotive Electrician	19.84
05040 - Automotive Glass Installer	18.19
05070 - Automotive Worker	18.79
05110 - Mobile Equipment Servicer	16.48
05130 - Motor Equipment Metal Mechanic	18.89
05160 - Motor Equipment Metal Worker	19.33
05190 - Motor Vehicle Mechanic	18.89
05220 - Motor Vehicle Mechanic Helper	15.33
05250 - Motor Vehicle Upholstery Worker	17.18
05280 - Motor Vehicle Wrecker	18.17
05310 - Painter, Automotive	18.42
05340 - Radiator Repair Specialist	18.17
05370 - Tire Repairer	11.98
05400 - Transmission Repair Specialist	18.89
07000 - Food Preparation And Service Occupations	
07010 - Baker	12.40
07041 - Cook I	9.68
07042 - Cook II	10.83
07070 - Dishwasher	9.25
07130 - Food Service Worker	9.15
07210 - Meat Cutter	13.40
07260 - Waiter/Waitress	8.51
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	15.86
09040 - Furniture Handler	12.18
09080 - Furniture Refinisher	17.51
09090 - Furniture Refinisher Helper	13.99
09110 - Furniture Repairer, Minor	15.63
09130 - Upholsterer	16.89
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	10.12
11060 - Elevator Operator	10.12
11090 - Gardener	13.76
11122 - Housekeeping Aide	9.77
11150 - Janitor	11.30
11210 - Laborer, Grounds Maintenance	11.64
11240 - Maid or Houseman	9.14
11260 - Pruner	10.54
11270 - Tractor Operator	13.76
11330 - Trail Maintenance Worker	11.64
11360 - Window Cleaner	12.54
12000 - Health Occupations	
12010 - Ambulance Driver	16.73
12011 - Breath Alcohol Technician	16.39
12012 - Certified Occupational Therapist Assistant	24.40
12015 - Certified Physical Therapist Assistant	26.30
12020 - Dental Assistant	15.62
12025 - Dental Hygienist	25.42
12030 - EKG Technician	23.57
12035 - Electroneurodiagnostic Technologist	23.57
12040 - Emergency Medical Technician	16.73
12071 - Licensed Practical Nurse I	14.65
12072 - Licensed Practical Nurse II	16.39
12073 - Licensed Practical Nurse III	18.28
12100 - Medical Assistant	13.43
12130 - Medical Laboratory Technician	16.91
12160 - Medical Record Clerk	15.14
12190 - Medical Record Technician	16.93
12195 - Medical Transcriptionist	16.66

12210	- Nuclear Medicine Technologist	31.29
12221	- Nursing Assistant I	10.15
12222	- Nursing Assistant II	11.41
12223	- Nursing Assistant III	12.45
12224	- Nursing Assistant IV	13.97
12235	- Optical Dispenser	18.18
12236	- Optical Technician	13.30
12250	- Pharmacy Technician	14.31
12280	- Phlebotomist	13.97
12305	- Radiologic Technologist	24.80
12311	- Registered Nurse I	24.32
12312	- Registered Nurse II	29.75
12313	- Registered Nurse II, Specialist	29.75
12314	- Registered Nurse III	35.99
12315	- Registered Nurse III, Anesthetist	35.99
12316	- Registered Nurse IV	43.13
12317	- Scheduler (Drug and Alcohol Testing)	20.31
13000	- Information And Arts Occupations	
13011	- Exhibits Specialist I	17.38
13012	- Exhibits Specialist II	21.53
13013	- Exhibits Specialist III	26.26
13041	- Illustrator I	20.73
13042	- Illustrator II	25.68
13043	- Illustrator III	31.42
13047	- Librarian	23.30
13050	- Library Aide/Clerk	12.03
13054	- Library Information Technology Systems Administrator	21.05
13058	- Library Technician	16.21
13061	- Media Specialist I	15.18
13062	- Media Specialist II	16.98
13063	- Media Specialist III	18.94
13071	- Photographer I	15.25
13072	- Photographer II	17.06
13073	- Photographer III	21.14
13074	- Photographer IV	25.86
13075	- Photographer V	31.28
13110	- Video Teleconference Technician	17.90
14000	- Information Technology Occupations	
14041	- Computer Operator I	14.14
14042	- Computer Operator II	15.82
14043	- Computer Operator III	17.64
14044	- Computer Operator IV	19.60
14045	- Computer Operator V	21.70
14071	- Computer Programmer I	20.90
14072	- Computer Programmer II	24.85
14073	- Computer Programmer III	(see 1)
14074	- Computer Programmer IV	(see 1)
14101	- Computer Systems Analyst I	(see 1)
14102	- Computer Systems Analyst II	(see 1)
14103	- Computer Systems Analyst III	(see 1)
14150	- Peripheral Equipment Operator	14.14
14160	- Personal Computer Support Technician	21.34
15000	- Instructional Occupations	
15010	- Aircrew Training Devices Instructor (Non-Rated)	30.75
15020	- Aircrew Training Devices Instructor (Rated)	35.78
15030	- Air Crew Training Devices Instructor (Pilot)	42.00
15050	- Computer Based Training Specialist / Instructor	30.75
15060	- Educational Technologist	25.24
15070	- Flight Instructor (Pilot)	42.00
15080	- Graphic Artist	18.69

15090	- Technical Instructor	18.77
15095	- Technical Instructor/Course Developer	22.96
15110	- Test Proctor	15.15
15120	- Tutor	15.15
16000	- Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010	- Assembler	8.23
16030	- Counter Attendant	8.23
16040	- Dry Cleaner	10.34
16070	- Finisher, Flatwork, Machine	8.23
16090	- Presser, Hand	8.23
16110	- Presser, Machine, Drycleaning	8.23
16130	- Presser, Machine, Shirts	8.23
16160	- Presser, Machine, Wearing Apparel, Laundry	8.23
16190	- Sewing Machine Operator	10.98
16220	- Tailor	11.62
16250	- Washer, Machine	8.92
19000	- Machine Tool Operation And Repair Occupations	
19010	- Machine-Tool Operator (Tool Room)	18.51
19040	- Tool And Die Maker	21.55
21000	- Materials Handling And Packing Occupations	
21020	- Forklift Operator	15.25
21030	- Material Coordinator	19.21
21040	- Material Expediter	19.21
21050	- Material Handling Laborer	12.87
21071	- Order Filler	11.72
21080	- Production Line Worker (Food Processing)	15.25
21110	- Shipping Packer	13.38
21130	- Shipping/Receiving Clerk	13.38
21140	- Store Worker I	11.64
21150	- Stock Clerk	15.74
21210	- Tools And Parts Attendant	15.25
21410	- Warehouse Specialist	15.25
23000	- Mechanics And Maintenance And Repair Occupations	
23010	- Aerospace Structural Welder	24.29
23021	- Aircraft Mechanic I	23.16
23022	- Aircraft Mechanic II	24.29
23023	- Aircraft Mechanic III	25.33
23040	- Aircraft Mechanic Helper	19.23
23050	- Aircraft, Painter	27.35
23060	- Aircraft Servicer	21.64
23080	- Aircraft Worker	22.84
23110	- Appliance Mechanic	17.08
23120	- Bicycle Repairer	11.75
23125	- Cable Splicer	30.00
23130	- Carpenter, Maintenance	16.18
23140	- Carpet Layer	18.15
23160	- Electrician, Maintenance	18.36
23181	- Electronics Technician Maintenance I	21.82
23182	- Electronics Technician Maintenance II	22.95
23183	- Electronics Technician Maintenance III	24.16
23260	- Fabric Worker	17.04
23290	- Fire Alarm System Mechanic	18.77
23310	- Fire Extinguisher Repairer	16.05
23311	- Fuel Distribution System Mechanic	23.77
23312	- Fuel Distribution System Operator	18.98
23370	- General Maintenance Worker	16.86
23380	- Ground Support Equipment Mechanic	23.16
23381	- Ground Support Equipment Servicer	21.64
23382	- Ground Support Equipment Worker	22.84
23391	- Gunsmith I	16.05
23392	- Gunsmith II	18.15

23393 - Gunsmith III	20.10
23410 - Heating, Ventilation And Air-Conditioning Mechanic	20.10
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	21.26
23430 - Heavy Equipment Mechanic	20.03
23440 - Heavy Equipment Operator	16.72
23460 - Instrument Mechanic	20.10
23465 - Laboratory/Shelter Mechanic	16.62
23470 - Laborer	11.22
23510 - Locksmith	18.47
23530 - Machinery Maintenance Mechanic	20.18
23550 - Machinist, Maintenance	17.76
23580 - Maintenance Trades Helper	14.10
23591 - Metrology Technician I	20.10
23592 - Metrology Technician II	21.07
23593 - Metrology Technician III	21.97
23640 - Millwright	25.95
23710 - Office Appliance Repairer	18.89
23760 - Painter, Maintenance	15.86
23790 - Pipefitter, Maintenance	18.77
23810 - Plumber, Maintenance	18.41
23820 - Pneudraulic Systems Mechanic	20.10
23850 - Rigger	20.10
23870 - Scale Mechanic	18.15
23890 - Sheet-Metal Worker, Maintenance	20.10
23910 - Small Engine Mechanic	18.15
23931 - Telecommunications Mechanic I	25.78
23932 - Telecommunications Mechanic II	27.03
23950 - Telephone Lineman	21.91
23960 - Welder, Combination, Maintenance	18.61
23965 - Well Driller	19.04
23970 - Woodcraft Worker	20.10
23980 - Woodworker	15.38
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	8.46
24580 - Child Care Center Clerk	12.11
24610 - Chore Aide	9.32
24620 - Family Readiness And Support Services Coordinator	13.76
24630 - Homemaker	13.76
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	24.18
25040 - Sewage Plant Operator	17.47
25070 - Stationary Engineer	24.18
25190 - Ventilation Equipment Tender	17.24
25210 - Water Treatment Plant Operator	17.47
27000 - Protective Service Occupations	
27004 - Alarm Monitor	15.64
27007 - Baggage Inspector	11.81
27008 - Corrections Officer	17.45
27010 - Court Security Officer	19.46
27030 - Detection Dog Handler	15.10
27040 - Detention Officer	17.45
27070 - Firefighter	22.20
27101 - Guard I	11.81
27102 - Guard II	15.10
27131 - Police Officer I	19.83
27132 - Police Officer II	20.80
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	12.75

28042	- Carnival Equipment Repairer	13.49
28043	- Carnival Equipment Worker	10.06
28210	- Gate Attendant/Gate Tender	14.61
28310	- Lifeguard	11.01
28350	- Park Attendant (Aide)	16.34
28510	- Recreation Aide/Health Facility Attendant	11.93
28515	- Recreation Specialist	13.77
28630	- Sports Official	13.02
28690	- Swimming Pool Operator	17.27
29000	- Stevedoring/Longshoremen Occupational Services	
29010	- Blocker And Bracer	16.83
29020	- Hatch Tender	16.83
29030	- Line Handler	16.83
29041	- Stevedore I	15.57
29042	- Stevedore II	18.24
30000	- Technical Occupations	
30010	- Air Traffic Control Specialist, Center (HFO) (see 2)	35.77
30011	- Air Traffic Control Specialist, Station (HFO) (see 2)	24.66
30012	- Air Traffic Control Specialist, Terminal (HFO) (see 2)	27.16
30021	- Archeological Technician I	17.35
30022	- Archeological Technician II	19.70
30023	- Archeological Technician III	23.94
30030	- Cartographic Technician	24.40
30040	- Civil Engineering Technician	24.58
30061	- Drafter/CAD Operator I	17.35
30062	- Drafter/CAD Operator II	19.70
30063	- Drafter/CAD Operator III	21.97
30064	- Drafter/CAD Operator IV	26.34
30081	- Engineering Technician I	15.25
30082	- Engineering Technician II	16.67
30083	- Engineering Technician III	21.48
30084	- Engineering Technician IV	25.20
30085	- Engineering Technician V	30.90
30086	- Engineering Technician VI	37.37
30090	- Environmental Technician	20.30
30210	- Laboratory Technician	20.99
30240	- Mathematical Technician	24.40
30361	- Paralegal/Legal Assistant I	18.66
30362	- Paralegal/Legal Assistant II	23.11
30363	- Paralegal/Legal Assistant III	25.70
30364	- Paralegal/Legal Assistant IV	31.10
30390	- Photo-Optics Technician	24.40
30461	- Technical Writer I	20.34
30462	- Technical Writer II	24.88
30463	- Technical Writer III	30.11
30491	- Unexploded Ordnance (UXO) Technician I	22.74
30492	- Unexploded Ordnance (UXO) Technician II	27.51
30493	- Unexploded Ordnance (UXO) Technician III	32.97
30494	- Unexploded (UXO) Safety Escort	22.74
30495	- Unexploded (UXO) Sweep Personnel	22.74
30620	- Weather Observer, Combined Upper Air Or Surface Programs (see 2)	21.97
30621	- Weather Observer, Senior (see 2)	23.57
31000	- Transportation/Mobile Equipment Operation Occupations	
31020	- Bus Aide	11.04
31030	- Bus Driver	16.43
31043	- Driver Courier	13.81
31260	- Parking and Lot Attendant	8.76
31290	- Shuttle Bus Driver	14.73
31310	- Taxi Driver	9.50
31361	- Truckdriver, Light	14.73



31362 - Truckdriver, Medium	19.71
31363 - Truckdriver, Heavy	18.90
31364 - Truckdriver, Tractor-Trailer	18.90
99000 - Miscellaneous Occupations	
99030 - Cashier	8.47
99050 - Desk Clerk	9.45
99095 - Embalmer	21.80
99251 - Laboratory Animal Caretaker I	10.13
99252 - Laboratory Animal Caretaker II	10.80
99310 - Mortician	21.80
99410 - Pest Controller	15.60
99510 - Photofinishing Worker	13.36
99710 - Recycling Laborer	13.54
99711 - Recycling Specialist	16.01
99730 - Refuse Collector	12.39
99810 - Sales Clerk	11.53
99820 - School Crossing Guard	11.62
99830 - Survey Party Chief	18.77
99831 - Surveying Aide	12.67
99832 - Surveying Technician	16.84
99840 - Vending Machine Attendant	13.17
99841 - Vending Machine Repairer	15.70
99842 - Vending Machine Repairer Helper	13.17

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HEALTH & WELFARE: \$3.71 per hour or \$148.40 per week or \$643.07 per month

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

HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties

within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

(1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;

(2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;

(3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am.

If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives.

Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

\*\* UNIFORM ALLOWANCE \*\*

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

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

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE (Standard Form 1444 (SF 1444))

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C) (vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor,

for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

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

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

6) The contractor informs the affected employees.

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

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

U.S. Department of Labor

Wage and Hour Division  
Washington, D.C. 20210**MAY 8 - 2012**

Ms. Brenda Campbell  
 Contracting Officer  
 Department of Interior  
 NBC Acquisition Services Directorate, Division III  
 P.O. Box 1420  
 Sierra Vista, Arizona 85636

Dear Ms. Campbell:

This is in response to your March 14, 2012, request for conformance of classifications and wage rates not listed on wage determination (WD) 2005-2431 (Rev. 15), dated June 13, 2011 and (WD) 2005-2497 (Rev. 14), dated June 13, 2011. These WDs are applicable to contract numbers W91QUZ06D0011 and NBCHD080004/D10PD20069 to provide support to Army Enterprise Service Desk and Army Knowledge Online services at Oklahoma County, Oklahoma and Davidson County, Tennessee.

You confirmed in a recent conversation with Ms. Bernita Burke of my staff that due to an on going investigation with the Department of Labor you have been required to submit a request for conformance (SF-1444) for employees currently working under this contract. You stated the employees' signatures and titles were listed as unknown because of the number of employees employed in these positions. Therefore, we are responding to your conformance package, because of an ongoing investigation without the employees' signature. Please note that the incorrect WD number 2005-2431 (Rev. 15), dated June 13, 2011 was listed on the SF-1444 for, Davidson County, Tennessee. The correct WD for Davidson County, TN is 2005-2497 (Rev. 14), dated June 13, 2011.

Your request for Help Desk Level's I, II, and III in reference to WD 2005-2431 (Rev. 15), dated June 13, 2011 is approved at the following rates:

<b>Classifications</b>	<b>Approved Wage Rates</b>
Help Desk I	\$16.74
Help Desk II	\$18.70
Help Desk III	\$20.75

Your request for Help Desk Level's I, II, and III in reference to WD 2005-2497 (Rev.14), dated June 13, 2011 is approved:

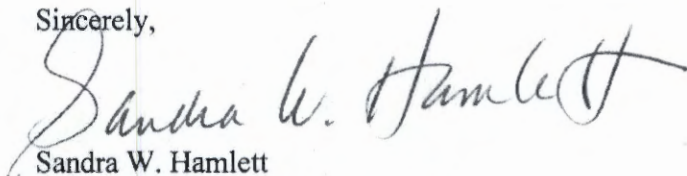
<b>Classifications</b>	<b>Approved Wage Rates</b>
Help Desk I	\$16.17
Help Desk II	\$18.16
Help Desk III	\$20.89

The approved conformed classifications and wage rates are in addition to the fringe benefits rate of \$3.59 listed on the WDs and are retroactive to the commencement date of the contract.

For future submissions, **Box 13a** – Please provide the Federal Grade Equivalencies (FGEs) and a rationale for the occupational classification to be conformed. The rationale should explain how the proposed wage rate in **Box 13b** was developed. **Box 16** – The employee's signature and occupational title must be included and match the occupational title listed in **Box 13a**. If a position is vacant, the Department of Labor will not approve the conformance action.

Should you have any questions or concerns, please feel free to contact this office at (202) 693-0073.

Sincerely,



Sandra W. Hamlett  
Chief, Branch of Service Contract  
Wage Determinations

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 8
2. AMENDMENT/MODIFICATION NO. 0002	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY DOI, National Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	CODE D32	7. ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Directora Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636	CODE D32
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, I Attn: Kathleen Hines 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 0070095255	FACILITY CODE	x 10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248	10B. DATED (SEE ITEM 13) 09/22/2011

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

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

CHECK ONE	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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.243-1 Changes - Fixed-Price, Alternate II (Apr 1984)
	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.)

This modification compensates retro-active SCA and AHT costs per Contractor's Request for Equitable Adjustment, and revises QASP. See following pages for details.

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) <i>Kathleen Hines</i> Director Contract	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Prescott Dalrymple
15B. CONTRACTOR/OFFEROR <i>Kathleen Hines</i> (Signature of person authorized to sign)	15C. DATE SIGNED 7/31/12
16B. UNITED STATES OF AMERICA <i>Prescott Dalrymple</i> (Signature of Contracting Officer)	16C. DATE SIGNED 7/31/2012





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## SECTION A -- SOLICITATION/CONTRACT FORM

### A.1 BLOCK 14 CONTINUATION FORM MODIFICATION 0001

1. As negotiated and agreed to on 13 July, 2012, compensation is provided herein for retroactive costs incurred by the Contractor due to increased hourly rates for the Help Desk positions in accordance with the revised Department of Labor (DOL) Service Contract Act (SCA) wage determination and due to increased Average Handling Time (AHT) of service calls.

The Contractor may submit an invoice for an additional \$1,091,312.49 in retroactive SCA costs. This will be funded as part of CLIN 0001.

The Contractor may submit an invoice for an additional \$1,105,422.24 in retroactive AHT costs. This will be funded as part of CLIN 0001.

2. **Contractor's Statement of Release:** The Contractor requested an equitable adjustment on 9 January 2012, and in consideration of the modification agreed to herein, the Contractor hereby releases the Government from any and all liability under this contract for further equitable adjustments attributable to such facts or circumstances giving rise to this modification.

3. Section C.1 replaces Attachment 4: QASP for Optional Tasks 2 &3, referenced in paragraph 31.4 of the PWS, with a revised QASP incorporating the following changes:

- Add new paragraph 2.4 Key Performance Indicators (KPI)
- Modify table in paragraph 8, Service Level Agreement Summary, removing Task ID 2A, Army CONUS ESD Lifecycle Ticket Management, SLA 2a – First Call Resolution – Standard User and SLA 2b – First Call Resolution – VIP User.
- Modify paragraph 9, Service Level Agreements to delete the tables “Army CONUS Enterprise Service Desk (ESK) Service Level Agreement, SLA 2a: First Call Resolution – Standard User” and “Army CONUS Enterprise Service Desk (ESK) Service Level Agreement, SLA 2a: First Call Resolution – VIP User.”
- Modify paragraph 9, Service Level Agreements, table “Army CONUS Enterprise Service Desk (ESD) Service Level Agreement, SLA 3, Speed to Answer”, Row 5(B) 95% to 85%; and Rows 5(C) and 5(E) from 100% to 85%, and; Row 5(D) from 98% to 85%.,
- Modify paragraph 9, Service Level Agreements, table “Army CONUS Enterprise Service Desk (ESD) Service Level Agreement, SLA 4, Abandonment Rate”, Row 5(D) from 3% to 5%.

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- Modify paragraph 9, Service Level Agreements, table "Army CONUS Enterprise Service Desk (ESD) Service Level Agreement, SLA 5, Web Ticket Acknowledgement", Row 5(B) 90% to 85%; Rows 5(C) and 5(E) from 100% to 85%, and; 5(D) from 95% to 85%.
- Modify paragraph 9, Service Level Agreements, table "Army CONUS Enterprise Service Desk (ESD) Service Level Agreement, SLA 6, Email Ticket Acknowledgement" 5(B) 90% to 85%; Rows 5(C) and 5(E) from 100% to 85%, and; Row 5(D) from 95% to 85%.,
- Modify paragraph 9, Service Level Agreements, table "Army CONUS Enterprise Service Desk (ESD) Service Level Agreement, SLA 7a, Ticket Closure – Standard User" 5(B) 80% to 75%, and 85 to 75%; Rows 5(D) 85% to 75%, 90.0% to 75%, and 95% to 75%.
- Modify paragraph 9, Service Level Agreements, table "Army CONUS Enterprise Service Desk (ESD) Service Level Agreement, SLA 7b, Ticket Closure – VIP User" 5(B) 90% to 85% and 95% to 85%; Rows 5(D) 90% to 85% , 95.0% to 85%, and 98% to 85%.
- Add Paragraph 10, Key Performance Indicator Summary.
- Add Paragraph 11, Key Performance Indicators.

4. Due to lower volume of tickets than expected, the estimated ceiling values are revised:

The estimated ceiling value for Task 1 on CLIN 0001 is decreased  
by \$ 1,950,000.00 from \$ 8,550,000.00 to \$ 6,600,000.00

The estimated ceiling value for Task 2 on CLIN 0001 is decreased  
by \$ 59,200.00 from \$ 4,759,200.00 to \$ 4,700,000.00

The estimated ceiling value for Task 3A on CLIN 0001 is decreased  
by \$ 230,714.82 from \$ 510,714.82 to \$ 280,000.00

The estimated ceiling value for Task 3B on CLIN 0001 is decreased  
by \$ 2,179,000.00 from \$ 2,379,000.00 to \$ 200,000.00

The estimated ceiling value for ODC's on CLIN 0001 is increased  
by \$ 242,180.09 from \$ 1,023,373.98 to \$ 1,265,554.07

The total estimated ceiling value for CLIN 0001 is decreased  
by \$ 1,980,000.00 from \$ 17,222,288.80 to \$ 15,242,288.80

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5. Section B.1 is updated to show Revised estimated ceiling values for the CLINs.
  
6. The overall contract (inclusive of all options) estimated value is decreased  
by \$ 1,980,000.00 from \$ 49,791,454.68 to \$ 47,811,454.68  
  
The total amount obligated on the overall contract remains unchanged at \$ 15,242,288.80.  
(Note the previous modification erroneously identified this amount as \$ 15,232,288.80.)
  
7. Section G.3 Funding Status is updated to show revised Estimated Ceiling Value for CLIN  
0001.
  
8. All other terms and conditions remain unchanged.

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SECTION B -- Supplies or Services and Prices

B.1 Contract Line Item Detail

**CLIN 0001** Base Year – Tasks 1, 2, 3A, 3B and ODCs

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled "Army CONUS Enterprise Service Desk" dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in the Base Year.

Estimated Costs:

	<u>Ceiling Value</u>
Task 1 – AKO Service Desk	\$ 6,600,000.00
Task 2 – AESD Service Desk	\$ 4,700,000.00
Task 3A - Additional AESD Sites - Fielding	\$ 280,000.00
Task 3B – Additional AESD Sites - Tickets	\$ 200,000.00
ODCs	\$ 1,265,554.07
SCA retro-active costs	\$ 1,091,312.49
AHT retro-active costs	<u>\$ 1,105,422.24</u>
CLIN 0001 total	\$ 15,242,288.80

Period of Performance: 09/22/2011 through 09/21/2012

CLIN 0001 is funded by funding item number 00010:

2011WH 6941 252Z WHTRC T1D001 1A in the amount of \$1,149,758.45  
2011WH 6941 252Z WHTRC T1E006 1A in the amount of \$5,834,659.40  
2011WH 6941 252Z WHTRC T1G002 1A in the amount of \$3,238,000.70  
2011WH 6941 252Z WHTRC T1ES01 1A in the amount of \$5,019,870.25

Total amount obligated/funded = \$ 15,242,288.80

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**CLIN 0002** Option Year 1 – Tasks 1, 2, 3A, 3B and ODCs – this CLIN is not funded

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in Option Year 1.

Estimated Value of Option Year 1 is \$ 16,202,088.00

Period of Performance: 09/22/2012 through 09/21/2013

**CLIN 0003** Option Year 2 – Tasks 1, 2, 3B and ODCs – this CLIN is not funded

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in Option Year 2.

Estimated Value of Option Year 1 is \$ 16,367,077.88

Period of Performance: 09/22/2013 through 09/21/2014

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SECTION C -- Descriptions and Specifications

C.1 Performance Work Statement

Attachment 4 of the PWS, QASP for Optional Tasks 2 & 3, is replaced with the 26 July 2012 revision attached herein.

SECTION G -- CONTRACT ADMINISTRATION DATA

G.3 CONTRACT ESTIMATED VALUES AND FUNDING STATUS

This order is incrementally funded pursuant to DFARS Clause 252.232-7007, Limitation of Governments Obligation. Of the total estimated price of CLIN 0001, the sum of \$ 15,242,288.00 is presently available for payment and allotted to this contract. It is anticipated from time to time additional funds will be allotted to this contract until the total estimated price of these items is allotted. It is contemplated that funds presently allotted to this contract will cover the work to be performed through July 2012.

The Contractor is not authorized to continue work beyond the point at which the total amount paid and payable by the Government approximates but does not exceed the total amount actually allotted by the Government to the contract.

Funding status is as follows:

	<u>Estimated Ceiling Value</u>	<u>Obligated Amount</u>	<u>Un-obligated Amount</u>
CLIN 0001 – Base Year	\$15,242,288.80	\$15,242,288.80	\$0.00
CLIN 0002 Option Year 1	\$ 16,202,088.00	\$0.00	\$16,202,088.00
CLIN 0003 Option Year 2	\$ 16,367,077.88	\$0.00	\$16,367,077.88
<b>Total</b>	<b>\$ 47,811,454.68</b>	<b>\$ 15,242,288.80</b>	<b>\$32,569,165.88</b>

**Army CONUS Enterprise Service Desk (ESD)**  
**Attachment 4 Quality Assurance Surveillance Plan**  
**Optional Task 2 (Army CONUS Enterprise Service Desk) and Optional Task 3 (Additional Army CONUS Sites)**  
**Revised 27 July 2012**

**1. Purpose of this Quality Assurance Surveillance Plan (QASP):**

This Quality Assurance Surveillance Plan (QASP) describes the Government's systematic method for evaluation of Contractor performance during the execution of Army CONUS Enterprise Service Desk Contract, Optional Task 2 (Army CONUS Enterprise Service Desk) and Optional Task 3 (Additional Army CONUS Sites).

For surveillance of the Contractor's performance during the execution of this Contract only this QASP describes:

- 1.1 Those aspects of Contractor performance that will be surveyed (i.e., what will be monitored);
- 1.2 The methods used to survey performance (i.e. how monitoring will occur);
- 1.3 The party responsible for surveying performance (i.e. who will monitor); and
- 1.4 The documentation and reporting of surveillance results (i.e., how monitoring process and results will be documented).

Critically, this QASP does not detail how the contractor accomplishes the work. Rather, the QASP is developed under the premise that the Contractor is responsible for execution of Tasks, delivery of Deliverables, and performance against Service Level Agreements (SLA) to meet the terms of this Contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating the Contractor's performance against Contract requirements. Accordingly, this QASP recognizes that unforeseen and uncontrollable situations may occur but also expects Contractor compliance with its Contract commitments and achievement of performance objectives described in the Contract.

This QASP is a "living document" and the Government may review and revise it on a regular basis. However, the Government will coordinate such changes with the Contractor wherever appropriate. The Government recognizes, furthermore, that such changes may necessitate revision to other terms and conditions of the underlying Contract. Accordingly, the Government will only revise this QASP when absolutely necessary.

This QASP and any subsequent revisions will be provided to the Contractor and Government officials implementing surveillance activities.

**2. Performance Management Strategy:**

**2.1 Overview**

The Performance Management Strategy defines the manner in which the Government will use various contractual mechanisms to motivate Contractor performance towards the goal of achieving mission objectives at the most efficient cost. These mechanisms are intended to clearly and explicitly state the Government's performance requirements to ensure all parties have an accurate and comprehensive understanding of expectations.

Two (2) mechanisms are used in this Contract to define Government performance expectations and assess the performance of the Contractor in meeting those expectations; (1) Performance Criteria and (2) Service Level Agreements.

**2.2 Performance Criteria**

The first mechanism is the Performance Criteria associated with each requirement ("shall" statement) stated in Contract. Each provided Performance Criteria describes the Government's performance requirements related to



the specific “shall” statement in terms of frequency, responsiveness, timeliness, accuracy or a similar dimension of performance. The Performance Criteria is not an optional requirement but rather an additional dimension of the requirement with which the Contractor is expected to comply. The Performance Criteria documents these expectations while explicitly avoiding directing or constraining the Contractor’s solution. In some cases, a discreet Performance Criteria is not identified in which the Performance Criteria is simply stated as “Not Applicable” or “NA”.

### **2.3 Service Level Agreements (SLA)**

The second mechanism is the Service Level Agreement (SLA). Service Level Agreements are organized and structured in alignment with the tasks that comprise the Contract scope. These SLA descriptions include definition of the various parameters and monitoring methods of the SLA as well as the critical Minimum and Target Service Level Objectives (SLO), the measurable target for Contractor performance. Surrounding each SLO are the parameters which provide context and detail to the measurement of the SLO.

Collectively, the SLO and the surrounding parameters are referred to as Service Level Agreements (SLAs). These SLAs are, in essence, Performance Criteria of great importance to the Government and will be reported upon in the Project Manager’s periodic reporting in the Government-wide Past Performance databases. As stated, nearly every Requirement statement in the Contract includes a Performance Criteria and, in some cases, these Performance Criteria are specific SLAs when the underlying requirement is of critical importance.

### **2.4 Key Performance Indicators (KPI)**

The third mechanism is the Key Performance Indicator (KPI). Key Performance Indicators are organized and structured in alignment with the tasks that comprise the Contract scope. These KPI descriptions include definition of the various parameters and monitoring methods of the KPI as well as the recommended Minimum and Target Service Level Objectives (SLO). Surrounding each SLO are the parameters which provide context and detail to the measurement of the SLO.

## **3. QASP Administration Roles and Responsibilities:**

In order to execute this Quality Assurance Surveillance Plan in an effective manner a multi-disciplinary team is required to implement it. All components of the PM P2E Project Management Office (PMO) have a role in the surveillance activities and their roles are defined herein. The parties with primary responsibility for oversight and surveillance are the (1) Contracting Officer, (2) PM P2E Assistant Product Manager (APM), (3) Contracting Officer’s Representative, (4) Quality Surveillance Team, (5) independent auditors and IV&V contractors, and (6) other Third Party Contractors. These roles and their responsibilities are defined below:

### **3.1 Contracting Officer (KO)**

Within the framework of the QASP the Contracting Officer is responsible for:

- 3.1.1 Ensuring performance of all necessary actions for effective contracting, ensuring compliance with the contract terms, and safeguarding the interests of the United States in the contractual relationship. The KO shall also assure that the contractor receives impartial, fair, and equitable treatment under this contract. The KO is ultimately responsible for the final determination of the adequacy of the contractor’s performance; and
- 3.1.2 Designating one (1) full-time COR as the Government authority for performance management. The number of additional representatives serving as technical inspectors depends upon the complexity of the services measured as well as the contractor’s performance.

### **3.2 PM P2E Assistant Product Manager (APM)**

Within the framework of the QASP the Assistant Product Manager (APM) for ESD is responsible for:

- 3.2.1 Establishing and/or validating mission objectives and customer imperatives that can be translated into explicit performance and quality objectives. These performance and quality objectives are represented in the contract as Service Level Agreements and Performance Criteria. The Project Manager ensures that these various measures of performance and quality are highly aligned with the PM P2E mission and customer objectives.

**3.3 Contracting Officer's Representative (COR) and/or Contracting Officer's Technical Representative (COTR)**

Within the framework of the QASP the COR/COTR is responsible for:

- 3.3.1 Representing the Contracting Officer in any surveillance activities;
- 3.3.2 Ensuring the surveillance activities are consistent with the QASP and in accordance with regulatory and statutory requirements;
- 3.3.3 Ensuring the appropriate and timely communications of surveillance results and findings to the Contracting Officer;
- 3.3.4 Ensuring the appropriate and timely communications of surveillance results and findings to the Contractor, when so directed by the KO;
- 3.3.5 Overseeing Contractor execution of remediation activities in response to unacceptable surveillance outcomes; and
- 3.3.6 Maintaining a quality assurance file.

**3.4 Quality Surveillance Team**

Within the framework of the QASP the Quality Surveillance team is responsible for:

- 3.4.1 Executing performance and quality surveillance activities consistent with this Quality Assurance Surveillance Plan and including such key activities as:
  - 3.4.1.1 Reviewing key deliverables, work products and other outputs;
  - 3.4.1.2 Reviewing Status Reports;
  - 3.4.1.3 Reviewing attainment of Service Level Agreements;
  - 3.4.1.4 Observing process implementation and assessing maturity; and
  - 3.4.1.5 Surveying cost and schedule performance;
- 3.4.2 Recommending remediation activities based on its performance and quality findings;
- 3.4.3 Overseeing the implementation of the approved remediation activities and assessing their impact on performance and quality shortfalls;
- 3.4.4 Recommending changes and updates to the QASP when circumstances or performance conditions require it; and
- 3.4.5 Revising the QASP to address changing conditions with approval of the KO, the Product Manager APC, and the APM for ESD.

**3.5 Independent auditors and IV&V contractors**

Within the framework of the QASP the Independent auditors and IV&V contractors are responsible for:

- 3.5.1 Executing independent and unbiased performance and quality surveillance activities consistent with this Quality Assurance Surveillance Plan and principally in the areas of Service Level attainment and quality;
- 3.5.2 Recommending remediation activities based on its independent performance and quality findings; and
- 3.5.3 Surveying the implementation of the approved remediation activities and assessing their impact on performance and quality shortfalls.

### **3.6 Other Third Party Contractors**

Within the framework of the QASP Other Third Party Contractors are responsible for:

- 3.6.1 Providing periodic planned and ad hoc feedback on Contractor performance and quality related to their Contract scope;
- 3.6.2 Providing feedback on the quality of their interface with the Contractor; and
- 3.6.3 Observing and reporting upon Contractor performance and quality changes that accompany implementation of remediation plans.

### **4. Methods of Performance and Quality Surveillance:**

Various methods exist and will be utilized to monitor Contractor performance. The Quality Surveillance team and COR (as the primary surveillance parties with support from the IV&V Contractor) shall use the surveillance methods listed below in the implementation of this QASP

- 4.1 Direct Observation
- 4.2 Contractor Reporting
- 4.3 Management Information and Reporting Systems
- 4.4 Periodic Inspection
- 4.5 Customer Survey
- 4.6 Validated User/Customer Complaints
- 4.7 100% Inspection
- 4.8 Periodic Sampling
- 4.9 Random Sampling
- 4.10 Progress Or Status Meetings
- 4.11 Analysis Of Contractor Progress Reports
- 4.12 Performance Reporting

### **5. Meeting Procedures:**

In order to review and evaluate Contractor performance and progress against the surveillance areas described in this QASP monthly Performance Management Reviews (PMR) are planned. These Reviews are intended to provide a regular forum for review of Contractor performance, prioritization of areas for improvement, and review of Contractor-proposed remediation actions.

These PMRs are anticipated to include:

- 5.1 Product Manager Power Projection Enablers
- 5.2 Assistant Product Manager for ESD
- 5.3 Contracting Officer's Representative
- 5.4 Contractor Project Manager and key technical and managerial staff
- 5.5 Quality Surveillance Team
- 5.6 Select representatives of the independent auditors and IV&V contractors
- 5.7 Select representatives of the Other Third Party Contractors

### **6. IV&V SLA Attainment Audit**

The Contractor shall be responsible for producing a monthly deliverable detailing its performance (attainment) against Service Level Agreements. The Government may utilize the services of an independent third party to review the Contractor's reported SLA Attainment.

In order to validate performance the IV&V Contractor:

- 6.1 Shall be provided unfettered access to all Government-furnished, Contractor-operated and managed systems used in measuring Service Level Attainment;
- 6.2 Shall be provided, if so requested, raw data used by the Contractor to calculate Service Level Attainment;
- 6.3 Shall receive an explanation of the manner of data cleansing used by the Contractor; and
- 6.4 Shall be provided sufficient access to systems and personnel required to validate the reported Service Level Attainment.

**7. Service Level Agreement Template:**

The Government has documented all Service Level Agreements in Section 10 of this QASP. Each Service Level Agreement is described using a common template. Several of the fields of that template are described below for clarity.

**7.1 Field 5A: Hold Harmless Period –**

- 7.1.1 The Hold Harmless Period describes that performance period when the Contractor is exempted from meeting Service Level Objectives.

**7.2 Fields 5B, 5C, 5D, 5E: Core and Tail Service Level Objective –**

- 7.2.1 The Core describes that Service Level which applies to the majority of the measured transactions. The Tail describes that Service Level which applies to the remainder of the measured transaction.

**7.3 Field 5B and 5C: Minimum Service Level Objective (Core and Tail) –**

- 7.3.1 The Minimum Service Level Objective is the minimum performance level that must be attained to meet customer expectations.
- 7.3.2 Attainment of the Minimum Service Level Objective indicates the Contractor is compliant with the terms of this Contract. Failure to attain the Minimum Service Level Objective indicates the Contractor is non-compliant with the terms of this Contract.

**7.4 Field 5D and 5E: Target Service Level Objective (Core and Tail) -**

- 7.4.1 The Target Service Level Objective is the superior performance level that will exceed customer expectations.
- 7.4.2 Failure to attain the Target Service Level Objective does not indicate the Contractor is non-compliant with the terms of this Contract.

**8. Service Level Agreement Summary**

The following table summarizes the Service Level Agreements associated with this Contract.

SLA	TASK ID	TASK NAME	SLA NAME
1	2B	Army CONUS ESD Lifecycle Ticket Management	Ticket Accuracy
2	2L	Army CONUS ESD Service Desk Operations	Speed to Answer
3	2L	Army CONUS ESD Service Desk Operations	Abandonment Rate
4	2A	Army CONUS ESD Incident, Problem, and Service Request Management	Web Ticket Acknowledgement
5	2A	Army CONUS ESD Incident, Problem, and Service Request Management	Email Ticket Acknowledgement
6a	2B	Army CONUS ESD Lifecycle Ticket Management	Ticket Closure – Standard User
6b			Ticket Closure – VIP User

**9. Service Level Agreements**

In the following pages the Army has defined its performance requirements in the form of Service Level Agreements.

## Army CONUS Enterprise Service Desk (ESD) Service Level Agreement

### SLA 1: Ticket Accuracy

1. SLA SUMMARY			
1A. SLA #	1	1B. SLA Name	Ticket Accuracy
1C. Task #	2B	1D. Task Name	Army CONUS ESD Lifecycle Ticket Management
2. SLA OVERVIEW			
2A. SLA DESCRIPTION	Measures accuracy and completeness of the Contractors ticket documentation as indicated by the number of errors in escalated tickets.		
2B. PERFORMANCE WORK STATEMENT REFERENCE	Requirement 2B-01		
2C. PERFORMANCE PERIOD	This SLA is in effect on a continuous basis 24 hours per day, 7 days per week without interruption throughout the Contract period of performance		
3. SLA MEASUREMENT			
3A. MEASUREMENT INTERVAL	The Measurement Interval is one (1) month		
3B. MEASUREMENT PERIOD	The Measurement Period begins at 00:01 on the first day of the month and ends at 24:00 on the last day of the month		
3C. SOURCE OF MEASUREMENT DATA	The source of measurement data is the GFE Ticketing System.		
3D. METHOD OF MEASUREMENT	SLA attainment is measured by: <ol style="list-style-type: none"> <li>1) The Government COR or designee randomly sampling between 5-10% of escalated tickets during the Measurement Period ("Total Sampled Tickets")</li> <li>2) Each ticket is analyzed for Ticket errors; where two (2) or more ticket errors are found the ticket is defined as an "Inaccurate Sampled Ticket"</li> </ol>		
3E. TIMING OF MEASUREMENT	SLA attainment is calculated at the end of the Measurement Period		
3F. METHOD OF GOVERNMENT SURVEILLANCE	Subject to random or planned audit by the Government or its third party designee		
3G. ASSUMPTIONS/ CONDITIONS	None		
3H. EXCEPTIONS	None		
4. SLA CALCULATION			
4A. NUMERATOR	Inaccurate Sampled Tickets		
	<b>DIVIDED BY</b>		
4B. DENOMINATOR	Total Sampled Tickets		
4C. DEFINITIONS	None		
5. SERVICE LEVEL OBJECTIVES			

<b>5A. HOLD HARMLESS PERIOD</b>	Notice to Proceed until Assumption of Responsibility (AOR)
<b>5B. MINIMUM SERVICE LEVEL OBJECTIVE - CORE</b>	Year One: 90.0% Year Two: 90.0% Year Three: 90.0%
<b>5C. MINIMUM SERVICE LEVEL OBJECTIVE - TAIL</b>	N/A
<b>5D. TARGET SERVICE LEVEL OBJECTIVE – CORE</b>	Year One: 95.0% Year Two: 95.0% Year Three: 95.0%
<b>5E. TARGET SERVICE LEVEL OBJECTIVE – TAIL</b>	N/A
<b>6. SLA ADMINISTRATION</b>	
<b>6A. REPORTING FREQUENCY</b>	Monthly through Deliverable 20
<b>6B. REPORTING COMMENCEMENT</b>	Reporting to commence at Assumption of Responsibility (AOR)
<b>6C. NOTES AND COMMENTS</b>	None

## Army CONUS Enterprise Service Desk (ESD) Service Level Agreement

### SLA2: Speed to Answer

1. SLA SUMMARY			
1A. SLA #	2	1B. SLA Name	Speed to Answer
1C. Task #	2L	1D. Task Name	Army CONUS ESD Service Desk Operations
2. SLA OVERVIEW			
2A. SLA DESCRIPTION	Measures the effectiveness of the Contractor Service Desk staffing as indicated by the proportion of calls that are answered by a live person in a timely manner		
2B. PERFORMANCE WORK STATEMENT REFERENCE	Requirement 2L-09		
2C. PERFORMANCE PERIOD	This SLA is in effect on a continuous basis 24 hours per day, 7 days per week without interruption throughout the Contract period of performance		
3. SLA MEASUREMENT			
3A. MEASUREMENT INTERVAL	The Measurement Interval is one (1) month		
3B. MEASUREMENT PERIOD	The Measurement Period begins at 00:01 on the first day of the month and ends at 24:00 on the last day of the month		
3C. SOURCE OF MEASUREMENT DATA	The source of measurement data is the Contractor's ACD		
3D. METHOD OF MEASUREMENT	<ol style="list-style-type: none"> <li>1) Querying the ACD for call statistics</li> <li>2) Determining how many calls during the Measurement Period were answered by a Customer Service Agent (CSA) in less than the Service Level Objective ("Successful Calls"); and</li> <li>3) Counting the total number of calls answered by a Customer Service Agent (CSA) during the Measurement Interval ("Total Calls")</li> </ol>		
3E. TIMING OF MEASUREMENT	SLA attainment is calculated after the end of the Measurement Period		
3F. METHOD OF GOVERNMENT SURVEILLANCE	Subject to random or planned audit by the Government or its third party designee		
3G. ASSUMPTIONS/ CONDITIONS	The calculation of Speed to Answer begins at the time the caller selects an IVR option.		
3H. EXCEPTIONS	None		
4. SLA CALCULATION			
4A. NUMERATOR	Number of Successful Calls during the Measurement Period		
	<b>DIVIDED BY</b>		
4B. DENOMINATOR	Total Calls during the Measurement Period		
4C. DEFINITIONS	None		



5. SERVICE LEVEL OBJECTIVES	
<b>5A. HOLD HARMLESS PERIOD</b>	Notice to Proceed until Assumption of Responsibility (AOR)
<b>5B. MINIMUM SERVICE LEVEL OBJECTIVE - CORE</b>	Year One: 85.0% in ninety (90) seconds or less Year Two: 85.0% in ninety (90) seconds or less Year Three: 85.0% in ninety (90) seconds or less
<b>5C. MINIMUM SERVICE LEVEL OBJECTIVE - TAIL</b>	Year One: 85.0% in five (5) minutes or less Year Two: 85.0% in five (5) minutes or less Year Three: 85.0% in five (5) minutes or less
<b>5D. TARGET SERVICE LEVEL OBJECTIVE – CORE</b>	Year One: 85.0% in ninety (90) seconds or less Year Two: 85.0% in ninety (90) seconds or less Year Three: 85.0% in ninety (90) seconds or less
<b>5E. TARGET SERVICE LEVEL OBJECTIVE – TAIL</b>	Year One: 85.0% in eight (8) minutes or less Year Two: 85.0% in eight (8) minutes or less Year Three: 85.0% in eight (8) minutes or less
6. SLA ADMINISTRATION	
<b>6A. REPORTING FREQUENCY</b>	Monthly through Deliverable 20
<b>6B. REPORTING COMMENCEMENT</b>	Reporting to commence at Assumption of Responsibility (AOR)
<b>6C. NOTES AND COMMENTS</b>	None

**Army CONUS Enterprise Service Desk (ESD) Service Level Agreement**  
**SLA3: Abandonment Rate**

1. SLA SUMMARY			
1A. SLA #	3	1B. SLA Name	Abandonment Rate
1C. Task #	2L	1D. Task Name	Army CONUS ESD Service Desk Operations
2. SLA OVERVIEW			
2A. SLA DESCRIPTION	Measures the efficiency and timeliness of Service Desk operations as indicated by the proportion of inbound calls to the Service Desk in which the caller disconnects before speaking to an agent		
2B. PERFORMANCE WORK STATEMENT REFERENCE	Requirement 2L-09		
2C. PERFORMANCE PERIOD	This SLA is in effect on a continuous basis 24 hours per day, 7 days per week without interruption throughout the Contract period of performance		
3. SLA MEASUREMENT			
3A. MEASUREMENT INTERVAL	The Measurement Interval is one (1) month		
3B. MEASUREMENT PERIOD	The Measurement Period begins at 00:01 on the first day of the month and ends at 24:00 on the last day of the month		
3C. SOURCE OF MEASUREMENT DATA	The source of measurement data is the Contractor's ACD		
3D. METHOD OF MEASUREMENT	1) Querying the ACD for call statistics 2) Determining the number of calls disconnected before the caller spoke to a live agent ("Abandoned Calls"); and 3) Counting the total number of calls answered by a Customer Service Agent (CSA) during the Measurement Period ("Total Calls")		
3E. TIMING OF MEASUREMENT	SLA attainment is calculated after the end of the Measurement Period		
3F. METHOD OF GOVERNMENT SURVEILLANCE	Subject to random or planned audit by the Government or its third party designee		
3G. ASSUMPTIONS/ CONDITIONS	None		
3H. EXCEPTIONS	None		
4. SLA CALCULATION			
4A. NUMERATOR	Abandoned Calls during the Measurement Period		
	<b>DIVIDED BY</b>		
4B. DENOMINATOR	Total Calls during the Measurement Period		
4C. DEFINITIONS	None		
5. SERVICE LEVEL OBJECTIVES			
5A. HOLD HARMLESS PERIOD	Notice to Proceed until Assumption of Responsibility (AOR)		

<b>5B. MINIMUM SERVICE LEVEL OBJECTIVE - CORE</b>	Year One: Less than 5% Year Two: Less than 5% Year Three: Less than 5%
<b>5C. MINIMUM SERVICE LEVEL OBJECTIVE - TAIL</b>	NA
<b>5D. TARGET SERVICE LEVEL OBJECTIVE – CORE</b>	Year One: Less than 5% Year Two: Less than 5% Year Three: Less than 5%
<b>5E. TARGET SERVICE LEVEL OBJECTIVE – TAIL</b>	NA
<b>6. SLA ADMINISTRATION</b>	
<b>6A. REPORTING FREQUENCY</b>	Monthly through Deliverable 20
<b>6B. REPORTING COMMENCEMENT</b>	Reporting to commence at Assumption of Responsibility (AOR)
<b>6C. NOTES AND COMMENTS</b>	None

**Army CONUS Enterprise Service Desk (ESD) Service Level Agreement**

**SLA4: Web Ticket Acknowledgement**

1. SLA SUMMARY			
1A. SLA #	4	1B. SLA Name	Web Ticket Acknowledgement
1C. Task #	2A	1D. Task Name	Army CONUS ESD Incident, Problem, and Service Request Management
2. SLA OVERVIEW			
2A. SLA DESCRIPTION	Measures the proportion of End User-created Web tickets created in Remedy that receive a timely email acknowledgement from a Customer Service Agent indicating (1) the Ticket has been assigned to an agent, (2) the Ticket number, (3) the Agent name, and (4) the toll-free number for the Service Desk. The Government will not configure the GFE Ticketing System to auto-acknowledge Web Tickets.		
2B. PERFORMANCE WORK STATEMENT REFERENCE	Requirement 2A-17		
2C. PERFORMANCE PERIOD	This SLA is in effect on a continuous basis 24 hours per day, 7 days per week without interruption throughout the Contract period of performance		
3. SLA MEASUREMENT			
3A. MEASUREMENT INTERVAL	The Measurement Interval is one (1) month		
3B. MEASUREMENT PERIOD	The Measurement Period begins at 00:01 on the first day of the month and ends at 24:00 on the last day of the month		
3C. SOURCE OF MEASUREMENT DATA	The source of measurement data is the GFE Ticketing System.		
3D. METHOD OF MEASUREMENT	1) The timestamp for Web Ticket created is compared to the timestamp for the CSA's acknowledgement and manual notification 2) A "Successful Web Ticket Acknowledgement" is one performed in less than the Service Level Objective		
3E. TIMING OF MEASUREMENT	SLA attainment is calculated after the end of the Measurement Period		
3F. METHOD OF GOVERNMENT SURVEILLANCE	Subject to random or planned audit by the Government or its third party designee		
3G. ASSUMPTIONS/ CONDITIONS	None		
3H. EXCEPTIONS	None		
4. SLA CALCULATION			
4A. NUMERATOR	Successful Web Ticket Acknowledgements during the Measurement Period		
	<b>DIVIDED BY</b>		
4B. DENOMINATOR	All Web Tickets Created during the Measurement Period		
4C. DEFINITIONS	None		

5. SERVICE LEVEL OBJECTIVES	
<b>5A. HOLD HARMLESS PERIOD</b>	Notice to Proceed until Assumption of Responsibility (AOR)
<b>5B. MINIMUM SERVICE LEVEL OBJECTIVE - CORE</b>	Year One: 85%in less than four (4) business hours Year Two: 85%in less than four (4) business hours Year Three: 85%in less than four (4) business hours
<b>5C. MINIMUM SERVICE LEVEL OBJECTIVE - TAIL</b>	Year One: 85% in less than eight (8) business hours Year Two: 85% in less than four (8) business hours Year Three: 85% in less than four (8) business hours
<b>5D. TARGET SERVICE LEVEL OBJECTIVE – CORE</b>	Year One: 85% in less than four (4) business hours Year Two: 85%in less than four (4) business hours Year Three: 85%in less than four (4) business hours
<b>5E. TARGET SERVICE LEVEL OBJECTIVE – TAIL</b>	Year One: 85% in less than six (6) business hours Year Two: 85%in less than six (6) business hours Year Three: 85%in less than six (6) business hours
6. SLA ADMINISTRATION	
<b>6A. REPORTING FREQUENCY</b>	Monthly through Deliverable 20
<b>6B. REPORTING COMMENCEMENT</b>	Reporting to commence at Assumption of Responsibility (AOR)
<b>6C. NOTES AND COMMENTS</b>	None

## Army CONUS Enterprise Service Desk (ESD) Service Level Agreement

### SLA 5: Email Ticket Acknowledgement

1. SLA SUMMARY			
1A. SLA #	5	1B. SLA Name	Email Ticket Acknowledgement
1C. Task #	2A	1D. Task Name	Army CONUS ESD Incident, Problem, and Service Request Management
2. SLA OVERVIEW			
2A. SLA DESCRIPTION	Measures the proportion of End User-created Email tickets that receive a timely email acknowledgement from a Customer Service Agent indicating (1) the Ticket has been assigned to an agent, (2) the Ticket number, (3) the Agent name, and (4) the toll-free number for the Service Desk. The Government will not configure the GFE Ticketing System to auto-acknowledge Email Tickets.		
2B. PERFORMANCE WORK STATEMENT REFERENCE	Requirement 2A-18, 2A-06		
2C. PERFORMANCE PERIOD	This SLA is in effect on a continuous basis 24 hours per day, 7 days per week without interruption throughout the Contract period of performance		
3. SLA MEASUREMENT			
3A. MEASUREMENT INTERVAL	The Measurement Interval is one (1) month		
3B. MEASUREMENT PERIOD	The Measurement Period begins at 00:01 on the first day of the month and ends at 24:00 on the last day of the month		
3C. SOURCE OF MEASUREMENT DATA	The source of measurement data is the Government sampling activity.		
3D. METHOD OF MEASUREMENT	<ol style="list-style-type: none"> <li>1) Random sampling of emails received via a review of the Email inbox of the Service Desk;</li> <li>2) Comparison to the time stamp in Remedy indicating when the ticket was acknowledged and the End User notified</li> <li>3) A "Successful Email Ticket Acknowledgement" is one where the comparison reveals the acknowledgement was made in less than the Service Level Objective</li> </ol>		
3E. TIMING OF MEASUREMENT	SLA attainment is calculated throughout the Measurement Period		
3F. METHOD OF GOVERNMENT SURVEILLANCE	Subject to random or planned audit by the Government or its third party designee		
3G. ASSUMPTIONS/ CONDITIONS	The Service Desk email address will be a ".mil" email account that the Government COR and designees can fully access		
3H. EXCEPTIONS	None		
4. SLA CALCULATION			
4A. NUMERATOR	Successful Email Ticket Acknowledgements during the Measurement Period		

<b>DIVIDED BY</b>	
<b>4B. DENOMINATOR</b>	All Web Tickets Created during the Measurement Period
<b>4C. DEFINITIONS</b>	None
<b>5. SERVICE LEVEL OBJECTIVES</b>	
<b>5A. HOLD HARMLESS PERIOD</b>	Notice to Proceed until Assumption of Responsibility (AOR)
<b>5B. MINIMUM SERVICE LEVEL OBJECTIVE - CORE</b>	Year One: 85%in less than eight (8) business hours Year Two: 85%in less than eight (8) business hours Year Three: 85%in less than eight (8) business hours
<b>5C. MINIMUM SERVICE LEVEL OBJECTIVE - TAIL</b>	Year One: 85% in less than twelve (12) business hours Year Two: 85%in less than twelve (12) business hours Year Three: 85% in less than twelve (12) business hours
<b>5D. TARGET SERVICE LEVEL OBJECTIVE – CORE</b>	Year One: 85%in less than eight (8) business hours Year Two: 85%in less than eight (8) business hours Year Three: 85%in less than eight (8) business hours
<b>5E. TARGET SERVICE LEVEL OBJECTIVE – TAIL</b>	Year One: 85%in less than ten (10) business hours Year Two: 85%in less than ten (10) business hours Year Three: 85%in less than ten (10) business hours
<b>6. SLA ADMINISTRATION</b>	
<b>6A. REPORTING FREQUENCY</b>	Monthly through Deliverable 20
<b>6B. REPORTING COMMENCEMENT</b>	Reporting to commence at Assumption of Responsibility (AOR)
<b>6C. NOTES AND COMMENTS</b>	None

**Army CONUS Enterprise Service Desk (ESD) Service Level Agreement**  
**SLA 6a: Ticket Closure – Standard User**

1. SLA SUMMARY			
1A. SLA #	6a	1B. SLA Name	Ticket Closure – Standard User
1C. Task #	2B	1D. Task Name	Army CONUS ESD Lifecycle Ticket Management
2. SLA OVERVIEW			
2A. SLA DESCRIPTION	Measures the effectiveness of the Contractor Service Desk staffing as indicated by the proportion of Standard Tickets that are closed within the Service Level Objective.		
2B. PERFORMANCE WORK STATEMENT REFERENCE	Requirement 2B-06		
2C. PERFORMANCE PERIOD	This SLA is in effect on a continuous basis 24 hours per day, 7 days per week without interruption throughout the Contract period of performance		
3. SLA MEASUREMENT			
3A. MEASUREMENT INTERVAL	The Measurement Interval is one (1) month		
3B. MEASUREMENT PERIOD	The Measurement Period begins at 00:01 on the first day of the month and ends at 12:00 on the first day of the following month		
3C. SOURCE OF MEASUREMENT DATA	The source of measurement data is the GFE Ticketing System		
3D. METHOD OF MEASUREMENT	<ol style="list-style-type: none"> <li>1) Querying the GFE Ticketing System for Standard Ticket statistics</li> <li>2) Determining how many eligible Standard Tickets during the Measurement Period were closed in less than the Service Level Objective (“Eligible Standard Tickets Successfully Closed”); and</li> <li>3) Counting the total number of eligible Standard Tickets opened during the Measurement Interval (“Total Eligible Standard Tickets Opened”)</li> </ol>		
3E. TIMING OF MEASUREMENT	SLA attainment is calculated no earlier than twelve hours after the end of the Measurement Period		
3F. METHOD OF GOVERNMENT SURVEILLANCE	Subject to random or planned audit by the Government or its third party designee		
3G. ASSUMPTIONS/ CONDITIONS	<ol style="list-style-type: none"> <li>1) Tickets that are closed as “First Call Resolved” are included in these calculations</li> <li>2) Time when the Ticket is appropriately put in a “hold” status is excluded from this calculation</li> <li>3) Appropriate “hold” status includes when:                             <ol style="list-style-type: none"> <li>a. Requested by User</li> <li>b. Seeking Government approval</li> </ol> </li> </ol>		
3H. EXCEPTIONS	<ol style="list-style-type: none"> <li>1) Tickets that are properly escalated to Tier 2 are excluded from the calculation</li> </ol>		
4. SLA CALCULATION			



<b>4A. NUMERATOR</b>	Eligible Standard Tickets Successfully Closed during the Measurement Period
	<b>DIVIDED BY</b>
<b>4B. DENOMINATOR</b>	Total Eligible Standard Tickets Opened during the Measurement Period
<b>4C. DEFINITIONS</b>	1) "Total Eligible Standard Tickets Opened" is defined as all Tickets less: <ul style="list-style-type: none"> <li>a) Standard Tickets that require deskside, field, or touch labor support for resolution</li> <li>b) Tickets for which the CSA does not possess appropriate privileges to resolve the incident</li> </ul>
<b>5. SERVICE LEVEL OBJECTIVES</b>	
<b>5A. HOLD HARMLESS PERIOD</b>	Notice to Proceed until Assumption of Responsibility (AOR)
<b>5B. MINIMUM SERVICE LEVEL OBJECTIVE - CORE</b>	Year One: 75.0% within four (4) business hours Year Two: 75.0% within four (4) business hours Year Three: 75.0% within four (4) business hours
<b>5C. MINIMUM SERVICE LEVEL OBJECTIVE - TAIL</b>	Year One: 95.0% within twelve (12) business hours Year Two: 95.0% within ten (10) business hours Year Three: 95.0% within eight (8) business hours
<b>5D. TARGET SERVICE LEVEL OBJECTIVE – CORE</b>	Year One: 75.0% within four (4) business hours Year Two: 75.0% within four (4) business hours Year Three: 75.0% within four (4) business hours
<b>5E. TARGET SERVICE LEVEL OBJECTIVE – TAIL</b>	Year One: 95.0% within ten (10) business hours Year Two: 95.0% within eight (8) business hours Year Three: 95.0% within six (6) business hours
<b>6. SLA ADMINISTRATION</b>	
<b>6A. REPORTING FREQUENCY</b>	Monthly through Deliverable 20
<b>6B. REPORTING COMMENCEMENT</b>	Reporting to commence at Assumption of Responsibility (AOR)
<b>6C. NOTES AND COMMENTS</b>	None

## Army CONUS Enterprise Service Desk (ESD) Service Level Agreement

### SLA 6b: Ticket Closure – VIP User

1. SLA SUMMARY			
1A. SLA #	6b	1B. SLA Name	Ticket Closure – VIP User
1C. Task #	2B	1D. Task Name	Army CONUS ESD Lifecycle Ticket Management
2. SLA OVERVIEW			
2A. SLA DESCRIPTION	Measures the effectiveness of the Contractor Service Desk staffing as indicated by the proportion of VIP Tickets that are closed within the Service Level Objective.		
2B. PERFORMANCE WORK STATEMENT REFERENCE	Requirement 2B-07		
2C. PERFORMANCE PERIOD	This SLA is in effect on a continuous basis 24 hours per day, 7 days per week without interruption throughout the Contract period of performance		
3. SLA MEASUREMENT			
3A. MEASUREMENT INTERVAL	The Measurement Interval is one (1) month		
3B. MEASUREMENT PERIOD	The Measurement Period begins at 00:01 on the first day of the month and ends at 12:00 on the first day of the following month		
3C. SOURCE OF MEASUREMENT DATA	The source of measurement data is the GFE Ticketing System		
3D. METHOD OF MEASUREMENT	<ol style="list-style-type: none"> <li>1) Querying the GFE Ticketing System for VIP ticket statistics</li> <li>2) Determining how many eligible VIP Tickets during the Measurement Period were closed in less than the Service Level Objective (“Eligible VIP Tickets Successfully Closed”); and</li> <li>3) Counting the total number of eligible VIP Tickets opened during the Measurement Interval (“Total Eligible VIP Tickets Opened”)</li> </ol>		
3E. TIMING OF MEASUREMENT	SLA attainment is calculated no earlier than twelve hours after the end of the Measurement Period		
3F. METHOD OF GOVERNMENT SURVEILLANCE	Subject to random or planned audit by the Government or its third party designee		
3G. ASSUMPTIONS/ CONDITIONS	<ol style="list-style-type: none"> <li>1) Tickets that are closed as “First Call Resolved” are included in these calculations</li> <li>2) Time when the Ticket is appropriately put in a “hold” status is excluded from this calculation</li> <li>3) Appropriate “hold” status includes when:                             <ol style="list-style-type: none"> <li>a. Requested by User</li> <li>b. Seeking Government approval</li> </ol> </li> </ol>		
3H. EXCEPTIONS	None		
4. SLA CALCULATION			
4A. NUMERATOR	Eligible VIP Tickets Successfully Closed during the Measurement Period		

<b>DIVIDED BY</b>	
<b>4B. DENOMINATOR</b>	Total Eligible VIP Tickets Opened during the Measurement Period
<b>4C. DEFINITIONS</b>	1) "Total Eligible VIP Tickets" is defined as all Tickets less: <ul style="list-style-type: none"> <li>a) VIP Tickets that require deskside, field, or touch labor support for resolution</li> <li>b) VIP Tickets for which the CSA does not possess appropriate privileges to resolve the incident</li> </ul>
<b>5. SERVICE LEVEL OBJECTIVES</b>	
<b>5A. HOLD HARMLESS PERIOD</b>	Notice to Proceed until Assumption of Responsibility (AOR)
<b>5B. MINIMUM SERVICE LEVEL OBJECTIVE - CORE</b>	Year One: 85.0% within four (4) business hours Year Two: 85.0% within four (4) business hours Year Three: 85.0% within four (4) business hours
<b>5C. MINIMUM SERVICE LEVEL OBJECTIVE - TAIL</b>	Year One: 95.0% within ten (10) business hours Year Two: 95.0% within eight (8) business hours Year Three: 95.0% within six (6) business hours
<b>5D. TARGET SERVICE LEVEL OBJECTIVE – CORE</b>	Year One: 85.0% within four (4) business hours Year Two: 85.0% within four (4) business hours Year Three: 85.0% within four (4) business hours
<b>5E. TARGET SERVICE LEVEL OBJECTIVE – TAIL</b>	Year One: 95.0% within eight (8) business hours Year Two: 95.0% within six (6) business hours Year Three: 95.0% within four (4) business hours
<b>6. SLA ADMINISTRATION</b>	
<b>6A. REPORTING FREQUENCY</b>	Monthly through Deliverable 20
<b>6B. REPORTING COMMENCEMENT</b>	Reporting to commence at Assumption of Responsibility (AOR)
<b>6C. NOTES AND COMMENTS</b>	None

**10. Key Performance Indicator Summary**

The following table summarizes the Key Performance Indicators associated with this Contract.

KPI	TASK ID	TASK NAME	SLA NAME
1a	2A & 3B	Army CONUS ESD Incident, Problem, and Service Request Management	First Call Resolution – Standard User
1b			First Call Resolution – VIP User

**11. Key Performance Indicators**

In the following pages the Army has defined its recommended performance requirements in the form of Key Performance Indicators.

**Army CONUS Enterprise Service Desk (ESD) Key Performance Indicator**

**KPI 1a: First Call Resolution – Standard User**

1. KPI SUMMARY			
1A. KPI #	1a	1B. KPI Name	First Call Resolution – Standard User
1C. Task #	2A & 3B	1D. Task Name	Army CONUS ESD Incident, Problem, and Service Request Management
2. SLA OVERVIEW			
2A. KPI DESCRIPTION		Measures the effectiveness of the Contractor Service Desk staffing as indicated by the proportion of calls from Standard Users that are resolved on the First Call	
2B. PERFORMANCE WORK STATEMENT REFERENCE		Requirements 2A-01, 2A-02, 2A-04, 2A-05, 2A-09	
2C. PERFORMANCE PERIOD		This KPI is in effect on a continuous basis 24 hours per day, 7 days per week without interruption throughout the Contract period of performance	
3. KPI MEASUREMENT			
3A. MEASUREMENT INTERVAL		The Measurement Interval is one (1) month	
3B. MEASUREMENT PERIOD		The Measurement Period begins at 00:01 on the first day of the month and ends at 24:00 on the last day of the month	
3C. SOURCE OF MEASUREMENT DATA		The source of measurement data is the GFE Ticketing System	

3D. METHOD OF MEASUREMENT	<ol style="list-style-type: none"> <li>1) A Customer Service Agent (CSA) receives a Standard User call to the Service Desk</li> <li>2) If the CSA resolves the incident on the First Call, per the definition and business rules, the CSA asks the caller whether the incident has been resolved</li> <li>3) If the caller responds in the affirmative the CSA changes the status to “Resolved” in the GFE ticketing system; the call is considered resolved on the First Call</li> <li>4) If the caller responds negatively the CSA escalates the call as appropriate; the call is <u>not</u> considered resolved on the First Call</li> </ol>
3E. TIMING OF MEASUREMENT	KPI attainment is calculated after the end of the Measurement Period
3F. METHOD OF GOVERNMENT SURVEILLANCE	Subject to random or planned audit by the Government or its third party designee
3G. ASSUMPTIONS/ CONDITIONS	<ol style="list-style-type: none"> <li>1) In general, a “First Call resolvable” call is:                         <ol style="list-style-type: none"> <li>a) A call that does not require deskside, field, or touch labor support; or</li> <li>b) A call that the CSA has appropriate privileges to resolve</li> </ol> </li> <li>2) The Government intends to publish a detailed incident classification schema, consistent with the rules above, and make corresponding indications of First Call Resolvable for each incident type. This publication will be made available at contract award and will take precedence over the above definition.</li> <li>3) A call which is ‘warm transferred’ to Level 2 internal to the Contractor’s Service Desk and then resolved without disconnecting the caller is considered resolved on the first call.</li> </ol>
3H. EXCEPTIONS	None
<b>4. SLA CALCULATION</b>	
4A. NUMERATOR	Calls from Standard Users resolved on the First Call during the Measurement Period
<b>DIVIDED BY</b>	
4B. DENOMINATOR	All First Call resolvable calls received from Standard Users by the Service Desk during the Measurement Period
4C. DEFINITIONS	None
<b>5. SERVICE LEVEL OBJECTIVES</b>	
5A. HOLD HARMLESS PERIOD	Notice to Proceed until Assumption of Responsibility (AOR)
5B. RECOMMENDED KPI OBJECTIVE - CORE	N/A
5C. MINIMUM KEY PERFORMANCE INDICATOR - TAIL	N/A

5D. TARGET KEY PERFORMANCE INDICATOR – CORE	N/A
5E. TARGET KEY PERFORMANCE INDICATOR – TAIL	N/A
<b>6. SLA ADMINISTRATION</b>	
6A. REPORTING FREQUENCY	Monthly through Deliverable 20
6B. REPORTING COMMENCEMENT	Reporting to commence at Assumption of Responsibility (AOR)
6C. NOTES AND COMMENTS	None

**Army CONUS Enterprise Service Desk (ESD) Key Performance Indicator**

**KPI 1b: First Call Resolution – VIP User**

1. KPI SUMMARY			
1A. KPI #	2b	1B. KPI Name	First Call Resolution – VIP User
1C. Task #	2A & 3B	1D. Task Name	Army CONUS ESD Incident, Problem, and Service Request Management
2. KPI OVERVIEW			
2A. KPI DESCRIPTION		Measures the effectiveness of the Contractor Service Desk staffing as indicated by the proportion of calls from VIP Users that are resolved on the First Call	
2B. PERFORMANCE WORK STATEMENT REFERENCE		Requirements 2A-01, 2A-02, 2A-04, 2A-05, 2A-09	
2C. PERFORMANCE PERIOD		This KPI is in effect on a continuous basis 24 hours per day, 7 days per week without interruption throughout the Contract period of performance	
3. KPI MEASUREMENT			
3A. MEASUREMENT INTERVAL		The Measurement Interval is one (1) month	
3B. MEASUREMENT PERIOD		The Measurement Period begins at 00:01 on the first day of the month and ends at 24:00 on the last day of the month	
3C. SOURCE OF MEASUREMENT DATA		The source of measurement data is the GFE Ticketing System	
3D. METHOD OF MEASUREMENT		<ol style="list-style-type: none"> <li>1) A Customer Service Agent (CSA) receives a VIP User call to the Service Desk</li> <li>2) If the CSA resolves the incident on the First Call, per the definition and business rules, the CSA asks the caller whether the incident has been resolved</li> <li>3) If the caller responds in the affirmative the CSA changes the status to "Resolved" in the GFE ticketing system; the call is considered resolved on the First Call</li> <li>4) If the caller responds negatively the CSA escalates the call as appropriate; the call is <u>not</u> considered resolved on the First Call</li> </ol>	
3E. TIMING OF MEASUREMENT		KPI attainment is calculated after the end of the Measurement Period	
3F. METHOD OF GOVERNMENT SURVEILLANCE		Subject to random or planned audit by the Government or its third party designee	

3G. ASSUMPTIONS/ CONDITIONS	<ol style="list-style-type: none"> <li>1) In general, a “First Call resolvable” call is:             <ol style="list-style-type: none"> <li>a) A call that does not require deskside, field, or touch labor support; or</li> <li>b) A call that the CSA has appropriate privileges to resolve</li> </ol> </li> <li>2) The Government intends to publish a detailed incident classification schema, consistent with the rules above, and make corresponding indications of First Call Resolvable for each incident type. This publication will be made available at contract award and will take precedence over the above definition.</li> <li>3) A call which is ‘warm transferred’ to Level 2 internal to the Contractor’s Service Desk and then resolved without disconnecting the caller is considered resolved on the first call.</li> </ol>
3H. EXCEPTIONS	None
<b>4. KPI CALCULATION</b>	
4A. NUMERATOR	Calls from VIP Users resolved on the First Call during the Measurement Period
<b>DIVIDED BY</b>	
4B. DENOMINATOR	All First Call resolvable calls received from VIP Users by the Service Desk during the Measurement Period
4C. DEFINITIONS	None
<b>5. SERVICE LEVEL OBJECTIVES</b>	
5A. HOLD HARMLESS PERIOD	Notice to Proceed until Assumption of Responsibility (AOR)
5B. MINIMUM KEY PERFORMANCE INDICATOR - CORE	N/A
5C. MINIMUM KEY PERFORMANCE INDICATOR - TAIL	N/A
5D. TARGET KEY PERFORMANCE INDICATOR – CORE	N/A
5E. TARGET KEY PERFORMANCE INDICATOR - TAIL	N/A
<b>6. SLA ADMINISTRATION</b>	
6A. REPORTING FREQUENCY	Monthly through Deliverable 20
6B. REPORTING COMMENCEMENT	Reporting to commence at Assumption of Responsibility (AOR)
6C. NOTES AND COMMENTS	None



<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1   9
2. AMENDMENT/MODIFICATION NO. 0001	3. EFFECTIVE DATE 06/01/2012	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY DOI, National Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	CODE D32	7. ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Director Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636	CODE D32
8. NAME AND ADDRESS OF CONTRACTOR (No. , street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, I Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 0070095255	FACILITY CODE	X 10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248	10B. DATED (SEE ITEM 13) 09/22/2011

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

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

CHECK ONE	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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.243-1 Changes - Fixed-Price
	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.)

The purposes of this modification is to revise the price per ticket; revise Contract Line Item Number structure and descriptions; revise location for submitting Invoices; and acknowledge changes in personnel.

See following pages for details.

Period Of Performance remains from 09/22/2011 through 09/21/2012

Total Obligated amount remains at \$15,242,288.80

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) <i>Shelton Hines</i>	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Brenda Campbell
15B. CONTRACTOR/OFFEROR <i>Shelton Hines</i> (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA <i>Brenda Campbell</i> (Signature of Contracting Officer)
15C. DATE SIGNED 8/29/12	16C. DATE SIGNED 6-29-2012

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE	PAGE OF PAGES 1 9
2. AMENDMENT/MODIFICATION NO. 0001	3. EFFECTIVE DATE 06/01/2012	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY DOI, National Business Center, AQD Division 3/ Branch 2 354 S Hwy 92 Sierra Vista AZ 85635	CODE D32	7. ADMINISTERED BY (If other than Item 6) DOI, Acquisition Services Directora Division 3/ Branch 2 Post Office Box 1420 Sierra Vista AZ 85636	CODE D32
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) DELL SERVICES FEDERAL GOVERNMENT, I Attn: ATTN Government POC 8270 WILLOW OAKS CORPORATE DRIVE FAIRFAX VA 22031-4516		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 0070095255	FACILITY CODE	x 10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ06D0011 D11PD20248	10B. DATED (SEE ITEM 13) 09/22/2011

**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 end date specified.

**12. ACCOUNTING AND APPROPRIATION DATA (If required)**

See Schedule

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

CHECK ONE	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 date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
x	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.243-1 Changes - Fixed-Price
	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.)**

The purposes of this modification is to revise the price per ticket; revise Contract Line Item Number structure and descriptions; revise location for submitting Invoices; and acknowledge changes in personnel.

See following pages for details.

Period Of Performance remains from 09/22/2011 through 09/21/2012

Total Obligated amount remains at \$15,242,288.80

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) Brenda Campbell
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED
16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED

<b>Contract Modification</b>	<b>Document No.</b> D11PD20248 / 0001	<b>Document Title</b> Army CONUS Enterprise Service Desk	Page 2 of 9
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SECTION A -- SOLICITATION/CONTRACT FORM

A.1 BLOCK 14 CONTINUATION FORM MODIFICATION 0001

1. As negotiated and agreed to on 12 June, 2012, the Ticket Prices are revised as shown, and will be used for invoicing beginning from 1 June 2012. These revised prices account for the increase in effort due to an increased Average Handling Time (AHT) of 12.5 minutes per call, and agreed upon revisions to the Service Level Agreement of the Contract Quality Assurance Surveillance Plan; and incorporate the increase in hourly rates for the Help Desk in accordance with the Department of Labor (DOL) Service Contract Act (SCA) wage determinations.

These Ticket Prices will be used

<b>Base Year</b>	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>
Task 1	\$5.39	\$4.41	\$3.85	\$3.42	\$3.08	\$2.80
Task 2	\$31.57	\$25.84	\$21.42	\$18.18	\$15.81	\$14.07
Task 3B	\$18.79	\$17.74	\$17.20	\$16.69	\$16.35	\$16.20

<b>Option 1</b>	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>
Task 1	\$5.45	\$4.46	\$3.88	\$3.46	\$3.12	\$2.82
Task 2	\$31.88	\$26.09	\$21.64	\$18.35	\$15.97	\$14.21
Task 3B	\$18.97	\$17.92	\$17.38	\$16.85	\$16.51	\$16.35

<b>Option 2</b>	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>
Task 1	\$5.50	\$4.50	\$3.92	\$3.49	\$3.15	\$2.85
Task 2	\$32.19	\$26.35	\$21.85	\$18.53	\$16.13	\$14.35
Task 3B	\$19.15	\$18.10	\$17.56	\$17.02	\$16.67	\$16.51

- Task 3A prices for the Base and both Option Years remain unchanged.
- Due to an error at time of original contract award, the estimated amount of Other Direct Costs (ODCs) is increased on CLINS 0001.

Estimated ceiling value for ODCs on CLIN 0001 is increased by \$10,000 from \$ 1,013,373.98 to \$ 1,023,373.98.

Estimated ceiling value for Task 3A on CLIN 0001 is reduced by \$ 1,023,373.98 from \$ 1,534,088.80 to \$ 510,714.82.

Total estimated value for CLIN 0001 remains unchanged at \$ 17,222,288.80

The total amount obligated for CLIN 0001 remains unchanged at \$ 15,242,288.80.

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4. The overall contract (inclusive of all options) estimated value remains unchanged at \$ 49,791,454.68.

The total amount obligated on the overall contract remains unchanged at \$ 15,242,288.80.

5. CLIN numbers are assigned for Option Years.
6. The Contract Line Item Number structure and descriptions have been revised as shown in section B.
7. The Government administrator of this contract is changed from Rasaki Beswick to Scott Dalrymple.
8. The Contracting Officer's Representative is changed from Donald Greenlee to Dennis Kelly.
9. The Contract Administration for the Contractor is changed from Molly Currens to Mike Wallach.
10. The location for submitting invoices is modified to FT\_Huachuca\_Pay\_NBCDenver@nbc.gov
11. Base Year Period of Performance remains unchanged at 09/22/2011 through 09/21/2012.

Option Year 1 Period of Performance is corrected from 09/19/2012 through 09/18/2013 to 09/22/2012 through 09/21/2013.

Option Year 2 Period of Performance is corrected from 09/19/2013 through 09/18/2014 to 09/22/2013 through 09/21/2014.

The overall contract Period of Performance, inclusive of all options, remains unchanged at 09/22/2011 through 09/21/2014.

12. All other terms and conditions remain unchanged.

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SECTION B -- Supplies or Services and Prices

B.1 Contract Line Item Detail

The following CLIN description replace and supersede the previous descriptions in the initial award.

At this time, only CLIN 0001 has been awarded and is effective. The remaining CLINs may be exercised at a future time.

**CLIN 0001** Base Year – Tasks 1, 2, 3A, 3B and ODCs

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in the Base Year.

Estimated Costs:

	<u>Ceiling Value</u>
Task 1 – AKO Service Desk	\$ 8,550,000.00
Task 2 – AESD Service Desk	\$ 4,759,200.00
Task 3A - Additional AESD Sites - Fielding	\$ 510,714.82
Task 3B – Additional AESD Sites - Tickets	\$ 2,379,000.00
ODCs	<u>\$ 1,023,373.98</u>
CLIN 0001 total	\$ 17,222,288.80

Period of Performance: 09/22/2011 through 09/21/2012

CLIN 0001 is funded by funding item number 00010:

2011WH 6941 252Z WHTRC T1D001 1A in the amount of \$1,149,758.45  
2011WH 6941 252Z WHTRC T1E006 1A in the amount of \$5,834,659.40  
2011WH 6941 252Z WHTRC T1G002 1A in the amount of \$3,238,000.70  
2011WH 6941 252Z WHTRC T1ES01 1A in the amount of \$5,019,870.25

Total amount obligated/funded = \$ 15,232,288.80

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**CLIN 0002** Option Year 1 – Tasks 1, 2, 3A, 3B and ODCs – this CLIN is not funded

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in Option Year 1.

Estimated Value of Option Year 1 is \$ 16,202,088.00

Period of Performance: 09/22/2012 through 09/21/2013

**CLIN 0003** Option Year 2 – Tasks 1, 2, 3B and ODCs – this CLIN is not funded

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled “Army CONUS Enterprise Service Desk” dated 08/11/2011 in Section C of the Task Order. This line item is for Tasks 1, 2, 3A, 3B, and ODCs in Option Year 2.

Estimated Value of Option Year 1 is \$ 16,367,077.88

Period of Performance: 09/22/2013 through 09/21/2014

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## SECTION G -- CONTRACT ADMINISTRATION DATA

### G.1 CONTRACT ADMINISTRATION - CONTRACTOR

Contract Administration for this Contract shall be performed by:

Mike Wallach  
Dell Services Federal Government  
8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031  
(703) 289 – 8235  
Michael\_Wallach@federal.dell.com

### G.2 CONTRACT ADMINISTRATION – GOVERNMENT

Government administration of this Contract shall be performed by:

Department of the Interior  
National Business Center  
Acquisition Services Directorate, Sierra Vista Division III  
Post Office Box 1420  
Sierra Vista, AZ 85636

Overnight Delivery Address:

354 South Highway 92  
Sierra Vista, Arizona 85635

POC: Scott Dalrymple, Contract Specialist  
Phone: (520) 439 – 2499  
Fax: (520) 439 – 2595  
E-Mail: Prescott\_E\_Dalrymple@nbc.gov



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### G.3 CONTRACT ESTIMATED VALUES AND FUNDING STATUS

This order is incrementally funded pursuant to DFARS Clause 252.232-7007, Limitation of Governments Obligation. Of the total estimated price of CLIN 0001, the sum of \$ 15,242,288.00 is presently available for payment and allotted to this contract. It is anticipated from time to time additional funds will be allotted to this contract until the total estimated price of these items is allotted. It is contemplated that funds presently allotted to this contract will cover the work to be performed through July 2012.

The Contractor is not authorized to continue work beyond the point at which the total amount paid and payable by the Government approximates but does not exceed the total amount actually allotted by the Government to the contract.

Funding status is as follows:

	<u>Estimated Ceiling Value</u>	<u>Obligated Amount</u>	<u>Un-obligated Amount</u>
CLIN 0001 – Base Year	\$ 17,222,288.80	\$15,242,288.80	\$1,980,000.000
CLIN 0002 Option Year 1	\$ 16,202,088.00	\$0.00	\$ 16,202,088.00
CLIN 0003 Option Year 2	\$ 16,367,077.88	\$0.00	\$ 16,367,077.88
<b>TOTAL</b>	<b>\$ 49,791,454.68</b>	<b>\$ 15,242,288.00</b>	<b>\$34,549,166.68</b>

### G.4 CONTRACTING OFFICER'S REPRESENTATIVE

The Contracting Officer's Representative is:

Dennis Kelly  
 PM P2E, PEO EIS  
 Email: dennis.p.kelly2.civ@mail.mil  
 Phone: 703-704-9421 VA Office  
 703-405-9845 Blackberry  
 10119 Beach Road, Bldg 322  
 Ft Belvoir, VA 22060

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## G.5 INVOICES

Proper invoices shall be prepared IAW FAR 52.232-25, Prompt Payment Act.

The contractor shall submit one (1) original invoice to the payment office at FT\_Huachuca\_Pay\_NBCDenver@nbc.gov and will courtesy copy both the COR and the Contract Administrator-Government with this submission. E-mail is the preferred method of submission.

All invoices will be certified by the COR. This certification shall contain the following information:

- Name and Address of Certifier:
- Telephone Number of Certifier:
- E-Mail Address of Certifier (if none, state so):
- Contract Number:
- Invoice Number:
- Date of Invoice:
- Date of Receipt of Invoice:
- Invoice Amount:
- Signature of Certifier:
- Date Certified:

The certified invoice shall be sent within five (5) days of receipt of the invoice to the INVOICING@AQD.NBC.GOV address with a courtesy copy furnished to the Contract Administrator-Government for further processing. E-mail is the preferred method of submission.

Please refer all invoicing questions to the INVOICING@AQD.NBC.GOV

**ORDER FOR SUPPLIES OR SERVICES**

**IMPORTANT: Mark all packages and papers with contract and/or order numbers.**

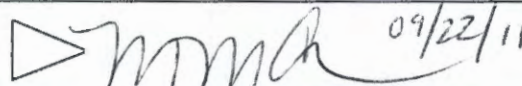
1. DATE OF ORDER 09/22/2011		2. CONTRACT NO. (If any) W91QUZ-06-D-0011		6. SHIP TO:		
3. ORDER NO. D11PD20248		4. REQUISITION/REFERENCE NO. See Lines		a. NAME OF CONSIGNEE No Shipping Information		
5. ISSUING OFFICE (Address correspondence to) DOI - NBC, Sierra Vista AZ NBC Acquisition Services Directorate Division III, Post Office Box 1420  Sierra Vista AZ 85636				b. STREET ADDRESS		
7. TO:				c. CITY		d. STATE
				e. ZIP CODE		
a. NAME OF CONTRACTOR Molly Currens				f. SHIP VIA		
b. COMPANY NAME DELL SERVICES FEDERAL GOVERNMENT, INC.				8. TYPE OF ORDER		
c. STREET ADDRESS 8270 WILLOW OAKS CORPORATE DR				<input type="checkbox"/> a. PURCHASE		<input checked="" type="checkbox"/> b. DELIVERY - Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.
d. CITY FAIRFAX				e. STATE VA		f. ZIP CODE 22031-4514
9. ACCOUNTING AND APPROPRIATION DATA See Line Item Detail				10. REQUISITIONING OFFICE		

11. BUSINESS CLASSIFICATION (Check appropriate box(es))				12. F.O.B. POINT		
<input type="checkbox"/> a. SMALL	<input checked="" type="checkbox"/> b. OTHER THAN SMALL	<input type="checkbox"/> c. DISADVANTAGED	<input type="checkbox"/> g. SERVICE-DISABLED VETERAN-OWNED	Destination		
<input type="checkbox"/> d. WOMEN-OWNED	<input type="checkbox"/> e. HUBZone	<input type="checkbox"/> f. EMERGING SMALL BUSINESS				
13. PLACE OF		14. GOVERNMENT B/L NO.		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)		16. DISCOUNT TERMS
a. INSPECTION	b. ACCEPTANCE					

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	SEE LINE ITEM DETAIL			\$	\$	

SEE BILLING INSTRUCTIONS ON REVERSE	18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		17(h) TOT. (Cont. pages)
	21. MAIL INVOICE TO: Ft_Huachuca_Pay_NBCDENVER@						
	a. NAME Dept of the Interior - National Business Center						\$15,242,288.80
	b. STREET ADDRESS (or P.O. Box) National Business Center - Denver, Fiscal Support Section - D2730-FH, 7301 W. Mansfield						
c. CITY Denver		d. STATE CO		e. ZIP CODE 80235-2230			

22. UNITED STATES OF AMERICA BY (Signature)  09/22/11			23. NAME (Typed) Melissa M. McAbee TITLE: CONTRACTING/ORDERING OFFICER			
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**ORDER SUPPLIES OR SERVICES  
SCHEDULE - CONTINUATION**

PAGE NO.  
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**IMPORTANT: Mark all packages and papers with contract and/or order numbers.**

DATE OF ORDER 09/14/2011	CONTRACT NO. W91QUZ-06-D-0011	ORDER NO. D11PD20248
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ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)				
0001	<p>Army CONUS Enterprise Service Desk</p> <p>The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled "Army CONUS Enterprise Service Desk" dated 08/11/2011 in Section C of this Task Order. The contractor's Technical and Cost proposal entitled "Army CONUS Enterprise Service Desk" dated 08/22/2011 is hereby incorporated by reference. This line item is for technical services and includes Labor.</p> <p>Estimated Value of CLIN 0001 (Base Year) is \$17,212,288.80                      Obligated amount of CLIN 0001 (Base Year) is \$15,232,288.80                      Unobligated Value of CLIN 0001 (Base Year) is \$1,980,000.00</p> <table border="0"> <tr> <td><i>Start Date</i></td> <td><i>End Date</i></td> </tr> <tr> <td>09/22/2011</td> <td>09/21/2012</td> </tr> </table> <p>Reference Requisition: SZ111066</p> <p>Funding Information:                      2011 - - WH - 6941 - - 252Z - - WHTRC - - - T1D001 - - 1A - -                      - -                      \$1,149,758.45</p> <p>2011 - - WH - 6941 - - 252Z - - WHTRC - - - T1E006 - - 1A - -                      - -                      \$5,834,659.40</p> <p>2011 - - WH - 6941 - - 252Z - - WHTRC - - - T1G002 - - 1A - -                      - -                      \$3,228,000.70</p>	<i>Start Date</i>	<i>End Date</i>	09/22/2011	09/21/2012	1.00	LO	\$ 0,212,418.550	\$ 10,212,418.55	
<i>Start Date</i>	<i>End Date</i>									
09/22/2011	09/21/2012									

**TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17I) ⇒ \$10,212,418.55**

**ORDER & SUPPLIES OR SERVICES  
SCHEDULE - CONTINUATION**

**IMPORTANT: Mark all packages and papers with contract and/or order numbers.**

DATE OF ORDER 09/14/2011	CONTRACT NO. W91QUZ-06-D-0011	ORDER NO. D11PD20248
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ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0002	<p>Army CONUS Enterprise Service Desk - Toll Charges &amp; Travel (Cost Reimbursable)</p> <p>The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled "Army CONUS Enterprise Service Desk" dated 08/11/2011 in Section C of this Task Order. The contractor's Technical and Cost proposal entitled "Army CONUS Enterprise Service Desk" dated 08/22/2011 is hereby incorporated by reference. This line item is a Cost Reimbursable CLIN for Toll Charges and Travel.</p> <p align="center"> <i>Start Date</i>                      <i>End Date</i>                      09/22/2011                      09/21/2012                 </p> <p>Reference Requisition: SZ111066</p> <p>Funding Information:                      2011 - - WH - 6941 - - 252Z - - WHTRC - - - T1G002 - - 1A - -                      - -                      \$10,000.00</p>	1.00	LO	\$ 10,000.000	\$ 10,000.00	
0003	<p>Army CONUS Service Desk</p> <p>The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled "Army CONUS Enterprise Service Desk" dated 08/11/2011 in Section C of this Task Order. The contractor's Technical and Cost proposal entitled "Army CONUS Enterprise Service Desk" dated 08/22/2011 is hereby incorporated by reference. This line item is for technical services and includes Labor and Travel.</p> <p>Estimated Value of CLIN 0001 (Base Year) is \$17,212,288.80                      Obligated amount of CLIN 0001 (Base Year) is \$15,232,288.80                      Unobligated Value of CLIN 0001 (Base Year) is \$1,980,000.00</p> <p>***Please note that CLIN 0003 is actually part of CLIN 0001</p> <p align="center"> <i>Start Date</i>                      <i>End Date</i>                      09/22/2011                      09/21/2012                 </p> <p>Reference Requisition: SZ111110</p> <p>Funding Information:                      2011 - - WH - 6941 - - 252Z - - WHTRC - - - T1ES01 - - 1A - -                      - -                      \$5,019,870.25</p>	1.00	LO	\$ 5,019,870.250	\$ 5,019,870.25	

**TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17i) ➡ \$5,029,870.25**

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## SECTION B -- SUPPLIES OR SERVICES AND PRICES

### B.1 LINE ITEM FUNDING

#### Option Year 1

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled "Army CONUS Enterprise Service Desk" dated 08/11/2011 in Section C of this Task Order. The contractor's Technical and Cost proposal entitled "Army CONUS Enterprise Service Desk" dated 08/22/2011 is hereby incorporated by reference. This line item is for technical services and includes Labor.

Estimated Value of Option Year 1 is \$16,202,088.00  
Period of Performance: 09/19/2012 through 09/18/2013

#### Option Year 2

The contractor shall provide all non-personal technical services as required by the Performance Work Statement entitled "Army CONUS Enterprise Service Desk" dated 08/11/2011 in Section C of this Task Order. The contractor's Technical and Cost proposal entitled "Army CONUS Enterprise Service Desk" dated 08/22/2011 is hereby incorporated by reference. This line item is for technical services and includes Labor.

Estimated Value of Option Year 2 is \$16,367,077.88  
Period of Performance: 09/19/2013 through 09/18/2014



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## SECTION C -- DESCRIPTIONS AND SPECIFICATIONS

### C.1 PERFORMANCE WORK STATEMENT

Army CONUS Enterprise Service Desk (ESD) Performance Work Statement  
Attachment 1  
PM P2E Request for Proposal  
August 11 2011

#### 1. Task Overview:

The Army and DOD have recognized the need to update underperforming areas of IT operations, focusing on increasing user satisfaction while reducing costs. The Army is pursuing various means to address these issues, specifically through server consolidation, development and optimization of new and existing data centers and the potential development of a centralized or enterprise service center.

Currently the Army has numerous, redundant call centers and service desks. Some are at the installation level and others are operating as elements spanning numerous installations. All of these operations are effectively call centers, which are unable to provide sufficient first call resolution for the supported populations. Specifically, users are waiting extensive periods of time to receive an acknowledgement of their reported problem and additional time for resolution. Alternatively, some Army users have little or no call center/service desk support.

In March of 2009 Program Executive Office, Enterprise Information Systems (PEO EIS) established the Product Manager, Army Processing Centers / Network Service Center (PM APC/NSC) charged with developing an overall solution to this problem. PM APC/NSC analyzed the myriad of call centers and disparate end user Tier II through Tier IV support operations and determined that the Army requires a comprehensive, cost-effective Enterprise Service Desk (Help Desk) solution.

Accordingly, under the renamed PM Power Projection Enablers (PM P2E) this PWS provides for single-point-of-contact (SPOC) and customer support Service Desk to:

- " AKO Service Desk NIPRNet users through Task 1;
- " Army CONUS Enterprise Service Desk (NIPRNet) users in the twenty-six (26) currently supported installations through an Optional Task 2; and
- " Army CONUS Enterprise Service Desk (NIPRNet) users in additional CONUS installations through an Optional Task 3.

#### 2. Scope:

PM P2E is seeking a performance-based services solution for meeting the Enterprise Service Desk (ESD) requirements described below under a single, performance based contract. The ESD shall serve the Army's identified IT user communities (Army Knowledge Online (AKO) and Army CONUS) and with single points-of-contact for (1) AKO issues for AKO users, and (2) all IT support issues for Army CONUS users.

In the case of AKO users, these users (including users on and off-installation) will be supported by the Contractor through Task 1, during the Base and, as appropriate, Options periods.

In the case of Army CONUS users, these communities (including users on and off-installation) will be defined by installation name whereby at Assumption of Responsibility (AOR) twenty-six (26) installations will be supported by the Contractor through Optional Task 2 with additional installations supported, through Optional Task 3, during the Base and, as appropriate, Options periods.

#### 3. Contract Type:

The Government is anticipating a Firm Fixed Price contract with Cost Reimbursable CLIN's for the toll charges and any required travel.

##### 3.1 Business Rules for Ticket Creation

The following business rules will be used in determining when tickets should and should not be created:

CHANNEL	EVENT	RESULT	EXCEPTIONS
Inbound Call	An inbound call is received with an inquiry, incident, problem, or service request	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> <li>The user has called the wrong number</li> <li>The user is calling to check status on an existing ticket</li> <li>The user is calling to provide additional information on an existing ticket</li> <li>The user is calling to further discuss an existing ticket</li> <li>The user is calling back because the initial call was disconnected</li> <li>The user is attempting to reach a different desk (e.g., SIPR) and the call is transferred</li> </ul>
	An inbound call is received from a user related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket for the specific user already exists for the problem</li> </ul>
Outbound Call	An outbound call is placed in response to an email or web form request for call-back	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a web chat request for call-back	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a voicemail request for call-back	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a user request for a call-back	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> </ul>
	An outbound call is placed in response to a user request for a call-back related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket for the specific user already exists for the problem</li> </ul>
Web Chat	A request to initiate a Web Chat session is received	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> <li>The web chat is initiated for the purpose of checking status on an existing ticket</li> <li>The web chat is initiated for the purpose of providing additional information on an existing ticket</li> <li>The web chat is initiated for the purpose of further discussing an existing ticket</li> <li>The web chat is initiated for the purpose of</li> </ul>

			complaining or complimenting <ul style="list-style-type: none"> <li>The web chat is initiated because the initial session was disconnected or lost</li> </ul>
	A request to initiate a Web Chat session is received and the session is related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket for the specific user already exists for the problem</li> </ul>
Inbound Email or Web form	An inbound email or web form is received with an inquiry, incident, problem, or service request	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket already exists for the incident, problem, service request, or other inquiry</li> <li>The user has emailed the wrong party</li> <li>The user is emailing to check status on an existing ticket</li> <li>The user is emailing to provide additional information on an existing ticket</li> <li>The user is emailing to further discuss an existing ticket</li> <li>The user is emailing because the initial email or web form was incomplete</li> <li>The user is attempting to reach a different desk (e.g., SIPR) and the email is replied to with the correct email address</li> </ul>
	An inbound email or web form is received related to a problem reported by other users	A ticket is generated	<ul style="list-style-type: none"> <li>A ticket for the specific user already exists for the problem</li> </ul>

4. Contractor Training and Certification:

4.1 INFORMATION ASSURANCE CONTRACTOR TRAINING AND CERTIFICATION (JAN 2008)

(a) The Contractor shall ensure that personnel accessing information systems have the proper and current information assurance certification to perform information assurance functions in accordance with DoD 8570.01-M, Information Assurance Workforce Improvement Program. The Contractor shall meet the applicable information assurance certification requirements, including-

(1) DoD-approved information assurance workforce certifications appropriate for each category and level as listed in the current version of DoD 8570.01-M; and

(2) Appropriate operating system certification for information assurance technical positions as required by DoD 8570.01-M.

(b) Upon request by the Government, the Contractor shall provide documentation supporting the information assurance certification status of personnel performing information assurance functions.

(c) Contractor personnel who do not have proper and current certifications shall be denied access to DoD information systems for the purpose of performing information assurance functions.

(End of clause)

5. Telephony Communications:

5.1 Where provided by the Contractor, and no later than the expiration of this Contract, the Contractor will transfer ownership of the toll-free number to the Government at no cost. If requested, the Contractor will transfer ownership of the toll-free number prior to expiry (for example, at successor Contractor assumption of responsibility) at no cost to the Government.

6. Performance Requirements:

The Performance requirements for this Contract are specified as Service Level Agreements (SLA) in the provided Quality Assurance Surveillance Plans (QASP).

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7. Data Rights:

The Government asserts the following data rights with respect to the deliverables of the Contractor during performance of this Contract:

7.1 The Government asserts Unlimited Rights with respect to any Knowledge documentation generated or modified in accordance with DFARS 252.227-7013, Rights in Technical Data-Noncommercial Items

7.2 The Government asserts Unlimited Rights with respect to any Analytics and Reporting work products or final products generated or modified in accordance with DFARS 252.227-7013, Rights in Technical Data-Noncommercial Items

7.3 The Government asserts Unlimited Rights with respect to all Deliverables specified in this Performance Work Statement in accordance with DFARS 252.227-7013, Rights in Technical Data-Noncommercial Items

8. Travel and Expenses:

All travel and expenses shall be performed consistent with the Federal Travel Regulation and Joint Travel Regulation and shall be approved by the Contracting Officer's Representative (COR) in writing prior to the travel or expense being incurred.

9. Contractor Invoicing and Invoice Schedule:

The following invoice guidelines shall be utilized for this Contract:

9.1 The Contractor shall submit an invoice to the Government through the Government's invoicing system as specified below

9.2 The Contractor shall submit a monthly invoice for services performed in the prior month.

9.3 Advance payment for goods and services associated with this Contract is prohibited in accordance with Section 3324 of Title 31 USC.

10. Contractor Manpower Reporting:

The Contractor shall comply with the following Contractor Manpower Reporting requirements:

10.1 The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site where the contractor shall report ALL contractor manpower (including subcontractor manpower) required for performance of this contract. The contractor is required to completely fill in all the information in the format using the following web address: <https://contractormanpower.army.pentagon.mil>

10.2 The required information includes: (1) Contracting Office, Contracting Officer, Contracting Officer's Technical Representative; (2) Contract number, including task and delivery order number; (3) Beginning and ending dates covered by reporting period; (4) Contractor name, address, phone number, email address, identity of contractor employee entering data; (5) Estimated direct labor hours (including sub-contractors); (6) Estimated direct labor dollars paid this reporting period (including sub-contractors); (7) Total payments (including sub-contractors); (8) Predominant Federal Service Code (FSC) reflecting services provided by contractor (and separate predominant FSC for each sub-contractor if different); (9) Estimated data collection cost; (10) Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army Requiring Activity is responsible for providing the contractor with its UIC for the purposes of reporting this information); (11) Locations where contractor and sub-contractors perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website); (12) presence of deployment or contingency contract language; and (13) Number of contractor and sub-contractor employees deployed in theater this reporting period (by country).

10.3 As part of its Fixed Price, the contractor shall include the estimated cost (if any) incurred to comply with this reporting requirement. Reporting period will be the period of performance not to exceed 12 months ending September 30 of each government fiscal year and must be reported by 31 October of each calendar year. Contractors may use a direct XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the web site. The specific formats for the XML direct transfer may be downloaded from the web site.

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11. Section 508:

The Contractor shall comply with the following Section 508 requirements:

11.1 Functional Performance Criteria

11.1.1 Requirement 1194.31a: At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.

11.1.2 Requirement 1194.31b: At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.

11.1.3 Requirement 1194.31c: At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.

11.1.4 Requirement 1194.31d: Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.

11.1.5 Requirement 1194.31e: At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.

11.1.6 Requirement 1194.31f: At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.

11.2 Information, Documentation, and Support

11.2.1 Requirement 1194.41a: Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charges.

11.2.2 Requirement 1194.41b: End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats, or alternate methods upon request, at no additional charge.

11.2.3 Requirement 1194.41c: Support services for products shall accommodate the communication needs of end-users with disabilities.

11.3 Section 508 Services Requirements

11.3.1 Requirement 1194.41a: Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charges.

11.3.2 Requirement 1194.41b: End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats, or alternate methods upon request, at no additional charge.

11.3.3 Requirement 1194.41c: Support services for products shall accommodate the communication needs of end-users with disabilities.

12. Government or Third Party Independent Verification and Validation and Quality Assurance:

The Government may elect to execute Independent Verification and Validation and/or Quality Assurance or contract with a third-party to perform Independent Verification and Validation and/or Quality Assurance of the services provided by the Contractor. The Contractor is expected to fully cooperate with any data or information requests made by these parties.

13. Past Performance Reporting:

The Government intends to conduct no less than annual performance surveillance and to report such performance through the appropriate Government-wide Past Performance databases. The Contractor's cooperation with this process is required.

14. Personal Conflicts of Interest:

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In the course of performance pursuant to this contract, contractor personnel will be performing duties that affect non-Federal entities, such as contractors for other DoD contracts. Therefore, it is possible that contractor personnel will be called upon to engage in "personal and substantial" participation in a "particular matter" that has a "direct and predictable effect" on their financial interests, as those terms are defined in 5 Code of Federal Regulations, section 2635, Subpart D. Contractor agrees to use its best efforts to ensure that such personnel avoid such participation absent notice to, and approval by, the Contracting Officer. To that end, Contractor agrees that its personnel to include subcontractor personnel will, prior to the commencement of performance, sign and submit to the Government the Certificate of No Conflict of Interest which will be provided by the Government at award.

15. Non-disclosure:

In the course of performance pursuant to this contract, the contractor may access nonpublic information, including acquisition sensitive information. Contractor agrees that it will not use or disclose any such information unless authorized, in writing, by the Contracting Officer. Contractor further agrees that it will use its best efforts to ensure that its employees and others performing services under this contract will not use or disclose any such information unless authorized by the Contracting Officer. To that end, Contractor agrees that its employees and others performing duties under this contract will, prior to the commencement of performance, sign the Certificate of Nondisclosure which will be provided by the Government at award.

16. Information Assurance Clauses:

It is DoD policy that Information Assurance (IA) requirements shall be identified and included in the design, acquisition, installation, operation, upgrade, or replacement of all DoD information systems. This includes systems and processes developed within the Defense Acquisition System; systems and processes developed at private expense; outsourced business processes supported by private sector information systems; and outsourced information technologies. Information technology services provided under this contract must comply with statutory and regulatory IA policy. The source documents for this policy are:

- 16.1 Army Regulation 25-1, "Army Knowledge Management and Information Technology" dated December 4, 2008
- 16.2 Army Regulation 25-2, "Information Assurance" dated October 24, 2007; Rapid Action Revision (RAR) Issue Date: March 23, 2009
- 16.3 Army Regulation 380-5, "Department of the Army Information Security Program" dated September 29, 2000
- 16.4 Army Regulation 380-49, "Industrial Security Program" dated 15 April 1982
- 16.5 Army Regulation 380-53 "Information Systems Security Monitoring" dated April 29, 1998
- 16.6 Army Regulation 380-67, "Personnel Security Program" dated September 9, 1988
- 16.7 Army Regulation 500-3, "U.S. Army Continuity of Operations Program Policy and Planning" dated April 18, 2008
- 16.8 Army Regulation 530-1, "Operations Security (OPSEC)" dated April 19, 2007
- 16.9 Army Regulation 700-142, Type Classification, Materiel Release, Fielding and Transfer dated 26 March 2008; Rapid Action Review Issue Date 16 October 2008
- 16.10 Army Regulation 735-5, Policies and Procedures for Property Accountability dated 28 July 2005
- 16.11 Army Regulation 735-11-2, Reporting of Supply Discrepancies dated 6 August 2001
- 16.12 CJCS Instruction 6510.01F, "Information Assurance (IA) and Computer Network Defense (CND)" dated 9 February 2011
- 16.13 Computer Security Act of 1987 (Public Law No. 100-235 (H.R. 145)) dated January 8, 1988
- 16.14 Defense Acquisition Guidebook - Chapter 7, "Acquiring Information Technology, Including National Security Systems" dated December 8, 2008
- 16.15 Defense Information Systems Agency (DISA) IAVM Process Handbook, Ver. 3, dated February 2007
- 16.16 Department of the Army Pamphlet 25-1-1, "Information Technology Support and Services" dated October 25, 2006
- 16.17 Department of the Army Pamphlet 25-1-2, "Information Technology Contingency Planning" dated November 16, 2006
- 16.18 DFARS Subpart 239.71, "Security and Privacy for Computer Systems" revised January 10, 2008
- 16.19 DFARS 252.239-7001, "Information Assurance Contractor Training and Certification" dated January 10, 2008
- 16.20 DoD 5200.2-R, "Personnel Security Program" dated January 1987 (Administrative Reissuance Incorporating through Change 3, February 23, 1996)
- 16.21 DoD 5400.11-R, "Department of Defense Privacy Program" dated May 14, 2007
- 16.22 DoD 6025.18-R C8 "DoD Health Information Privacy Regulation" dated January 24, 2003
- 16.23 DoD CIO Memo "Certification and Accreditation Requirements for DoD Managed Enterprise Services Procurements" dated June 22, 2006
- 16.24 DOD Directive 3020.26, "Department of Defense Continuity Programs" dated January 9, 2009
- 16.25 DoD Instruction 3020.37, "Continuation of Essential DoD Contractor Services During Crises" dated November 6, 1990, Administrative Reissuance Incorporating Change 1, January 26, 1996
- 16.26
- 16.27 DoD Directive 5400.11, "DoD Privacy Program" dated May 8, 2007

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- 16.28 DOD Directive 8000.01, "Management of the Department of Defense Information Enterprise" dated February 10, 2009
- 16.29 DOD Directive 8320.02, "Data Sharing in a Net-Centric Department of Defense" dated December 2, 2004 - Certified Current as of April 23, 2007
- 16.30 DoD Directive 8500.01E, "Information Assurance" dated October 24, 2002
- 16.31 DoD Directive 8570.01, "Information Assurance Training, Certification, and Workforce Management" dated August 15, 2004 (Certified Current as of April 23, 2007)
- 16.32 DoD Information Assurance Vulnerability Alert (IAVA) memorandum dated December 30, 1999
- 16.33 DoD Instruction 5200.40, "DoD Information Technology Security Certification and Accreditation Process (DITSCAP)" December 30, 1997
- 16.34 DoD Instruction 5400.16, "DoD Privacy Impact Assessment (PIA) Guidance" dated 12 February, 2009
- 16.35 DoD Instruction 8500.2, "Information Assurance Implementation" dated February 6, 2003
- 16.36 DoD Instruction 8510.01, "DoD Information Assurance Certification and Accreditation Process (DIACAP)" dated November 28, 2007
- 16.37 DoD Instruction 8580.1, "Information Assurance in the Defense Acquisition System" dated July 9, 2004
- 16.38 DoD Instruction 8910.01 "Information Collecting and Reporting" dated 6 March 2007
- 16.39 DoD IPv6 Standard Profiles for IPv6 Capable Products Version 3.0 dated June 13, 2008
- 16.40 DoD Manual 5220.22-M "Industrial Security Program Operating Manual (NISPOM)" dated February 28, 2006
- 16.41 DoD Manual 8570.01-M, "Information Assurance Workforce Improvement Program Manual" dated 19 December, 2005 - Incorporating Change 2, dated 20 April, 2010
- 16.42 DoD Memorandum "Disposition of Unclassified Computer Hard Drives" dated June 4, 2001
- 16.43 E-Government Act of 2002 (Pub. L. 107-347, 116 Stat. 2899, 44 U.S.C. §101, H.R. 2458/S. 803) dated December 17, 2002
- 16.44 FAR 52.224-1 -- Privacy Act Notification (1984)
- 16.45 FAR 52.224-2 -- Privacy Act (1984)
- 16.46 Federal Information Processing Standards Publication 140-2, "Security Requirements for Cryptographic Modules" dated May 25, 2001 and revised December 3, 2002
- 16.47 National Security Presidential Directive 54/Homeland Security Presidential Directive 23 (NSPD-54/HSPD-23) dated January 2008 (WH release on Comprehensive National Cyber security Initiative, March 2, 2010)
- 16.48 National Security Telecommunications and Information Systems Security Policy (NSTISSP) No. 11, "Revised Fact Sheet National Information Assurance Acquisition Policy" and associated "Frequently Asked Questions" dated January 2000, and revised June 2003
- 16.49 NIST Special Publication 800-53 Revision 3, "Recommended Security Controls for Federal Information Systems and Organizations" dated August 2009
- 16.50 OMB Circular A-130 (57 FR 18296) dated April 29, 1992 (Transmittal No. 4 dated the year 2000)
- 16.51 The National Security Act of 1947 (Pub. L. No. 235, 80 Cong., 61 Stat. 496, 50 U.S.C. ch 15) dated July 26, 1947
- 16.52 Section 3541 of title 44, United States Code, "Federal Information Security Management Act of 2002" (FISMA) Strategic Command Directive (SD) 527-1, "Department of Defense (DOD) Information Operations Condition (INFOCON) System Procedures" dated 27 January 2006
- 16.53 The Privacy Act of 1974, 5 U.S.C. 552a
- 16.54 Title 40/Clinger-Cohen Act (Pub L. 104-106, Division E) dated February 10, 1996

This special contract provision shall be updated by reference for any changes to source documents. Any new laws or policies applicable to IA subsequent to issuance of this contract will be incorporated into the basic contract unilaterally without equitable adjustment to the basic contract. Any equitable adjustment shall be assessed by individual task orders that may be affected by the change as applicable.

**TASK 1: ENTERPRISE SERVICE DESK FOR ARMY KNOWLEDGE ONLINE**

**17. Task Overview**

17.1 Provides single-point-of-contact (SPOC) and lifecycle customer support to Active AKO ES End Users, Application Owners, and other key stakeholders to provide "Tier 0", "Tier 1", and "Tier 2" help desk support to Army Knowledge Online (AKO) and Defense Knowledge Online (DKO) users currently supported by the existing Army Enterprise Service Desk (AESD) call centers and/or service desks. Task 1 will be executed upon Contract award.

**17.2 Place of Performance**

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17.2.1 The Contractor's Service Desk (primary and backup sites) and supporting operations will be located as per the Contractor's proposal and in continental United States (CONUS) locations

17.2.2 The Contractor's Service Desk Reporting Team will be co-located with the Government Project Management Office at Fort Belvoir, VA

17.2.3 The Contractor's Project Management Team will be co-located with the Government Project Management Office at Fort Belvoir, VA.

17.2.4 Wherever the Service Desk is located the contractor must be in continuing contact with engineers and application team located with the Project Management Office and Primary Site Data Center at Ft. Belvoir VA using telecom, communications with the liaison team during normal duty hours, or with AKO Communications Center (COMC) after hours.

17.2.5 The Contractor's Service Desk Operations Manager (SDOM) shall be located at Fort Belvoir.

17.3 Period of Performance

17.3.1 Base: The period of performance for the Base Period will be twelve (12) months from Award

17.3.2 Options: The periods of performance for two (2) Option Periods will be twelve (12) months each

17.4 Hours of Operation:

The hours of operation for the Service Desk and associated operations will be available as follows:

17.4.1 The Service Desk will be available as follows:

17.4.1.1 For Tier 0/1 Service Desk available - 24x7x365

17.4.1.2 For Tier 2 Resolver groups - 24x7x365

17.4.1.3 For Liaison/problem resolution with Tier 3 Application owners located at Fort Belvoir AKO/DKO Data Center - 0800-1700 Mon-Fri

17.4.2 For the purposes of SLA measurement "business hours" are 24 hours per day

17.5 Government Furnished Equipment (GFE):

The following Equipment will be furnished by the Government for the purpose of Contract performance.

17.5.1 The AKO/DKO Service Desk currently uses RightNow Web (RNW) service management system (SMS) for ticketing purposes. RNW is currently hosted at Fort Belvoir at the Government's datacenter, for Service Desk management and includes frequently asked questions (FAQ) information. RightNow Web functionality includes handling web, email and chat. Chat has not yet been implemented but will be implemented within the period of performance of this contract.

17.5.2 Within the base period the Government may elect to migrate to a Government-furnished RightNow Web cloud solution. The Contractor shall assist the Government during this migration process.

17.5.3 Government workstations, desks, network connectivity, and basic office operations for Contractor personnel located at Fort Belvoir.

17.5.4 Army Gold Master for use by the Contractor's agents to enable connectivity to the .mil domain.

17.6 Government Furnished Information (GFI):

The following Information will be furnished by the Government for the purpose of Contract performance.

17.6.1 Army processes stored as Knowledge Documents in the Government's GFE Ticketing System.

17.7 Contractor Furnished Equipment (CFE):



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The following Equipment will be furnished and maintained by the Contractor.

17.7.1 Service Desk facility and associated agent positions and supporting infrastructure. Co-location or physically separate AKO and AESD Service Desks are both acceptable solutions.

17.7.2 Computing and telephony equipment for the Service Desk agents.

17.7.3 The Automated Call Director (ACD), Interactive Voice Response (IVR), will be part of the contractor-provided Army Knowledge Online Service Desk Solution. Inbound toll charges are to be excluded from the Offeror's Fixed Price as described in the Pricing Instructions and Workbook.

17.7.4 All equipment necessary for Continuity of Operations and Disaster Recovery as indicated in the requirements below.

17.7.5 All other equipment needed for the performance of this Performance Work Statement.

17.7.6 The Contractor will provide public internet connectivity and shall enable AKO CAC connectivity.

17.8 Security Requirements:

17.8.1 The Security requirements for this Contract are specified in the provided DD-254.

17.8.2 The work to be performed is Sensitive but Unclassified.

17.8.3 All personnel accessing military networks and requiring an administrative account must have a Secret security clearance per AR 25-2.

17.8.4 All AKO/DKO Service Desk staff required to interact with AKO/DKO users via any channel shall have minimum of an interim Secret clearance prior to their performance on this Contract.

17.9 Entitlement:

The Government does not currently possess an Entitlement Database. Any user possessing an AKO account shall be entitled to support via the AKO Enterprise Service Desk.

17.10 Key Personnel:

The following Roles are identified as Key Personnel for performance of Task 1. This Task requires one (1) full time Project Manager, one (1) full time Service Desk Operations Manager (SDOM), and one (1) full time Analytics Reporting Team Manager. (Note that if exercised, the optional Task 2 will require, at a minimum, one (1) additional full time Service Desk Operations Manager.

The Contractor shall provide complete resumes for proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the consent on substitutes. No change in fixed unit prices may occur as a result of key personnel substitution.

17.10.1 Project Manager (PM)

17.10.2 Service Desk Operations Manager (SDOM) - The SDOM is defined as the on-site (for Task 1, Fort Belvoir) liaison between the Government PM/COR and the Service Desk Operation. The Task 1 SDOM shall have Information Technology (IT) Service Desk management or IT Service Desk operations experience and shall have experience and deep familiarity with Army Knowledge Online capabilities.

17.10.3 Analytics and Reporting Team Manager (ARTM)

17.11 Transition Requirements:

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17.11.1 The incumbent Contractor shall maintain responsibility for Service Desk operations until 17:59 ET (5:59 PM ET) on 26 September 2011.

17.11.2 At 18:00 ET the awardee of this Contract shall assume full responsibility for responding to all Incidents, Problems, Service Requests, and any other inquiries submitted via the in-scope channels. This event shall be defined as Assumption of Responsibility (AOR).

17.11.3 Attainment of Service Level Agreements (SLA) as specified in the Quality Assurance Surveillance Plan (QASP) shall be monitored and reported at AOR and attainment shall be required at AOR plus 30 calendar days

17.12 Definitions:

17.12.1 "Tier 0" is defined as "self"-help requiring no direct contact between an End User and a Customer Service Representative.

17.12.2 "Tier 1" is defined as first level, non-dispatched basic problem assistance and incident resolution delivered via telephone, e-mail, web chat, or other online communication channel.

17.12.3 "Tier 2" is defined as second level, non-dispatched advanced problem assistance and incident resolution for incidents that cannot be resolved quickly (within 15 - 30 Min) and efficiently by Tier 1 delivered via telephone, e?mail, web chat, or other online communication channel.

17.12.4 "Tier 3" is defined as the Government Project Management Office staff, the engineering and application team located with the Project Management Office and Primary Site Data Center at Ft. Belvoir VA. The service desk task includes responsibility for escalation to Tier 3, but not provision of Tier 3 services.

18. Task 1: Enterprise Service Desk for Army Knowledge Online (Mandatory Task to be Priced Separately)

18.1 Subtask 1A: Incident and Problem Management

ID	Requirement	Performance Criteria
1A-01	The Contractor shall serve as the single point of contact (SPOC) for all receipt, logging, classifying, prioritizing, tracking, resolution, and reporting of incidents, problems, and service requests for all customers of AKO NIPR and associated components and their environments through all approved and required channels.	Classification shall be in accordance with a PD AKO/DKO-approved taxonomy.
1A-02	The Contractor shall provide Tier 1, first level non-dispatched basic problem assistance, service request management, and incident resolution delivered via telephone, e-mail, web chat, or other communication.	In accordance with Task 1, SLAs 1 through 4
1A-03	The Contractor shall provide Tier 2, second level non-dispatched advanced problem assistance, service request management, and incident resolution for incidents that cannot be resolved quickly Normally 20 – 30 Minutes and efficiently by Tier 1 delivered via telephone, e-mail, web chat, or other communication.	In accordance with Task 1, SLAs 1 through 4
1A-04	The Contractor shall address all End User incidents, inquiries, and service requests including, but not limited to, troubleshooting use of AKO NIPR End User incidents and problems, responding to "how-to" questions, explanation of features and functions, authentication and access, account set-up/modify/delete, password reset, and general technical assistance including the utility accounts and the foreign national accounts approval processes.	In accordance with Task 1, SLAs 1 through 4

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ID	Requirement	Performance Criteria
1A-05	The Contractor shall resolve the maximum number of Incidents and inquiries on the first call.	In accordance with Task 1, SLA 1
1A-06	All transactions (open ticket, update ticket, escalate ticket, close ticket) with the Service Desk, regardless of channel, shall result in an email to the End User describing the nature of the incident and the resolution to the incident . This email is generated from RNW when configured appropriately by the Contractor. Users may also check ticket status via a self-service inquiry to RNW. (All email transactions shall be provided to the PD AKO/DKO upon request.)	No later than thirty (30) minutes after completion of the transaction.
1A-07	Ten (10) percent of Closed Tickets will result in an email Customer Satisfaction Survey to the End User. Survey automation is accomplished through RightNow Web when configured by the Contractor.	No later than thirty (30) minutes after ticket closure.
1A-08	Changes to the Customer Satisfaction Survey shall be executed by the Contractor and approved by the PD AKO/DKO prior to use.	Survey changes only upon PD AKO/DKO approval
1A-10	The Contractor shall ensure a ticket is opened for every incident even where the incident relates to a known system issue affecting multiple users.	Not Applicable

18.2 Subtask 1B: Lifecycle Ticket Management

ID	Requirement	Performance Criteria
1B-01	The Contractor's Service Desk Customer Service Representatives (CSR) shall capture all mandatory data fields as required by the PD AKO/DKO and configured in GFE Ticketing System.	All required data fields complete with each update.
1B-02	The Contractor shall provide end-to-end ticket management for incidents and problems. Where a Ticket is escalated beyond Tier 1, the Service Desk shall be responsible for providing a consistent, single interface with the Customer wherever possible and for ensuring, the incident is resolved.	Not Applicable
1B-03	The Service Desk shall keep End Users informed regarding status of their ticket, incident, problem, or Service Request through (1) CSR voice response to phone calls, (2) email responses to email inquiries, (3) web chat responses to web chat inquiries, and (4) through a web interface that offers self-serve access to Ticket status information.	Upon customer (e.g., End User or Application Owner) inquiry
1B-04	The Contractor shall configure and maintain ticketing system to send an email update to every customer with an open ticket, notifying the customer of the status of the incident.	Daily at 0800 ET or within 30 minutes of a ticket status changes or update
1B-05	The Contractor shall report number of open tickets by age (24 hours or less, 1 to 7 days, 7 days or older), closed tickets (last 24 hours by time to resolve), First Call Resolved tickets by type, escalated tickets by type (to any Tier), through a ticket status report provided daily.	Daily (SITREP) NLT 1000est

ID	Requirement	Performance Criteria
1B-06	The Contractor shall receive an affirmative response from an End User (either by voice or by email or text/chat) before closing a ticket.	A minimum of two (2) attempts (1 email and 1 phone call) to reach End Users for confirmation of ticket closure shall be made and must be made during business hours with a minimum 48 hours between attempts.
1B-07	The Contractor shall ensure that 95% ticket accuracy is maintained	Spot reports provided at Government request.

18.3 Subtask 1C: Knowledge Management (KM) and KM Database

ID	Requirement	Performance Criteria
1C-01	The Contractor shall receive updated solutions from Tier III application owners to selected incident types and populate in the Knowledge base of FAQs.	Knowledge base updated as soon as received from Tier III application owner
1C-02	The Contractor shall manage, administer, and support the AKO/DKO Knowledge Management databases for both internal and external FAQs.	Not Applicable
1C-03	The Knowledge Management database shall store documents developed by the Contractor or the AKO/DKO PMO to address frequently asked questions, frequently occurring problems, etc.	Not Applicable
1C-04	The Knowledge Management database shall be accessible 24x7x365 through the Tier 0 (eFAQs) capability to End Users for self help and shall be populated with Knowledge Documentation to enable Tier 0 self-help. The knowledge database for Tier 1 and 2 iFAQs shall also be accessible 24x7x365.	24x7 during the Task Order period of performance.
1C-05	The Contractor shall develop iFAQs and eFAQs prior to the launch of any new capability to the AKO ES system or changes to existing capability. New iFAQs and eFAQs shall be reviewed and approved by the Tier III Application owner and posted prior to the launch of the new capability or the change to existing capability.	No less than 24 hours prior to launch or release. Upon CCB approval, create new iFAQs and eFAQs
1C-06	The format and content for iFAQs and eFAQs shall be approved by the PD AKO/DKO prior to use.	The PD AKO/DKO shall be provided a minimum of 48 hours for review and approval.
1C-07	The Contractor shall review all iFAQs and eFAQs to ensure accuracy, currency, and relevancy.	On a quarterly basis.

18.4 Subtask 1D: Service Desk Operations

ID	Requirement	Performance Criteria
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ID	Requirement	Performance Criteria
1D-01	The Contractor shall provide, staff, support and ensure 24x7x365 availability of all channels	24x7x365 availability of all channels
1D-02	The Contractor shall provide and support all required channels for ticket receipt including voice/phone, voicemail, email/email form, web form, and web chat.	24x7x365 availability of all channels
1D-03	The Contractor shall provide, maintain, and operate all Service Desk facilities and systems not managed by the DOIM and including telecommunications systems, call routing and handling technology, ticket management, and all other systems needed to meet the requirements of this Task Order.	24x7x365 availability of all Service Desk systems
1D-04	Upon PD AKO/DKO request, all Service Desk calls shall be recorded or available for call monitoring and training.	100% of calls recorded and available within 2 hours of request.
1D-05	The Contractor shall provide a daily summary of Service Desk statistics, and a comprehensive, monthly summary report including all data/fields as directed by the PD AKO/DKO.	Daily by 0600
1D-06	The Contractor shall maintain all ticket data (for all Government-approved Web fields within the ticketing system, without exception) for the life of the Contract and provide synopsis reports to the PD AKO/DKO upon request.	Data to be provided to the Government within 24 hours of request
1D-07	The Contractor shall support TTY access to the Service Desk for disabled persons, in accordance with applicable regulatory and statutory requirements.	Support provided 24x7x365
1D-08	For service requests, the Contractor shall document the service request in the ticketing system and address or escalate per AKO/DKO policies.	100% documentation of Service Requests
1D-09	For general inquiries, the Contractor shall document the inquiry in the SMS and address or escalate per Army policies.	100% documentation of General inquiries
1D-10	The Contractor shall ensure all Customer Service Representatives and other staff complete all required training and certification including Information Assurance training per Army and DoD policy.	In accordance with Army and DoD requirements, policy, and regulations, including DoDD 8570.01.
1D-11	The Contractor shall review the call queues for accuracy and routing and shall make recommendations for improvement where needed. The Contractor shall implement approved changes within seven (7) CD.	As directed by the PD AKO/DKO, but not more than four (4) times per year.
1D-12	The Contractor shall provide on-site liaison's at Ft. Belvoir AKO/DKO Data Center for interaction between application administration teams and the Service Desk	NA.
1D-13	The Contractor shall maintain communications between the Service Desk and the application administration teams for each configuration item. The application administration teams shall respond to and troubleshoot escalated AKO ES end user service issues that cannot be resolved by Service Desk personnel.	In accordance with the PD AKO/DKO-approved Incident Management Plan.

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1D-14	The Contractor shall review, approve, or disapprove in accordance with AKO policy user photographs submitted for personal profiles.	In accordance with PD AKO/DKO policy.

18.5 Subtask 1E: Customer Support Page

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
1E-01	The Contractor shall build and manage a Tier 0, self-help, Customer Support Page accessible from the AKO ES home page and featuring Frequently Asked Questions (FAQs), user guides, and Knowledge Documents.	The Customer Support Page shall be available 24x7x365.
1E-02	The Contractor shall be responsible for all configuration, management, and maintenance of the Customer Support Page.	Not Applicable
1E-03	The phone number to the Contractor's Service Desk, email address for support inquiries, and link to a web-page for creating an online ticket shall be displayed on the Customer Support Page	Font size approved by the PD AKO/DKO
1E-04	The Customer Support Page shall provide a link to enable End Users to create their own Ticket in the Service Management System.	Not Applicable
1E-05	The Customer Support Page shall enable End Users to submit feedback to the Service Desk. The Contractor shall produce and deliver a monthly summary report of End User feedback.	Feedback Form link shall be prominently displayed on the Customer Support Page at a font size approved by the PD AKO/DKO.
1E-06	The Contractor shall develop, publish, and update internal (for use within the Service Desk) and external (for use by End Users) Frequently Asked Questions (FAQ).	Not Applicable
1E-07	The Contractor shall monitor and review the effectiveness of self-help capabilities and usage and report to the PD AKO/DKO	On a monthly basis during the Monthly PMR.
1E-08	The Customer Support Page shall provide access for all customers to the Contractor's Web Chat capability. (The Web Chat capability may not be available at Award and will become available at a later date.)	No less than 100 hours per week of Web Chat availability
1E-09	The Customer Support Page shall feature and the Contractor shall update Top Ten eFAQs; Top Ten shall be updated daily based on incident volume.	The currency of the list shall be maintained on a daily basis.

18.6 Subtask 1F: Service Desk Ticketing System

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
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ID	Requirement	Performance Criteria
1F-01	All Service Desk calls, web chat session text, email strings, and web forms shall be recorded and retained in the ticketing system for future review at PD AKO/DKO direction.	100% retention where the Retention Period is 180 calendar days
1F-02	The Contractor shall configure the ticketing system to enable customers to create their own ticket.	Not Applicable
1F-03	The Contractor shall present a report summarizing responses to the Closed Ticket Survey.	See Deliverable 1
1F-04	Should the Ticketing System or successor application be unavailable the Contractor shall create manual tickets and, after Ticketing System is again available, create Ticketing System tickets from all manual tickets.	Ticketing System tickets to be created from manual tickets in less than ten (10) calendar days from the Ticketing System outage.
1F-05	The Contractor shall operate, maintain, and configure the RightNow Web application to meet the requirements of this Task 1. (The Government will maintain the hardware and operating system for the application.)	Not Applicable

18.7 Subtask 1G: Automated Call Director (ACD) / Interactive Voice Response (IVR) Coordination

ID	Requirement	Performance Criteria
1G-01	The Contractor shall provide an ACD and IVR system to accept incoming calls via the GFE toll-free number and route these calls to the appropriate destination based on caller input. (See Attachment 7, Chart 11)	The ACD and IVR shall be available 24x7x365 with 100% availability.
1G-02	The Contractor shall provide the capability to upload outgoing voice message files to the IVR. The Contractor shall be responsible for posting such files to the IVR on PD AKO/DKO request.	For Standard changes, messages posted to the IVR within four (4) business hours of PD AKO/DKO request. For Urgent changes, messages posted to the IVR within one (1) hour of PD AKO/DKO request
1G-03	The Contractor's Automated Call Director (ACD) and IVR shall provide for branching capability, based on IVR options and key presses, for incoming calls to: <ul style="list-style-type: none"> <li>(1) The AKO NIPR Service Desk</li> <li>(2) The AKO SIPR Service Desk</li> <li>(3) The Army ESD NIPR Service Desk</li> <li>(4) The Army ESD SIPR Service Desk</li> </ul>	Modification to call routing in two (2) calendar days or less from written Government request.
1G-04	The Contractor shall provide two (2) non-published, toll-free numbers/lines: <ul style="list-style-type: none"> <li>• Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for AKO NIPR callers, and</li> <li>• Between the (1) Call Center for AKO NIPR callers and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).

ID	Requirement	Performance Criteria
1G-05	The Contractor shall provide two (2) non-published, toll-free numbers/lines: <ul style="list-style-type: none"> <li>Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers, and Between the (1) Call Center for Army CONUS ESD SIPR/AKO SIPR callers and the (2) Call Center for AKO NIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).
1G-06	The Contractor shall, upon request, relinquish any of the non-published, toll-free numbers to the appropriate Call Center provider.	In thirty (30) calendar days or less from written request by the Government.
1G-07	The Contractor shall establish and modify the configuration, menu options, and parameters of the Interactive Voice Response (IVR) unit in accordance with Government specifications.	Initial configuration, as requested by the Government, operational no later than Assumption of Responsibility (AOR).
1G-08	The Contractor shall execute Government-requested IVR changes.	Changes shall be complete and operational in seven (7) calendar days or less.
1G-09	The Contractor shall provide the capability for Government designees to record and upload outgoing voice message files to the IVR. The Contractor shall be responsible for posting such files to the IVR upon PM P2E PMO request.	For Standard changes, messages posted to the IVR within four (4) business hours of PM P2E PMO request. For Urgent changes, messages posted to the IVR within one (1) hour of PM P2E PMO request
1G-10	The Contractor shall provide weekly statistics on calls transferred to other provided, TNT calls, and other related statistical data.	Weekly no later than Tuesday 0800 f or the prior week's activity.
1G-11	The Contractor shall provide Automated Busy No Answer Redirect (BNAR) routing during outage conditions if so requested by the Government.	Upon Government request.

18.8 Subtask 1H: Service Desk Continuity of Operations / Disaster Recovery

ID	Requirement	Performance Criteria
1H-01	The Contractor shall support COOP/DR planning to establish continuity procedures for the Service Desk.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP.
1H-02	The Contractor shall provide an existing Continuity of Operations (COOP) site, having hot failover capability, located within the continental U.S. (CONUS) at no less than fifty (50) miles from the Primary Site. The COOP shall be implemented to insure that a failure at the primary site is transparent to the end user.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP



ID	Requirement	Performance Criteria
1H-03	The Contractor shall support up to two (2) annual exercises of Service Desk COOP and provide an analysis of results and performance to the PD AKO/DKO.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP. At a minimum, verify the coordination and execute COOP demonstrating successful failover and reconstitution at least every 6 months. Deliver COOP/ DR Exercise and Operations Results Report in accordance with Deliverable 5.
1H-04	In a situation where a COOP event is declared the Contractor Will provide a COOP plan to be approved by PD AKO/DKO.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP.
1H-06	In a situation where a COOP event is declared the Contractor shall be responsible for coordinating re-routing of the toll-free number to the alternate location(s)	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the AKO ES COOP.

19. Task Deliverables:

The following deliverables are the responsibility of the Contractor:

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
1	1	Weekly Closed Ticket Survey results		Weekly on Wednesday for the results of the prior week (Monday through Sunday)	COR
1	2	Daily and Monthly Statistical Data Report	Daily and monthly statistical data report including but not limited to performance against all Task 3 Series SLAs , as well as call volume analytics by category/class, priority, CI/service and other attributes tracked in the SMS.	NLT 1000est and Monthly PMR	COR
1	3	Frequently Asked Questions (FAQ)	AKO/DKO eFAQs and iFAQs database	Ongoing or upon PD AKO/DKO request	COR
1	4	End User Feedback Summary Report		At the Monthly PMR	COR
1	5	COOP/ DR Exercise and Operations Results Report		Seven (7) business days after completion of the Exercise	COR

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25.4 The Contractor shall provide four (4) non-published, toll-free numbers/lines as described in Task 2M: Army CONUS ESD Automatic Call Distributor (ACD) and Interactive Voice Response (IVR). The Contractor will coordinate billing for the toll charges with the appropriate carrier, receive and pay associated invoices, and the associated inbound toll charges will be expensed as an Other Direct Cost (ODC).

25.5 All equipment necessary for Continuity of Operations and Disaster Recovery as indicated in the requirements below

25.6 All other equipment needed for the performance of this Performance Work Statement

25.7 Initially the Contractor shall connect via public internet to the GFE Ticketing System via CAC. The intent is to work with the awardee to obtain an IATO to drop circuits to the NIPRNet to their Service Desk.

26. Security Requirements:

26.1 The Security requirements for this Contract are specified in the provided DD-254.

26.2 The work to be performed is Sensitive but Unclassified.

26.3 All Contractor personnel requiring Remedy or CA accounts, or requiring elevated permissions, shall be U.S. citizens and possess a Secret Clearance (or Interim Secret Clearance) at time of Assumption of Responsibility in accordance with AR 25-2.

27. Entitlement:

The Government does not currently possess an Entitlement Database. Any users possessing an account on LANDWARNET (the Army.mil portion of the GIG) shall be entitled to be supported by the Army CONUS Enterprise Service Desk

28. Key Personnel:

The following Roles are identified as Key Personnel for performance of this optional Task 2. The Contractor shall provide complete resumes for proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the consent on substitutes. No change in fixed unit prices may occur as a result of key personnel substitution.

28.1 Service Desk Operations Manager (SDOM) - The SDOM is defined as the on-site (for Task 2, Fort Gordon) liaison between the Government PM/COR and the Service Desk Operation. The Optional Task 2 SDOM shall have IT Service Desk management or IT Service Desk operations experience supporting large, diverse enterprises using ITIL or an equivalent service management and support framework.

29. Transition Requirements:

The following requirements shall apply to the Transition of the Service Desk responsibility from the incumbent Contractor to the awardee for this requirement. The Government is assuming a 13 September 2011 Award and 13 September 2011 Notice to Proceed on the day of award:

29.1 The incumbent Contractor shall maintain responsibility for Service Desk operations until 17:59 ET (5:59 PM ET) on 26 September 2011.

29.2 At 18:00 ET on 26 September 2011 the awardee of this Contract shall assume full responsibility for responding to all Incidents, Problems, Service Requests, and any other inquiry submitted via the in-scope channels. This event shall be defined as Assumption of Responsibility (AOR).

29.3 Attainment of Service Level Agreements (SLA) as specified in the Quality Assurance Surveillance Plan (QASP) shall be monitored and reported at AOR and attainment shall be required at AOR plus 30 calendar days.

30. Definitions:

30.1 "Tier 0" means "self"-help requiring no direct contact between an End User and a Service Desk Agent.

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OPTIONAL TASK 3: ADDITIONAL ARMY CONUS SITES

20. Place of Performance:

20.1 The Contractor's Service Desk (primary and backup sites) and supporting operations will be located as per the Contractor's proposal and in continental United States (CONUS) locations

20.2 The Contractor's Service Desk Analytics and Reporting Team will be located as per the Contractor's proposal and in continental United States (CONUS) locations

20.3 The Contractor's Service Desk Analytics and Reporting Team Management Team will be co-located with the Government Project Management Office at Fort Gordon, GA in order to review trends and perform data analysis with the 7th SC leadership team located at Fort Gordon, GA

20.4 The Contractor shall locate Customer Relations Management personnel at the 106th Signal Brigade at Fort Sam Houston, TX to review tickets and liaise between the Service Desk and the brigades

20.5 The Contractor shall locate Customer Relations Management personnel at the 93rd Signal Brigade at Fort Eustis, Newport News, VA to review tickets and liaise between the Service Desk and the brigades

20.6 The Contractor's Project Management Team will be co-located with the Government Project Management Office at Fort Gordon, GA. In addition to locating Project Management leadership at Fort Gordon the Contractor's solution can provide additional off site support as long as there are sufficient personnel on site to work with the Government on issues on a day to day basis.

20.7 The Contractor's Service Desk Operations Manager (SDOM) shall be located at Fort Gordon.

21. Period of Performance:

21.1 Base: The period of performance for the Base Period will be twelve (12) months from Award

21.2 Options: The periods of performance for two (2) Option Periods will be twelve (12) months each

22. Hours of Operation:

The hours of operation for the Service Desk and associated operations will be available as follows:

22.1 Tier 0 available: 24x7x365

22.2 Tier 1 Service Desk available: 24x7x365

22.3 Service Desk Operations Management Team - Standard hours: 0800 to 1800 in the local time zone; additional hours as required by workload and/or critical requirements

22.4 Contractor Service Desk Analytics and Reporting Team at Contractor site - Standard hours: 0800 to 1800 in the local time zone; additional hours as required by workload and/or critical requirements

22.5 Contractor Service Desk Analytics and Reporting Team Management Team at Fort Gordon, GA - Standard hours: 0800 to 1800 ET; additional hours as required by workload and/or critical requirements

22.6 Contractor Customer Relations Managers at the 106th Signal Brigade at Fort Sam Houston, TX - 0800 to 1800 CT; additional hours as required by workload and/or critical requirements

22.7 Contractor Customer Relations Managers at the 93rd Signal Brigade at Fort Eustis, Newport News, VA - 0800 to 1800 ET; additional hours as required by workload and/or critical requirements

22.8 Contractor Project Management Team at Fort Gordon, GA- 0800 to 1800 ET; additional hours as required by workload and/or critical requirements

22.9 For the purposes of SLA measurement "business hours" are 24 hours per day

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23. Government Furnished Equipment (GFE):

The following Equipment will be furnished by the Government for the purpose of Contract performance.

23.1 Ticketing System (currently Remedy but subject to change at Government discretion) located at the Government's Oklahoma City (OKC) datacenter. The Ticketing System may be hosted elsewhere as deemed appropriate by the Government. The Ticketing System will include End User facing ticket entry capability and access to commercial Knowledge Documentation as well as Knowledge Documents generated specifically for this Contract. For the purposes of this Contract the Contractor shall be required to utilize the GFE Ticketing System, whether BMC Remedy or Computer Associates (CA) Service Desk.

23.2 Government workstations, desks, network connectivity, and basic office operations for Contractor personnel located at Fort Sam Houston, Fort Eustis, and Fort Gordon.

23.3 Army Gold Master for use by the Contractor's agents to enable connectivity to the .mil domain.

23.4 The toll-free inbound telephone number will be furnished by the Government and provisioned for Contractor management and coordination. The Contractor will coordinate billing for the toll charges with the appropriate carrier, receive and pay associated invoices, and the associated inbound toll charges will be expensed as an Other Direct Cost (ODC). The Government owns and will continue to own the existing number and it will be transferred to contractor awarded this Task Order.

23.5 Government generated and owned Knowledge documentation hosted by the Army National Guard on the Fielding Repository Enhancement Database (FRED) system, through the Government's Ticketing System hosted at OKC, or through another GFE hosting solution.

23.6 Remote Access solution to enable Customer Service Agents (CSA) to remotely manage the End User desktop. All CSA will be subject to the requirements of DoD Directive 8570.1 "Information Assurance Training, Certification, and Workforce Management".

24. Government Furnished Information (GFI):

The following Information will be furnished by the Government for the purpose of Contract performance.

24.1 Army processes stored as Knowledge Documents in the Government's GFE Ticketing System.

24.2 Comprehensive RightAnswers (or equivalent) Knowledge-Paks with standard content upgrades.

24.3 Automated Number Identification (ANI) database.

24.4 Language that the Caller will hear for the menu options

24.5 Language that the Caller will hear for the greeting

24.6 Points of Contact for the Call Center for AKO NIPR callers operated by a third party provide

24.7 Points of Contact for the Call Center for Army CONUS ESD SIPR/AKO SIPR callers operated by a third party provider.

24.8 All information needed to order circuits that will be delivered to the other providers

25. Contractor Furnished Equipment (CFE):

The following Equipment will be furnished and maintained by the Contractor.

25.1 Service Desk facility and associated agent positions and supporting infrastructure. Co-location or physically separate AKO and AESD Service Desks are both acceptable solutions.

25.2 Computing and telephony equipment for the Service Desk agents

25.3 Non-published toll-free numbers/lines:

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30.2 "Tier 1" means first level, non-dispatched basic problem assistance and incident resolution delivered via telephone, e-mail, or other online communication channel.

30.3 "Tier 2" means second level, dispatched advanced problem assistance and incident resolution performed by the NECs and CTNOSC for incidents that cannot be resolved quickly and efficiently by Tier 1. Direct Tier 2 support is out of scope for this Contract, however providing assistance to Tier 2 is a requirement of this contract.

30.4 "Tier 3" means advanced problem assistance and incident resolution provided by Original Equipment Manufacturers or Independent Software Vendors for incidents that cannot be resolved quickly and efficiently by Tier 1 or Tier 2. Tier 3 does not typically interface directly with the End User as Tier 2 owns the Ticket while Tier 3 resolved the incident in the background. Tier 3 support is out of scope for this Contract, however providing assistance to Tier 3 is a requirement of this contract.

31. Attachments

- 31.1 Attachment 1: PWS
- 31.2 Attachment 2: Instructions and Evaluation Criteria
- 31.3 Attachment 3: QASP for Task 1
- 31.4 Attachment 4: QASP for Optional Tasks 2 & 3
- 31.5 Attachment 5: Pricing and Invoice Instructions
- 31.6 Attachment 6: Questions and Answers
- 31.7 Attachment 7: Statistical Chart
- 31.8 Attachment 8: Corporate Experience Reference Template
- 31.9 Attachment 9: Past Performance Reference Template
- 31.10 Attachment 10: Past Performance Rating Template
- 31.11 Attachment 11: Pricing Workbook

32. Material Fielding and Asset/Materiel Management:

The Army conducts materiel fielding through a process of planning, coordinating and executing the deployment of a materiel system or capability and its support to a Gaining Command (GC) or activity. Success comes from advance planning, coordination and agreement between the materiel developer (Project/Product Manager (PM), supporting contractors and the GC. The Army's Total Package Fielding (TPF) process supports the materiel fielding process and provides for the concurrent fielding of a materiel system or capability and all its required support in order to affect a total system/capability fielding of new or modified equipment. The Materiel Fielding Plan (MFP) supports the TPF process and provides the framework for addressing Integrated Logistics Support (ILS) elements throughout the materiel fielding process.

Asset and materiel management functions associated with government furnished equipment (GFE) and equipment purchased by contractors on behalf of the Government and subsequently issued to a GC, is maintained in accordance with U.S. Army Regulations and tracked under the Defense Acquisition Regulations (DFARS) and applicable clauses. The U.S. Army Property Book Unit Supply Enhanced (PBUSE) data base is used by the PM in laterally transferring equipment to GC.

33. Clauses incorporated by reference:

- 33.1 DFARS 211.274-2: IUID Policy
- 33.2 DFARS 211.274-3: Policy for Valuation
- 33.3 DFARS 252.211-7007: IUID of Government property
- 33.4 DFARS 252.211-7003: Item Identification and Valuation
- 33.5 DFARS 252.211-7007: Reporting of Government Furnished Equipment in the DoD Item Unique Identification (IUID) Registry.

34. Task 2: Army CONUS Enterprise Service Desk (ESD) (Optional Task to be Priced Separately)

- 34.1 Task 2A: Army CONUS ESD Incident, Problem, and Service Request Management

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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2A-01	The Contractor shall serve as the single point of contact (SPOC) for all receipt, logging, classifying, prioritizing, tracking, resolution, and reporting of Incidents, Problems, and Service Requests for all CONUS entitled users through all approved and required channels.	In accordance with Task 2, SLA 2 and SLA 5
2A-02	The contractor shall serve as the primary interface to Army users of various Army enterprise applications, desktop and server applications and hardware, Commercial-off-the-Shelf (COTS) software as well as custom developed applications.	In accordance with Task 2, SLA 2 and SLA 5
2A-03	The Contractor shall classify all Incidents, Problems, and Service Requests in accordance with the 7 <sup>th</sup> SC-approved taxonomy and using the GFE Ticketing System instance for Ticket generation, modification, update, and closure.	Ticket shall be updated within ten (10) minutes of any change in status.
2A-04	The Contractor shall provide Tier 1, first level, non-dispatched basic Problem assistance, Service Request management, and Incident resolution delivered via telephone, e-mail, or remote access. Tier I support shall include effective ticket registration, troubleshooting, triage, incident/request escalation and/or resolution for all Incidents, Problems, and Service Requests.	In accordance with Task 2, SLA 2 and SLA 5
2A-05	The Contractor shall address all End User Incidents, inquiries, and Service Requests including, but not limited to, troubleshooting use of End User Incidents and Problems, responding to "how-to" questions, explanation of features and functions, authentication and access, account set-up/modify/delete, password reset, and general technical assistance.	In accordance with Task 2, SLA 2 and SLA 5
2A-06	The Contractor shall create a Ticket for each unique Incident, Problem, or Service Request.	For Email: In accordance with Task 2, SLA 6 For Phone: A ticket shall be created and the Ticket number provided to the caller before the call is ended.
2A-07	The Contractor shall support all software included in the Army Gold Master.	Not Applicable
2A-08	The Contractor shall support all software certified to operate on the Army network.	Not Applicable
2A-09	The Contractor shall resolve the maximum number of Incidents and service requests on the first call.	In accordance with Task 2, SLA 2
2A-10	All transactions (open ticket, update ticket, escalate ticket, close ticket) with the Service Desk, regardless of channel, shall result in a Ticketing System message to the End User describing the nature of the transaction and the next steps to be performed.	No later than thirty (30) minutes after completion of the transaction.
2A-11	Ten (10) percent of Closed Tickets, selected at random, will result in an email Customer Satisfaction Survey to the End User.	No later than thirty (30) minutes after ticket closure.
2A-12	Changes to the Customer Satisfaction Survey shall be	Survey changes only upon

ID	Requirement	Performance Criteria
	executed by the Contractor and approved by the PM P2E PMO or 7 <sup>th</sup> Signal Command Leadership prior to use.	PM P2E PMO or 7 <sup>th</sup> SC approval
2A-13	All Customer Service Agents (CSA) shall be ITIL V3 Foundations – certified personnel.	<ul style="list-style-type: none"> <li>100% of Customer Service Agents certified no later than 14 calendar days after Notice to Proceed or Assumption of Responsibility, whichever is later.</li> </ul>
2A-14	All Contractor management personnel, including Customer Relations Managers (Task 2E) assigned to this Contract shall be ITIL V3 Practitioner – Support and Restore certified personnel.	<ul style="list-style-type: none"> <li>100% of Contractor management personnel certified no later than thirty (30) calendar days after Notice to Proceed.</li> </ul>
2A-15	The Contractor shall support a subset of users classified as Very Important People (VIP), designated as such in the Ticketing platform.	NA
2A-16	The Contractor shall support the NEC and CTNOSC-provided Tier 2, second level, dispatched advanced problem assistance and incident resolution. Support shall include clarifying and conveying ticket information to Tier 2, providing additional detail and information in the ticket based on discussion with Tier 2, and related support tasks.	Not Applicable
2A-17	The Contractor shall, in response to End User-created Web tickets created in Remedy, provide a timely email acknowledgement indicating (1) the Ticket has been assigned to an agent, (2) the Ticket number, (3) the Agent name, and (4) the toll-free number for the Service Desk. The Government will not configure the GFE Ticketing System to auto-assign or auto-acknowledge Web Tickets but will configure the Ticketing System to enable the agent to send a manual acknowledgement notification through ticketing system.	In accordance with Task 2, SLA 5
2A-18	The Contractor shall, in response to End User-created Email tickets, provide a timely email acknowledgement indicating (1) the Ticket has been assigned to an agent, (2) the Ticket number, (3) the Agent name, and (4) the toll-free number for the Service Desk. The Government will not configure the GFE Ticketing System to auto-assign or auto-acknowledge Web Tickets but will configure the Ticketing System to enable the agent to send a manual acknowledgement notification through ticketing system.	In accordance with Task 2, SLA 6

34.2 Task 2B: Army CONUS ESD Lifecycle Ticket Management

ID	Requirement	Performance Criteria
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ID	Requirement	Performance Criteria
2B-01	The Contractor's CSA shall document all mandatory data fields as required by the PM P2E PMO and/or 7 <sup>th</sup> SC and configured in the GFE Ticketing System or its successor.	All required data fields complete with each update. Ticket accuracy in accordance with Task 2, SLA 1
2B-02	The Contractor shall provide end-to-end ticket management for Incidents, Problems, and Service Requests. Where a Ticket is escalated beyond Tier 1 the Service Desk shall be responsible for providing a consistent, single interface with the Customer wherever possible and for ensuring the Incident is resolved.	Not Applicable
2B-03	The Service Desk shall keep End Users informed regarding status of their ticket, Incident, Problem, or Service Request through (1) CSA voice response to phone calls, and/or (2) messages via the Ticketing System to email inquiries.	Messages shall be provided within thirty (30) minutes of request.
2B-04	The Contractor shall report number of open tickets by age (24 hours or less, 1 to 7 days, 7 days or older), closed tickets (last 24 hours by time to resolve), First Call Resolved tickets by type, escalated tickets by type (to any Tier), through a ticket status report provided daily.	At the daily Standup (SITREP)
2B-05	The Contractor shall receive an affirmative response from an End User (either by voice or by email) before closing a ticket.	A minimum of two (2) attempts to reach End Users for confirmation of ticket closure shall be made and must be made during local business hours with a minimum 48 hours between attempts.
2B-06	The Contractor shall close, in a timely manner, the maximum possible number of Standard Tickets	In accordance with Task 2, SLA 7a
2B-07	The Contractor shall close, in a timely manner, the maximum possible number of VIP Tickets	In accordance with Task 2, SLA 7b

34.3 Task 2C: Army CONUS ESD Knowledge Management

ID	Requirement	Performance Criteria
2C-01	The Contractor shall author, revise, and update solutions to PM P2E PMO-selected Incidents and Problems in the Knowledge Management database for use by CSAs in all Tiers, by End Users, and by the Contractor's incident/problem management processes.	Documentation, testing, and availability in the knowledgebase will occur within ten (10) business days of their being identified by the PM P2E PMO.
2C-02	The Contractor shall develop Knowledge Documents prior to the launch of any new capability or changes to existing capabilities. New Knowledge Documents shall be reviewed and approved by the PM P2E PMO and posted prior to the launch of the new capability or the change to existing capability.	Posted no less than 24 hours prior to launch or release.
2C-03	The format and content for Knowledge Documents shall be	The PM P2E PMO shall be



ID	Requirement	Performance Criteria
	approved by the PM P2E PMO prior to use.	provided a minimum of 48 hours for review and approval.
2C-04	The Contractor shall periodically review all Knowledge Documents to ensure accuracy, currency, and relevancy.	On a monthly basis.
2C-05	The Contractor shall utilize the GFE RightAnswers (or equivalent) KnowledgePaks to expedite resolution of End User Incidents and Problems.	Not Applicable

34.4 Task 2D: Army CONUS ESD End User Account Provisioning and Administration

ID	Requirement	Performance Criteria
2D-01	The Service Desk shall receive, track, coordinate, and execute End User account creation, modification, deletion, and general administration tasks per Service Requests in accordance with Army security policies.	Once user request for account is approved by the Government, ESD account provisioning actions will be completed within 24 hours

1.1 Task 2E: Army CONUS ESD Customer Relations Management

ID	Requirement	Performance Criteria
2E-01	The Contractor shall support development of Operating Level Agreements (OLAs) with other service providers (e.g., contractor and/or government personnel supported NECs at the installation level) for interaction, escalation and dispatch (desk side support) of trouble tickets.	At Government request
2E-02	The Contractor shall develop Standard Operating Procedures (SOPs) for the operation and maintenance of the ESD.	See Deliverable 1
2E-03	The Contractor shall provide Customer Relations Management teams to support the 106th Signal Brigade at Fort Sam Houston, TX and the 93rd Signal Brigade at Fort Eustis, Newport News, VA to review tickets and liaise between the Service Desk and the brigades.	Not Applicable

1.2 Task 2F: Army CONUS ESD Remote Access

ID	Requirement	Performance Criteria
2F-01	The Contractor shall utilize the Government-furnished Remote Access tools to maximize First Call Resolution and Customer Satisfaction.	Not Applicable

1.3 Task 2G: Army CONUS ESD Service Level Management

ID	Requirement	Performance Criteria
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<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2G-01	The Contractor shall develop, document, refine, and maintain the currency of its Service Level Management processes and procedures and include such processes in a Service Level Management.	Deliverable 12
2G-02	The Contractor shall measure, monitor, and report Service Level attainment as described in contractual Service Level Agreements (SLA).	Measurement, monitoring, and reporting in accordance with the parameters described in the SLAs in the Quality Assurance Surveillance Plan (QASP)
2G-03	The Contractor shall analyze any SLA failure and document such analysis and the proposed remediation (i.e., "get-well") plan in an SLA Failure report to the PM P2E PMO	Deliverable 13
2G-04	The Contractor shall brief the SLA failure root cause and its actions to remediate SLA failures at the following Monthly PMR.	At the Monthly PMR following SLA failure.

#### 1.4 Task 2H: Army CONUS ESD Continuity of Operations and Disaster Recovery

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2H-01	The Contractor shall develop a Continuity of Operations and Disaster Recovery Plan and maintain the plan in a manner that provides for the smooth transfer of all mission or business essential functions to an alternate site for the duration of an event with minimal loss of operational continuity as determined by designated MAC level.	Deliverable 14
2H-02	The Contractor shall support COOP/DR planning to establish continuity procedures for the Service Desk.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the PM P2E COOP policies.
2H-03	The Contractor shall provide an existing Continuity of Operations (COOP) site, having hot failover capability, located within the continental U.S. (CONUS) at no less than fifty (50) miles from the Primary Site. The COOP shall be implemented to insure that a failure at the primary site is transparent to the end user.	No loss of service or service disruption.
2H-04	The Contractor shall execute load balancing and replication of necessary Contractor data between their Primary and Secondary sites.	In accordance with the approved Continuity of Operations and Disaster Recovery Plan
2H-05	The Contractor shall provide overall design, documentation, implementation, operational support, ensure replication of all applications/data approved by PM P2E PMO Operations and on-site manning for business continuity and COOP.	In accordance with AR 500-3 and DoDI 8500-2 DOD COOP policy and the PM P2E COOP policies.
2H-06	The Contractor shall coordinate the re-routing of inbound calls to the COOP site in the event failover is initiated.	No loss of service or service disruption.
2H-07	The Contractor shall support up to two (2) annual exercises of Service Desk COOP and provide an analysis of results	<ul style="list-style-type: none"> <li>In accordance with AR 500-3 and DoDI 8500-2</li> </ul>

ID	Requirement	Performance Criteria
	and performance to the PMO.	DOD COOP policy and the PM P2E COOP policies. <ul style="list-style-type: none"> <li>• Deliver COOP/ DR Exercise and Operations Results Report in accordance with Deliverable 15.</li> </ul>
2H-08	The Contractor shall maintain 24x7x365 availability of the Service Desk.	24x7x365

**1.5 Task 2I: Omitted**

**1.6 Task 2J: Army CONUS ESD Project Management and Coordination**

ID	Requirement	Performance Criteria
2J-01	The Contractor shall coordinate the transfer of the current toll-free number to the Government-furnished successor toll-free number.	Off-hours test to be conducted no less than three (3) days prior to Assumption of Responsibility
2J-02	The Contractor shall manage the administration of the invoicing process from the telecommunications provider.	Not Applicable
2J-03	The Contractor shall develop a Materiel Fielding Plan (MFP) that addresses all Integrated Logistics Support Elements (ILS) applicable to the capability being fielded.	IAW Chapter 5, AR 700-142
2J-04	The Contractor shall meet U.S. Army materiel and property accountability requirements for hardware and software under their control.	IAW AR 735-5 and AR 735-11.
2J-05	The contractor shall identify, register and affix tags for equipment requiring unique item identification for tangible personal property.	IAW DFARS 252.211-7003 and DFARS 252.211-7007
2J-06	The contractor shall report and provide equipment listings and data elements required in accordance with acceptable standards contained in the Army Standard Line Automated Management and Integrating System (SLAMIS) and preparation of issue and turn in documents.	IAW AR 735-5 and AR 735-11
2J-07	The contractor shall provide hardware warranty data for equipment fielded/issued to GC	IAW Government provided template
2J-08	The contractor shall provide software license agreement and key data for software licenses fielded/issued to GC	IAW Government provided templates

**1.7 Task 2K: Army CONUS ESD Reporting, Analytics, and Trend Analysis**

ID	Requirement	Performance Criteria
2K-01	The Contractor shall perform reporting in accordance with the Deliverables specified below. Reporting tools shall be compatible with the Government's GFE Ticketing System.	Deliverables 3 through 11

ID	Requirement	Performance Criteria
2K-02	The Contractor shall perform analytics in accordance with the Deliverables specified below. Analytical tools shall be compatible with the Government's GFE Ticketing System.	Deliverables 3 through 11
2K-03	The Contractor shall perform trend analysis of call, ticket, user, incident, problem, and service request data in accordance with the Deliverables specified below.	Deliverables 3 through 11

**1.8 Task 2L: Army CONUS ESD Service Desk Operations**

ID	Requirement	Performance Criteria
2L-01	The Contractor shall provide, staff, support and ensure availability of all channels	24x7x365 availability of all channels
2L-02	The Contractor shall install the Army Gold Master on all Customer Service Agent computers.	No later than Assumption of Responsibility
2L-03	Upon PM P2E PMO request all Service Desk calls shall be available for call monitoring and "remote" monitoring (whereby monitors are not required to be on-site at the Call Center) by the PM P2E PMO for quality control.	100% of calls available for monitoring
2L-04	The Contractor shall provide a daily summary of Service Desk statistics as directed by the PM P2E PMO.	Daily by 0800
2L-05	The Contractor shall support PM P2E PMO-provided 508-compliant and TTY access to the Service Desk for disabled persons, in accordance with applicable regulatory and statutory requirements.	Not Applicable
2L-06	The Contractor shall ensure all Customer Service Representatives and other staff complete all required training and certification including Information Assurance training per Army and DoD policy.	In accordance with Army and DoD requirements, policy, and regulations including DoDD 8570.01.
2L-07	The Contractor shall review the call queues for accuracy and routing and shall make recommendations for improvement where needed. The Contractor shall implement approved changes within seven (7) business days.	As directed by the PM P2E PMO, but not more than four (4) times per year.
2L-08	The Contractor's Service Desk facility shall be accredited with an Interim Authority to Operate (IATO) or Authority to Operate (ATO).	No later than Assumption of Responsibility.
2L-09	The Contractor shall provide sufficient Customer Service Agent staff to meet inbound caller responsiveness expectations.	In accordance with Task 2, SLA 3 and Task 2, SLA 4

**1.9 Task 2M: Army CONUS ESD Call Distribution**

ID	Requirement	Performance Criteria

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
2M-03	The Contractor shall provide two (2) non-published, toll-free numbers/lines: <ul style="list-style-type: none"> <li>Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for AKO NIPR callers, and</li> <li>Between the (1) Call Center for AKO NIPR callers and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).
2M-04	The Contractor shall provide two (2) non-published, toll-free numbers/lines: <ul style="list-style-type: none"> <li>Between the (1) Primary ACD (provided by the Contractor) and the (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers, and</li> <li>Between the (1) Call Center for Army CONUS ESD SIPR/AKO SIPR callers and the (2) Call Center for AKO NIPR callers for Take Back and Transfer (TNT).</li> </ul>	Non-published, toll-free numbers/lines operational no later than Assumption of Responsibility (AOR).
2M-05	The Contractor shall, upon request, relinquish any of the non-published, toll-free numbers to the appropriate Call Center provider.	In thirty (30) calendar days or less from written request by the Government.
2M-06	The Contractor shall establish and modify the configuration, menu options, and parameters of the Interactive Voice Response (IVR) unit in accordance with Government specifications.	Initial configuration, as requested by the Government, operational no later than Assumption of Responsibility (AOR).
2M-07	The Contractor shall execute Government-requested IVR changes.	Changes shall be complete and operational in seven (7) calendar days or less.
2M-08	The Contractor shall provide the capability for Government designees to record and upload outgoing voice message files to the IVR. The Contractor shall be responsible for posting such files to the IVR upon PM P2E PMO request.	For Standard changes, messages posted to the IVR within four (4) business hours of PM P2E PMO request. For Urgent changes, messages posted to the IVR within one (1) hour of PM P2E PMO request
2M-09	The Contractor shall establish necessary agreements with the providers of the (1) Call Center for AKO NIPR callers, and (2) Call Center for Army CONUS ESD SIPR/AKO SIPR callers to enable calls to be transferred to and from the various Call Centers.	Agreements to be completed no later than forty five (45) days after Notice to Proceed.

**2. Task 3: Additional Army CONUS Sites (Optional Task to be Priced Separately)**

**2.1 Task 3A: Fielding**

<b>ID</b>	<b>Requirement</b>	<b>Performance Criteria</b>
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ID	Requirement	Performance Criteria
3A-01	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall conduct pre-site surveys to determine what fielding information is needed to inform the site survey process	In accordance with Deliverable 28
3A-02	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall document installation points of contact for the survey & fielding teams in preparation for transition activities	In accordance with Deliverable 29
3A-03	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall participate in a Fielding Conference, the first meeting between the AESD and the installation	NA
3A-04	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall gather information necessary to develop the "AS-IS" documentation and shall support process definition including: <ul style="list-style-type: none"> <li>• Current C4IM service support model</li> <li>• Current business processes</li> <li>• Provides starting point for process definition</li> </ul>	In accordance with Deliverable 30
3A-05	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall gather information necessary to develop the "TO-BE" documentation and shall support process definition derived from a combination of "AS-IS" documentation, other customer provided information, and knowledge of the end-state ESD	In accordance with Deliverable 31
3A-06	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall execute process definition and site analysis to understanding how the ESD must support C4IM IT services for an improved user experience	NA
3A-07	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall document how the NEC handles incident management, problem management, change management, and Service Requests. The Contractor shall provide this documentation to the installation for review and for incorporation into the MOU.	In accordance with Deliverable 32
3A-08	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall capture installation variances to identify personnel skill sets, applications in place, and business process maturity	In accordance with Deliverable 32
3A-09	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall develop a Memorandum of Understanding which outlines the specific activities, C4IM IT services, infrastructure support, training, and meeting requirements in support of a service capability cutover. Note an MOU is executed for each NEC that is on-boarded.	In accordance with Deliverable 33

ID	Requirement	Performance Criteria
3A-10	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall conduct Training, administered by the ESD, which will provide an opportunity to exercise process definitions. Training materials shall be provided to the installation.	In accordance with Deliverable 34
3A-11	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall perform tool configuration/re-configuration as necessary in preparation for testing.	NA
3A-12	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall perform end-to-end functional testing that serves to validate the processes and their technical aspects to ensure a successful overall capability. The testing shall utilize use cases that describe critical AESD operational scenarios, to include: <ul style="list-style-type: none"> <li>• Dispatches</li> <li>• Referrals</li> <li>• Notifications</li> <li>• Access to current reporting capabilities</li> </ul>	For each installation fielded to the ESD.
3A-13	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall prepare and deliver a pre-Cutover Brief which recaps on-boarding activities to gaining command, provides schedule for final cut-over with activities required to complete the on-boarding process, and provide the installation a "leave-behind" package.	In accordance with Deliverable 35 and 39
3A-14	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall monitor and report service performance to be reviewed weekly and monthly and used to assess AESD performance.	In accordance with Deliverable 36
3A-15	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall deliver an After Action Review which discusses the transition process between ESD and gaining command and captures discussion items (issues/concerns) for inclusion in Lessons Learned.	In accordance with Deliverable 37
3A-16	For sites on-boarded to the ESD after Assumption of Responsibility (AOR) the Contractor shall develop and maintain a Lessons Learned document, a living document which encompasses all on-boarded installations, captures both strengths and weaknesses for all phases of the on-boarding process.	In accordance with Deliverable 38

## 2.2 Task 3B: Service Desk

ID	Requirement	Performance Criteria
3B-1	The Contractor shall execute Task 2A through 2M and all sub-tasks for all installations fielded to the ESD after AOR.	In accordance with Task 3, SLAs 1, 2a, 2b, 3, 4, 5, 6, 7a, 7b

**3. Task Deliverables:**

The following deliverables are the responsibility of the Contractor:

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
2	1	Standard Operating Procedures	Standard Operating Procedures (SOPs) for the operation and maintenance of the ESD.	Notice to Proceed plus 120 calendar days (CD)	COR
2	2	Army ESD Services availability report	Monthly report on availability of the Service Desk.	Monthly on the first of the month	COR
2	3	Queue Call Reports	Daily, Weekly and Monthly: Agent Level Reports with number of calls handled, average call length, after call work average, average speed of answer, and out-going calls.  Queue Call Reports to include at a minimum: Wait times, abandoned rates, and average time before abandonment.	Daily, Weekly and Monthly	COR
2	4	First Call Resolution Report	Daily, Weekly, and Monthly reports of First Call-resolved incidents and service requests.	Daily, Weekly and Monthly	COR
2	5	Customer Service Report:	Daily, weekly and monthly reports for all open tickets, number of tickets assigned, unassigned, time of acknowledgement and time of restore. Report will be by urgency/priority and identify VIP.	Daily, Weekly and Monthly	COR
2	6	Customer Care Surveys Report	Monthly summary report for all customer surveys received.	Monthly on the first of the month	COR
2	7	Problem Management Report	Monthly reporting with trend analysis for all Problems as defined in ITIL best practices.	Monthly on the first of the month	COR
2	8	Incident/Request Management Report	Monthly Incident analysis/trending by category.	Monthly on the first of the month	COR
2	9	ITIL Training Report	Monthly report of status of ITIL Training/Certification for all Technicians and Managers.	Monthly on the first of the month	COR
2	10	VIP Reports	Daily, weekly and monthly reports with trend analysis for all incident/requests related to VIPs	Daily, Weekly and Monthly	COR
2	11	Tier II Remote report	Daily, weekly and monthly reports for ticket handling, time of acknowledgement and time of restore	Daily, Weekly and Monthly	COR
2	12	Service Level Management Plan	The Service Level Management Plan shall address, at a minimum: <ul style="list-style-type: none"> <li>SLA measurement, monitoring, and reporting</li> </ul>	Notice to Proceed plus 60 calendar days; reviewed and updated 30 CD	COR



Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
			<ul style="list-style-type: none"> <li>• Root cause analysis for SLA failure</li> <li>• Implementation of remediation actions in response to SLA failures</li> <li>• Identification and documentation of availability requirements</li> <li>• Monitoring and reporting of availability issue</li> <li>• Identification and tracking of barriers to availability</li> </ul>	prior to Task Order expiry	
2	13	SLA Failure Report (including Availability Failure).	<p>The SLA Failure Report shall, at a minimum:</p> <ul style="list-style-type: none"> <li>• Describe the SLA failure</li> <li>• Describe the analysis conducted</li> <li>• Report the root cause of the SLA failure</li> <li>• Recommend remediation alternatives</li> </ul>	In accordance with individual SLA administration requirements	COR
2	14	Security Management Plan.	<p>The IT Security Management Plan shall include, at a minimum:</p> <ul style="list-style-type: none"> <li>• Contractor staff roles and responsibilities of the members of the Contractor IT Security Management organization</li> <li>• IT Security Threat Assessment</li> <li>• IT Security Policy Statements</li> <li>• An inventory list of IT Security Policy Statements</li> <li>• Vulnerability and incident identification</li> <li>• Compliance with FISMA requirements</li> <li>• Compliance with DIACAP, as appropriate</li> <li>• Compliance with Networkiness, as appropriate</li> <li>• Security incident: <ul style="list-style-type: none"> <li>○ Detection</li> <li>○ Identification</li> <li>○ Classification</li> <li>○ Recording</li> <li>○ Investigation</li> <li>○ Root Cause Analysis</li> <li>○ Remediation</li> </ul> </li> </ul>	Notice to Proceed plus 60 calendar days; updated reviewed and updated 30 CD prior to Task Order expiry	COR
2	15	Continuity of Operations and Disaster Recovery (COOP/DR) Plan.	<p>The Continuity of Operations and Disaster Recovery Plan shall, at a minimum:</p> <ul style="list-style-type: none"> <li>• Enumerate mission-critical functions and services in accordance with respective PM P2E PMO-specified recovery time objectives (RTO)</li> <li>• Describe a COOP/DR solution that considers current facilities/sites and IT assets</li> <li>• Describe procedures in the event of</li> </ul>	Notice to Proceed plus 60 calendar days; reviewed and updated 30 CD prior to Task Order expiry	COR

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
			a COOP or DR event <ul style="list-style-type: none"> <li>Describe testing procedures for the COOP/DR capability</li> <li>Address roles and responsibilities of PM P2E PMO and Contractor personnel</li> <li>Include a Threat Analysis</li> <li>Describe a maintenance strategy for the COOP/DR Plan</li> <li>Specify reporting procedures and format for COOP/ DR exercises and operations</li> </ul>		
2	16	Lifecycle Management Plan.	The plan shall include, but is not limited to the following: <ul style="list-style-type: none"> <li>Age of hardware/software</li> <li>Ability of service to accommodate current and projected load</li> <li>Current and anticipated standards</li> <li>Technology convergence</li> <li>Technology insertion opportunities</li> <li>Integrated system roadmap, including recommended software upgrade path and vendor support windows</li> </ul>	Notice to Proceed plus 60 calendar days; reviewed and updated 30 CD prior to Task Order expiry	COR
2	17	COOP/ DR Exercise and Operations Results Report (multiple)	In accordance with PM P2E PMO-approved COOP/DR Plan.	Preliminary report with 24 hours and final report within 7 calendar days of the conclusion of each COOP/DR exercise or evolution.	COR
2	18	Service Level Attainment Report	Describes Service Levels attained for all SLAs. Must be provided in the Excel template provided by the Government at award.	Monthly, no later than the 15th calendar day of the following month	COR
2	19	Weekly Closed Ticket Survey results	Summary of closed tickets statistics	Weekly on Wednesday for the results of the prior week (Monday through Sunday)	COR
2	20	Statistical Report	Daily and monthly statistical data report including but not limited to performance against all Task 5 Series SLAs , as well as call volume analytics by category/class, priority, CI/service and other attributes tracked in the GFE SMS.	At the Daily Standup and Monthly PMR	COR
2	21	End User	Summary of End User feedback	At the Monthly	COR

Task	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
		Feedback Summary Report	acquired through the Customer Satisfaction Survey	PMR	
2	22	Final Transition Plan	The Final Transition Plan shall update the Initial Transition Plan provided in the Offeror's proposal.	Notice to Proceed plus ten (10) calendar days	COR
2	23	Material Fielding Plan (MFP)	Prepared in accordance with Table E-1, Sections 1-9 DA PAM 700-142	Draft submitted 30 work days prior to first install date Final submitted within 10 work days of receipt of government comments.	COR
2	24	Item Unique Identification (IUID)	Equipment/hardware data entered into the Department of Defense (DoD) IUID Registry.	IUID data inputted 7 work days prior to each site installation.	COR
2	25	Material Fielding Equipment Inventory and Hand Off Data	Equipment data elements and Individual Unit Identification Data (IUID) will be submitted in accordance with templates provided by government. Data elements will be similar as being required in the preparation of DA Form 3161.	Initial draft provided 7 work days prior to each site installation. Final provided 2 work days prior to each installation fielding.	COR
2	26	Equipment Warranty Reporting Data	Equipment data listing for all vendor and or factory warranty provided for all equipment fielded/issued to GC	Provided for each install location within 5 calendar days of receipt	COR
2	27	Software License Reporting Data	Software data listing for all vendor and or factory licenses and keys fielded/issued to Gaining Command	Provided for each install location within 5 calendar days of receipt	COR
3	28	Pre-site Survey	Identifies fielding information is needed to inform the site survey process	Pre-site surveys conducted three (3) weeks or more prior to the actual Site Survey	COR
3	29	Installation Points of Contact document	Documents installation points of contact for the survey & fielding teams	Five (5) calendar days after completion of the Site Survey	COR

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Tas k	ID	Deliverable Name	Deliverable Description	Deliverable Due Date	Submitted To
3	30	"As-Is" Documentation	"As-Is" documentation including: <ul style="list-style-type: none"> <li>• Current C4IM service support model</li> <li>• Current business processes</li> </ul>	First draft 120 calendar days after the option is exercised. Final provided 60 days after draft is delivered.	COR
3	31	"To-Be" Documentation	"To-Be" documentation derived from a combination of "AS-IS" documentation, other customer provided information, and knowledge of the end-state ESD	First draft 180 calendar days after the option is exercised. Final provided 60 calendar days after draft is delivered.	COR
3	32	NEC Process Guide	Documentation describing: <ul style="list-style-type: none"> <li>• How the NEC handles incident management, problem management, change management, and Service Requests.</li> <li>• Installation personnel skill sets, applications in place, and business process maturity</li> </ul>	First draft 120 calendar days after the option is exercised. Final provided 60 calendar days after draft is delivered.	COR
3	33	Memorandum of Understanding	Outlines the specific activities, C4IM IT services, infrastructure support, training, and meeting requirements in support of a service capability cutover. An MOU is executed for each NEC that is on-boarded.	As needed for each fielded installation.	COR
3	34	Installation Training Materials	Training materials		COR
3	35	Pre-Cutover Brief	Recaps on-boarding activities to gaining command, provides schedule for final cut-over with activities required to complete the on-boarding process, and provides the installation a "leave-behind" package.	No less than five (5) calendar days prior to Cutover.	COR
3	36	Performance Report	Describes service performance, reviewed weekly and monthly.	Weekly, no later than Wednesday at 1300 for the prior week. Monthly, no later than the third calendar day of the month for the prior month.	COR
3	37	After Action Review	Discusses the transition process between ESD and gaining command and captures discussion items (issues/concerns) for inclusion in Lessons Learned.	No later than three (3) calendar days after Transition completed.	COR
3	38	Lessons Learned	Strengths should discuss strategies	Seven (7)	COR

<b>Task</b>	<b>ID</b>	<b>Deliverable Name</b>	<b>Deliverable Description</b>	<b>Deliverable Due Date</b>	<b>Submitted To</b>
		document	and/or activities that led to success: <ul style="list-style-type: none"> <li>Weaknesses should discuss strategies for improvement</li> <li>Post-fielding survey (gaining command responsibility) an important feeder</li> </ul>	calendar days prior to cut-over.	
3	39	Installation "leave-behind" package	Includes: <ul style="list-style-type: none"> <li>In-brief</li> <li>Site-specific implementation plan</li> <li>Completed project plan</li> <li>Data submitted by NEC</li> <li>TTPs and/or training guide</li> <li>Test and validation use cases and results</li> </ul>	Seven (7) calendar days after completion of fielding.	COR

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## SECTION F -- DELIVERIES OR PERFORMANCE

### F.1 PERIOD OF PERFORMANCE

The period of performance for this effort is as follows:

Base Period: September 22, 2011 through September 21, 2012  
Option Period 1: September 22, 2012 through September 21, 2013  
Option Period 2: September 22, 2013 through September 21, 2014

SECTION G -- CONTRACT ADMINISTRATION DATA

G.1 CONTRACT ADMINISTRATION - CONTRACTOR

Contractor administration for this contract shall be performed by:

Molly Currens  
Sr. Contract Administrator  
Dell Services Federal Government  
8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031  
703-289-8275  
Molly.Currens@federal.dell.com

G.2 CONTRACT ADMINISTRATION - GOVERNMENT

Government administration of this contract shall be performed by:

Department of the Interior  
National Business Center  
Acquisition Services Directorate, Sierra Vista Division III  
Post Office 1420  
Sierra Vista, AZ 85636

Overnight Delivery Address:

354 South Highway 92  
Sierra Vista, AZ 85635

POC: Rasaki Beswick, Contract Specialist  
Phone: 520-439-2424  
Fax: 520-439-2595  
E-Mail: rasaki\_m\_beswick@nbc.gov

G.3 CONTRACT ESTIMATED VALUES AND FUNDING STATUS

PERIOD	DATES	ESTIMATED VALUE	OBLIGATED	UN-OBLIGATED
Base Period	Sep 22, 2011 thru Sep 21, 2012	\$17,222,288.80	\$15,242,288.80	\$1,980,000.00
Total Estimated Value	\$49,791,454.68			

G.4 CONTRACTING OFFICER'S REPRESENTATIVE

The Contracting Officer's Representative is:

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Donald Greenlee  
Product Manager, Power Projection Enablers  
Email: donald.greenlee@us.army.mil  
Phone: 703-652-8711 VA Office  
571-882-4249 Blackberry  
10119 Beach Road  
Fort Belvoir, VA 22060-5847

## G.5 INVOICES

Instructions for submitting invoices are as follows:

The Contractor has not been granted authorization for direct submission of public vouchers nor are they required to obtain advanced approval for invoice submission from a cognizant auditing agency. Therefore, the Contractor shall submit an original invoice, via email, to the Contracting Officer's Representative designated in Section G of this task order for review and certification. Within five (5) days of receipt of the invoice, the COR will review, certify, and submit the invoice via email to the designated Payment Office listed in Section G.

Copies of all invoices shall be submitted for review to the following (See Section G for POC):

Government Contract Administrator

All invoices will be submitted in accordance with FAR 52.232-1, Payments.

All invoices shall comply with the minimum requirements set forth in FAR 52.232-25, Prompt Payment.

## G.6 PAYMENT OFFICE

The invoice payment office for this effort is:

Department of the Interior/National Business Center  
Attn: Denver Payment Officer  
National Business Center - Denver  
7301 W. Mansfield Ave D-2730  
Denver, CO 80235-2230

E-Mail address for the invoice submission: Ft\_Huachuca\_Pay\_NBCDenver@nbc.gov



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## SECTION H -- SPECIAL CONTRACT REQUIREMENTS

### H.1 SECURITY REQUIREMENTS

Neither the Contractor nor any of its contract service providers shall disclose or cause to disseminate any information concerning operations of military activities. Such action(s) could result in violation of the contract and possible legal actions.

All inquiries, comments or complaints arising from any matter observed, experienced, or learned of as a result of or in connection with the performance of this contract, the resolution of which may require the dissemination of official information, shall be directed to the Contracting Officer's Representative (COR) and the Contracting Officer.

The Contractor shall only conduct business with designated Government personnel listed as Points of Contact (POCs). Names of authorized personnel shall be provided to the Contractor by the Government, in writing, and updated as necessary throughout the contract period.

U.S. Government records, copies of original results and reports, verified original data, corrected data, and corrected supporting final reports are maintained by the Contractor, but remain the property of the U.S. Government. These files/results must be surrendered to the COR.

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SECTION I -- CONTRACT CLAUSES

I.1 1452.204-70 RELEASE OF CLAIMS JULY 1996

1452.204-70

RELEASE OF CLAIMS -- DEPARTMENT OF THE INTERIOR (JUL 1996)

After completion of work and prior to final payment, the Contractor shall furnish the Contracting Officer with a release of claims against the United States relating to this contract. The Release of Claims form (DI-137) shall be used for this purpose. The form provides for exception of specified claims from operation of the release.

(End of clause)

I.2 52.217-08 OPTION TO EXTEND SERVICES NOVEMBER 1999

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days.

(End of clause)

I.3 52.217-09 OPTION TO EXTEND THE TERM OF THE CONTRACT MARCH 2000

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

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

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 36 months.

(End of clause)

I.4 52.222-41 SERVICE CONTRACT ACT OF 1965 NOVEMBER 2007

(a) Definitions. As used in this clause-

"Act" means the Service Contract Act of 1965 (41 U.S.C. 351, et seq.).

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"Contractor," when this clause or in any subcontract, shall be deemed to refer to the subcontractor, except in the term "Government Prime Contractor."

"Service employee," means any person engaged in the performance of this contract other than any person employed in a bona fide executive, administrative, or professional capacity, as these terms are defined in Part 541 of Title 29, Code of Federal Regulations, as revised. It includes all such persons regardless of any contractual relationship that may be alleged to exist between a Contractor or subcontractor and such persons.

(b) Applicability. This contract is subject to the following provisions and to all other applicable provisions of the Act and regulations of the Secretary of Labor (29 CFR Part 4). This clause does not apply to contracts or subcontracts administratively exempted by the Secretary of Labor or exempted by 41 U.S.C. 356, as interpreted in Subpart C of 29 CFR Part 4.

(c) Compensation. (1) Each service employee employed in the performance of this contract by the Contractor or any subcontractor shall be paid not less than the minimum monetary wages and shall be furnished fringe benefits in accordance with the wages and fringe benefits determined by the Secretary of Labor, or authorized representative, as specified in any wage determination attached to this contract.

(2)(i) If a wage determination is attached to this contract, the Contractor shall classify any class of service employee which is not listed therein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination) so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed class of employees shall be paid the monetary wages and furnished the fringe benefits as are determined pursuant to the procedures in this paragraph (c).

(ii) This conforming procedure shall be initiated by the Contractor prior to the performance of contract work by the unlisted class of employee. The Contractor shall submit Standard Form (SF) 1444, Request For Authorization of Additional Classification and Rate, to the Contracting Officer no later than 30 days after the unlisted class of employee performs any contract work. The Contracting Officer shall review the proposed classification and rate and promptly submit the completed SF 1444 (which must include information regarding the agreement or disagreement of the employees' authorized representatives or the employees themselves together with the agency recommendation), and all pertinent information to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor. The Wage and Hour Division will approve, modify, or disapprove the action or render a final determination in the event of disagreement within 30 days of receipt or will notify the Contracting Officer within 30 days of receipt that additional time is necessary.

(iii) The final determination of the conformance action by the Wage and Hour Division shall be transmitted to the Contracting Officer who shall promptly notify the Contractor of the action taken. Each affected employee shall be furnished by the Contractor with a written copy of such determination or it shall be posted as a part of the wage determination.

(iv)(A) The process of establishing wage and fringe benefit rates that bear a reasonable relationship to those listed in a wage determination cannot be reduced to any single formula. The approach used may vary from wage determination to wage determination depending on the circumstances. Standard wage and salary administration practices which rank various job classifications by pay grade pursuant to point schemes or other job factors may, for example, be relied upon. Guidance may also be obtained from the way different jobs are rated under Federal pay systems (Federal Wage Board Pay System and the General Schedule) or from other wage determinations issued in the same locality. Basic to the establishment of any conformable wage rate(s) is the concept that a pay relationship should be maintained between job classifications based on the skill required and the duties performed.

(B) In the case of a contract modification, an exercise of an option, or extension of an existing contract, or in any other case where a Contractor succeeds a contract under which the classification in question was previously conformed pursuant to paragraph (c) of this clause, a new conformed wage rate and fringe benefits may be assigned to the conformed classification by indexing (i.e., adjusting) the previous conformed rate and fringe benefits by an amount equal to the average (mean) percentage increase (or decrease, where appropriate) between the wages and fringe benefits specified for all classifications to be used on the contract which are listed in the current wage determination, and those specified for the corresponding classifications in the previously applicable wage determination. Where conforming actions are accomplished in accordance with this paragraph prior to the performance of contract work by the unlisted class of employees, the Contractor shall advise the Contracting Officer of the action taken but the other procedures in subdivision (c)(2)(ii) of this clause need not be followed.

(C) No employee engaged in performing work on this contract shall in any event be paid less than the currently applicable minimum wage specified under section 6(a)(1) of the Fair Labor Standards Act of 1938, as amended.

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(v) The wage rate and fringe benefits finally determined under this subparagraph (c)(2) of this clause shall be paid to all employees performing in the classification from the first day on which contract work is performed by them in the classification. Failure to pay the unlisted employees the compensation agreed upon by the interested parties and/or finally determined by the Wage and Hour Division retroactive to the date such class of employees commenced contract work shall be a violation of the Act and this contract.

(vi) Upon discovery of failure to comply with subparagraph (c)(2) of this clause, the Wage and Hour Division shall make a final determination of conformed classification, wage rate, and/or fringe benefits which shall be retroactive to the date such class or classes of employees commenced contract work.

(3) Adjustment of Compensation. If the term of this contract is more than 1 year, the minimum monetary wages and fringe benefits required to be paid or furnished thereunder to service employees under this contract shall be subject to adjustment after 1 year and not less often than once every 2 years, under wage determinations issued by the Wage and Hour Division.

(d) Obligation to Furnish Fringe Benefits. The Contractor or subcontractor may discharge the obligation to furnish fringe benefits specified in the attachment or determined under subparagraph (c)(2) of this clause by furnishing equivalent combinations of bona fide fringe benefits, or by making equivalent or differential cash payments, only in accordance with Subpart D of 29 CFR Part 4.

(e) Minimum Wage. In the absence of a minimum wage attachment for this contract, neither the Contractor nor any subcontractor under this contract shall pay any person performing work under this contract (regardless of whether the person is a service employee) less than the minimum wage specified by section 6(a)(1) of the Fair Labor Standards Act of 1938. Nothing in this clause shall relieve the Contractor or any subcontractor of any other obligation under law or contract for payment of a higher wage to any employee.

(f) Successor Contracts. If this contract succeeds a contract subject to the Act under which substantially the same services were furnished in the same locality and service employees were paid wages and fringe benefits provided for in a collective bargaining agreement, in the absence of the minimum wage attachment for this contract setting forth such collectively bargained wage rates and fringe benefits, neither the Contractor nor any subcontractor under this contract shall pay any service employee performing any of the contract work (regardless of whether or not such employee was employed under the predecessor contract), less than the wages and fringe benefits provided for in such collective bargaining agreement, to which such employee would have been entitled if employed under the predecessor contract, including accrued wages and fringe benefits and any prospective increases in wages and fringe benefits provided for under such agreement. No Contractor or subcontractor under this contract may be relieved of the foregoing obligation unless the limitations of 29 CFR 4.1b(b) apply or unless the Secretary of Labor or the Secretary's authorized representative finds, after a hearing as provided in 29 CFR 4.10 that the wages and/or fringe benefits provided for in such agreement are substantially at variance with those which prevail for services of a character similar in the locality, or determines, as provided in 29 CFR 4.11, that the collective bargaining agreement applicable to service employees employed under the predecessor contract was not entered into as a result of arm's length negotiations. Where it is found in accordance with the review procedures provided in 29 CFR 4.10 and/or 4.11 and Parts 6 and 8 that some or all of the wages and/or fringe benefits contained in a predecessor Contractor's collective bargaining agreement are substantially at variance with those which prevail for services of a character similar in the locality, and/or that the collective bargaining agreement applicable to service employees employed under the predecessor contract was not entered into as a result of arm's length negotiations, the Department will issue a new or revised wage determination setting forth the applicable wage rates and fringe benefits. Such determination shall be made part of the contract or subcontract, in accordance with the decision of the Administrator, the Administrative Law Judge, or the Administrative Review Board, as the case may be, irrespective of whether such issuance occurs prior to or after the award of a contract or subcontract (53 Comp. Gen. 401 (1973)). In the case of a wage determination issued solely as a result of a finding of substantial variance, such determination shall be effective as of the date of the final administrative decision.

(g) Notification to Employees. The Contractor and any subcontractor under this contract shall notify each service employee commencing work on this contract of the minimum monetary wage and any fringe benefits required to be paid pursuant to this contract, or shall post the wage determination attached to this contract. The poster provided by the Department of Labor (Publication WH 1313) shall be posted in a prominent and accessible place at the worksite. Failure to comply with this requirement is a violation of section 2(a)(4) of the Act and of this contract.

(h) Safe and Sanitary Working Conditions. The Contractor or subcontractor shall not permit any part of the services called for by this contract to be performed in buildings or surroundings or under working conditions provided by or under the control or supervision of the Contractor or subcontractor which are unsanitary, hazardous, or dangerous to the health or safety of the service employees. The Contractor or subcontractor shall comply with the safety and health standards applied under 29 CFR Part 1925.

(i) Records. (1) The Contractor and each subcontractor performing work subject to the Act shall make and maintain for 3 years from the completion of the work, and make them available for inspection and transcription by authorized representatives of the Wage and Hour Division, Employment Standards Administration, a record of the following:

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(i) For each employee subject to the Act--

(A) Name and address and social security number;

(B) Correct work classification or classifications, rate or rates of monetary wages paid and fringe benefits provided, rate or rates of payments in lieu of fringe benefits, and total daily and weekly compensation;

(C) Daily and weekly hours worked by each employee; and

(D) Any deductions, rebates, or refunds from the total daily or weekly compensation of each employee.

(ii) For those classes of service employees not included in any wage determination attached to this contract, wage rates or fringe benefits determined by the interested parties or by the Administrator or authorized representative under the terms of paragraph (c) of this clause. A copy of the report required by subdivision (c)(2)(ii) of this clause will fulfill this requirement.

(iii) Any list of the predecessor Contractor's employees which had been furnished to the Contractor as prescribed by paragraph (n) of this clause.

(2) The Contractor shall also make available a copy of this contract for inspection or transcription by authorized representatives of the Wage and Hour Division.

(3) Failure to make and maintain or to make available these records for inspection and transcription shall be a violation of the regulations and this contract, and in the case of failure to produce these records, the Contracting Officer, upon direction of the Department of Labor and notification to the Contractor, shall take action to cause suspension of any further payment or advance of funds until the violation ceases.

(4) The Contractor shall permit authorized representatives of the Wage and Hour Division to conduct interviews with employees at the worksite during normal working hours.

(j) Pay Periods. The Contractor shall unconditionally pay to each employee subject to the Act all wages due free and clear and without subsequent deduction (except as otherwise provided by law or regulations, 29 CFR Part 4), rebate, or kickback on any account. These payments shall be made no later than one pay period following the end of the regular pay period in which the wages were earned or accrued. A pay period under this Act may not be of any duration longer than semi-monthly.

(k) Withholding of Payments and Termination of Contract. The Contracting Officer shall withhold or cause to be withheld from the Government Prime Contractor under this or any other Government contract with the Prime Contractor such sums as an appropriate official of the Department of Labor requests or such sums as the Contracting Officer decides may be necessary to pay underpaid employees employed by the Contractor or subcontractor. In the event of failure to pay any employees subject to the Act all or part of the wages or fringe benefits due under the Act, the Contracting Officer may, after authorization or by direction of the Department of Labor and written notification to the Contractor, take action to cause suspension of any further payment or advance of funds until such violations have ceased. Additionally, any failure to comply with the requirements of this clause may be grounds for termination of the right to proceed with the contract work. In such event, the Government may enter into other contracts or arrangements for completion of the work, charging the Contractor in default with any additional cost.

(l) Subcontracts. The Contractor agrees to insert this clause in all subcontracts subject to the Act.

(m) Collective Bargaining Agreements Applicable to Service Employees. If wages to be paid or fringe benefits to be furnished any service employees employed by the Government Prime Contractor or any subcontractor under the contract are provided for in a collective bargaining agreement which is or will be effective during any period in which the contract is being performed, the Government Prime Contractor shall report such fact to the Contracting Officer, together with full information as to the application and accrual of such wages and fringe benefits, including any prospective increases, to service employees engaged in work on the contract, and a copy of the collective bargaining agreement. Such report shall be made upon commencing performance of the contract, in the case of collective bargaining agreements effective at such time, and in the case of such agreements or provisions or amendments thereof effective at a later time during the period of contract performance such agreements shall be reported promptly after negotiation thereof.

(n) Seniority List. Not less than 10 days prior to completion of any contract being performed at a Federal facility where service employees may be retained in the performance of the succeeding contract and subject to a wage determination which contains

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vacation or other benefit provisions based upon length of service with a Contractor (predecessor) or successor (29 CFR 4.173), the incumbent Prime Contractor shall furnish the Contracting Officer a certified list of the names of all service employees on the Contractor's or subcontractor's payroll during the last month of contract performance. Such list shall also contain anniversary dates of employment on the contract either with the current or predecessor Contractors of each such service employee. The Contracting Officer shall turn over such list to the successor Contractor at the commencement of the succeeding contract.

(o) Rulings and Interpretations. Rulings and interpretations of the Act are contained in Regulations, 29 CFR Part 4.

(p) Contractor's Certification. (1) By entering into this contract, the Contractor (and officials thereof) certifies that neither it (nor he or she) nor any person or firm who has a substantial interest in the Contractor's firm is a person or firm ineligible to be awarded Government contracts by virtue of the sanctions imposed under section 5 of the Act.

(2) No part of this contract shall be subcontracted to any person or firm ineligible for award of a Government contract under section 5 of the Act.

(3) The penalty for making false statements is prescribed in the U.S. Criminal Code, 18 U.S.C. 1001.

(q) Variations, Tolerances, and Exemptions Involving Employment. Notwithstanding any of the provisions in paragraphs (b) through (o) of this clause, the following employees may be employed in accordance with the following variations, tolerances, and exemptions, which the Secretary of Labor, pursuant to section 4(b) of the Act prior to its amendment by Pub. L. 92-473, found to be necessary and proper in the public interest or to avoid serious impairment of the conduct of Government business:

(1) Apprentices, student-learners, and workers whose earning capacity is impaired by age, physical or mental deficiency, or injury may be employed at wages lower than the minimum wages otherwise required by section 2(a)(1) or 2(b)(1) of the Act without diminishing any fringe benefits or cash payments in lieu thereof required under section 2(a)(2) of the Act, in accordance with the conditions and procedures prescribed for the employment of apprentices, student-learners, handicapped persons, and handicapped clients of sheltered workshops under section 14 of the Fair Labor Standards Act of 1938, in the regulations issued by the Administrator (29 CFR Parts 520, 521, 524, and 525).

(2) The Administrator will issue certificates under the Act for the employment of apprentices, student-learners, handicapped persons, or handicapped clients of sheltered workshops not subject to the Fair Labor Standards Act of 1938, or subject to different minimum rates of pay under the two acts, authorizing appropriate rates of minimum wages (but without changing requirements concerning fringe benefits or supplementary cash payments in lieu thereof), applying procedures prescribed by the applicable regulations issued under the Fair Labor Standards Act of 1938 (29 CFR Parts 520, 521, 524, and 525).

(3) The Administrator will also withdraw, annul, or cancel such certificates in accordance with the regulations in 29 CFR Parts 525 and 528.

(r) Apprentices. Apprentices will be permitted to work at less than the predetermined rate for the work they perform when they are employed and individually registered in a bona fide apprenticeship program registered with a State Apprenticeship Agency which is recognized by the U.S. Department of Labor, or if no such recognized agency exists in a State, under a program registered with the Office of Apprenticeship Training, Employer, and Labor Services (OATELS), U.S. Department of Labor. Any employee who is not registered as an apprentice in an approved program shall be paid the wage rate and fringe benefits contained in the applicable wage determination for the journeyman classification of work actually performed. The wage rates paid apprentices shall not be less than the wage rate for their level of progress set forth in the registered program, expressed as the appropriate percentage of the journeyman's rate contained in the applicable wage determination. The allowable ratio of apprentices to journeymen employed on the contract work in any craft classification shall not be greater than the ratio permitted to the Contractor as to his entire work force under the registered program.

(s) Tips. An employee engaged in an occupation in which the employee customarily and regularly receives more than \$30 a month in tips may have the amount of these tips credited by the employer against the minimum wage required by section 2(a)(1) or section 2(b)(1) of the Act, in accordance with section 3(m) of the Fair Labor Standards Act and Regulations, 29 CFR Part 531. However, the amount of credit shall not exceed \$1.34 per hour beginning January 1, 1981. To use this provision--

(1) The employer must inform tipped employees about this tip credit allowance before the credit is utilized;

(2) The employees must be allowed to retain all tips (individually or through a pooling arrangement and regardless of whether the employer elects to take a credit for tips received);

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- (3) The employer must be able to show by records that the employee receives at least the applicable Service Contract Act minimum wage through the combination of direct wages and tip credit; and
- (4) The use of such tip credit must have been permitted under any predecessor collective bargaining agreement applicable by virtue of section 4(c) of the Act.
- (t) Disputes Concerning Labor Standards. The U.S. Department of Labor has set forth in 29 CFR Parts 4, 6, and 8 procedures for resolving disputes concerning labor standards requirements. Such disputes shall be resolved in accordance with those procedures and not the Disputes clause of this contract. Disputes within the meaning of this clause include disputes between the Contractor (or any of its subcontractors) and the contracting agency, the U.S. Department of Labor, or the employees or their representatives.

I.5 52.252-02 CLAUSES INCORPORATED BY REFERENCE FEBRUARY 1998

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://www.farsite.hill.af.mil>

Clause	Title	Date
1452.215-70	Examination of Records by the Department of the Interior	April 1984
1452.224-1	Privacy Act Notification	July 1996
52.202-01	Definitions	July 2004
52.203-05	Covenant Against Contingent Fees	April 1984
52.203-06	Restrictions on Subcontractor Sales to the Government	September 2006
52.203-07	Anti-Kickback Procedures	July 1995
52.204-07	Central Contractor Registration	April 2008
52.215-17	Waiver of Facilities Capital Cost of Money	October 1997
52.216-24	Limitation of Government Liability	April 1984
52.216-25	Contract Definitization	October 1997
52.217-08	Option to Extend Services	November 1999
52.217-09	Option to Extend the Term of the Contract	March 2000
52.222-04	Contract Work Hours and Safety Standards Act - Overtime Compensation	July 2005
52.223-14	Toxic Chemical Release Reporting	August 2003
52.232-01	Payments	April 1984
52.233-03	Protest after Award	August 1996
52.233-04	Applicable Law for Breach of Contract Claim	October 2004
52.243-01	Changes--Fixed Price	August 1987
52.244-06	Subcontracts for Commercial Items	June 2010

I.6 DFARS CLAUSE 252.232-7007 LIMITATION OF GOVERNMENT'S OBLIGATION

252.232-7007 Limitation of Government's Obligation.

As prescribed in 232.705-70, use the following clause:

LIMITATION OF GOVERNMENT'S OBLIGATION (MAY 2006)

- (a) Contract line item(s) CLIN 0001 through CLIN 0003 are incrementally funded. For these item(s), the sum of \$15,242,288.80 of the total price is presently available for payment and allotted to this contract. An allotment schedule is set forth in paragraph (j) of this clause.
- (b) For item(s) identified in paragraph (a) of this clause, the Contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination of those item(s) for the Government's convenience, approximates the total amount currently allotted to the contract. The Contractor is not authorized to continue work on those item(s)

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beyond that point. The Government will not be obligated in any event to reimburse the Contractor in excess of the amount allotted to the contract for those item(s) regardless of anything to the contrary in the clause entitled "Termination for Convenience of the Government." As used in this clause, the total amount payable by the Government in the event of termination of applicable contract line item(s) for convenience includes costs, profit, and estimated termination settlement costs for those item(s).

(c) Notwithstanding the dates specified in the allotment schedule in paragraph (j) of this clause, the Contractor will notify the Contracting Officer in writing at least ninety days prior to the date when, in the Contractor's best judgment, the work will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate 85 percent of the total amount then allotted to the contract for performance of the applicable item(s). The notification will state (1) the estimated date when that point will be reached and (2) an estimate of additional funding, if any, needed to continue performance of applicable line items up to the next scheduled date for allotment of funds identified in paragraph (j) of this clause, or to a mutually agreed upon substitute date. The notification will also advise the Contracting Officer of the estimated amount of additional funds that will be required for the timely performance of the item(s) funded pursuant to this clause, for a subsequent period as may be specified in the allotment schedule in paragraph (j) of this clause or otherwise agreed to by the parties. If after such notification additional funds are not allotted by the date identified in the Contractor's notification, or by an agreed substitute date, the Contracting Officer will terminate any item(s) for which additional funds have not been allotted, pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

(d) When additional funds are allotted for continued performance of the contract line item(s) identified in paragraph (a) of this clause, the parties will agree as to the period of contract performance which will be covered by the funds. The provisions of paragraphs (b) through (d) of this clause will apply in like manner to the additional allotted funds and agreed substitute date, and the contract will be modified accordingly.

(e) If, solely by reason of failure of the Government to allot additional funds, by the dates indicated below, in amounts sufficient for timely performance of the contract line item(s) identified in paragraph (a) of this clause, the Contractor incurs additional costs or is delayed in the performance of the work under this contract and if additional funds are allotted, an equitable adjustment will be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the item(s), or in the time of delivery, or both. Failure to agree to any such equitable adjustment hereunder will be a dispute concerning a question of fact within the meaning of the clause entitled "Disputes."

(f) The Government may at any time prior to termination allot additional funds for the performance of the contract line item(s) identified in paragraph (a) of this clause.

(g) The termination provisions of this clause do not limit the rights of the Government under the clause entitled "Default." The provisions of this clause are limited to the work and allotment of funds for the contract line item(s) set forth in paragraph (a) of this clause. This clause no longer applies once the contract is fully funded except with regard to the rights or obligations of the parties concerning equitable adjustments negotiated under paragraphs (d) and (e) of this clause.

(h) Nothing in this clause affects the right of the Government to terminate this contract pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

(i) Nothing in this clause shall be construed as authorization of voluntary services whose acceptance is otherwise prohibited under 31 U.S.C. 1342.

(j) The parties contemplate that the Government will allot funds to this contract in accordance with the following schedule:

On execution of contract	\$15,242,288.80
August 19, 2012	\$ 1,980,000.00

(End of clause)

## I.7 DFARS CLAUSES

- 252.201-7000 Contracting Officer's Representative
- 252.203-7001 Prohibition on Persons Convicted of Fraud or Other Defense-Contract-Related Felonies
- 252.204-7003 Control of Government Personnel Work Product
- 252.204-7004 Alternate A, Central Contractor Registration
- 252.204-7005 Oral Attestation of Security Responsibilities
- 252.209-7004 Subcontracting with Firms That Are Owned or Controlled by the Government of a Terrorist Country
- 252.215-7000 Pricing Adjustments
- 252.215-7004 Excessive Pass Through Charges
- 252.223-7004 Drug Free Work Force



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- 252.232-7007 Limitation of Government's Obligation
- 252.232-7010 Levies on Contract Payments
- 252.243-7002 Requests for Equitable Adjustment
- 252.251-7000 Ordering from Government Supply Sources

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SECTION J -- LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

J.1 ATTACHMENTS

Attachment 1

Contract clauses from CHES contract W91QUZ-06-D-0011

Attachment 2

Wage Determinations

## Section I - Contract Clauses

## CLAUSES INCORPORATED BY REFERENCE

52.202-1	Definitions	JUL 2004
52.203-3	Gratuities	APR 1984
52.203-5	Covenant Against Contingent Fees	APR 1984
52.203-6	Restrictions On Subcontractor Sales To The Government	JUL 1995
52.203-7	Anti-Kickback Procedures	JUL 1995
52.203-8	Cancellation, Rescission, and Recovery of Funds for Illegal or Improper Activity	JAN 1997
52.203-10	Price Or Fee Adjustment For Illegal Or Improper Activity	JAN 1997
52.203-12	Limitation On Payments To Influence Certain Federal Transactions	JUN 2003
52.204-2	Security Requirements	AUG 1996
52.204-4	Printed or Copied Double-Sided on Recycled Paper	AUG 2000
52.209-6	Protecting the Government's Interest When Subcontracting With Contractors Debarred, Suspended, or Proposed for Debarment	JAN 2005
52.211-15	Defense Priority And Allocation Requirements	SEP 1990
52.215-2	Audit and Records--Negotiation	JUN 1999
52.215-8	Order of Precedence--Uniform Contract Format	OCT 1997
52.215-10	Price Reduction for Defective Cost or Pricing Data	OCT 1997
52.215-11	Price Reduction for Defective Cost or Pricing Data--Modifications	OCT 1997
52.215-12	Subcontractor Cost or Pricing Data	OCT 1997
52.215-13	Subcontractor Cost or Pricing Data--Modifications	OCT 1997
52.215-14	Integrity of Unit Prices	OCT 1997
52.215-15	Pension Adjustments and Asset Reversions	OCT 2004
52.215-16	Facilities Capital Cost of Money	JUN 2003
52.215-18	Reversion or Adjustment of Plans for Postretirement Benefits (PRB) Other than Pensions	OCT 1997
52.216-7	Allowable Cost And Payment	DEC 2002
52.216-8	Fixed Fee	MAR 1997
52.216-10	Incentive Fee	MAR 1997
52.216-17	Incentive Price Revision-Successive Targets	OCT 1997
52.219-4	Notice of Price Evaluation Preference for HUBZone Small Business Concerns	OCT 2004
52.219-8	Utilization of Small Business Concerns	MAY 2004
52.219-16	Liquidated Damages-Subcontracting Plan	JAN 1999
52.222-1	Notice To The Government Of Labor Disputes	FEB 1997
52.222-2	Payment For Overtime Premiums	JUL 1990
52.222-3	Convict Labor	JUN 2003
52.222-4	Contract Work Hours and Safety Standards Act - Overtime Compensation	JUL 2005
52.222-6	Davis Bacon Act	JUL 2005
52.222-7	Withholding of Funds	FEB 1988
52.222-8	Payrolls and Basic Records	FEB 1988
52.222-9	Apprentices and Trainees	JUL 2005
52.222-10	Compliance with Copeland Act Requirements	FEB 1988
52.222-11	Subcontracts (Labor Standards)	JUL 2005
52.222-12	Contract Termination-Debarment	FEB 1988

52.222-13	Compliance with Davis-Bacon and Related Act Regulations.	FEB 1988
52.222-14	Disputes Concerning Labor Standards	FEB 1988
52.222-15	Certification of Eligibility	FEB 1988
52.222-21	Prohibition Of Segregated Facilities	FEB 1999
52.222-26	Equal Opportunity	APR 2002
52.222-29	Notification Of Visa Denial	JUN 2003
52.222-35	Equal Opportunity For Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans	DEC 2001
52.222-36	Affirmative Action For Workers With Disabilities	JUN 1998
52.222-37	Employment Reports On Special Disabled Veterans, Veterans Of The Vietnam Era, and Other Eligible Veterans	DEC 2001
52.223-5	Pollution Prevention and Right-to-Know Information	AUG 2003
52.223-6	Drug-Free Workplace	MAY 2001
52.223-14	Toxic Chemical Release Reporting	AUG 2003
52.224-1	Privacy Act Notification	APR 1984
52.224-2	Privacy Act	APR 1984
52.225-13	Restrictions on Certain Foreign Purchases	MAR 2005
52.227-1	Authorization and Consent	JUL 1995
52.227-2	Notice And Assistance Regarding Patent And Copyright Infringement	AUG 1996
52.227-10	Filing Of Patent Applications--Classified Subject Matter	APR 1984
52.228-3	Worker's Compensation Insurance (Defense Base Act)	APR 1984
52.228-4	Workers' Compensation and War-Hazard Insurance Overseas	APR 1984
52.228-5	Insurance - Work On A Government Installation	JAN 1997
52.228-7	Insurance--Liability To Third Persons	MAR 1996
52.229-3	Federal, State And Local Taxes	APR 2003
52.229-6	Taxes--Foreign Fixed-Price Contracts	JUN 2003
52.229-8	Taxes--Foreign Cost-Reimbursement Contracts	MAR 1990
52.229-10	State of New Mexico Gross Receipts and Compensating Tax	APR 2003
52.230-2	Cost Accounting Standards	APR 1998
52.230-3	Disclosure And Consistency Of Cost Accounting Practices	APR 1998
52.230-6	Administration of Cost Accounting Standards	APR 2005
52.232-1	Payments	APR 1984
52.232-7	Payments Under Time-And-Materials And Labor Hour Contracts	AUG 2005
52.232-8	Discounts For Prompt Payment	FEB 2002
52.232-9	Limitation On Withholding Of Payments	APR 1984
52.232-11	Extras	APR 1984
52.232-17	Interest	JUN 1996
52.232-18	Availability Of Funds	APR 1984
52.232-20	Limitation Of Cost	APR 1984
52.232-22	Limitation Of Funds	APR 1984
52.232-23 Alt I	Assignment of Claims (Jan 1986) - Alternate I	APR 1984
52.232-25	Prompt Payment	OCT 2003
52.232-32	Performance-Based Payments	FEB 2002
52.232-33	Payment by Electronic Funds Transfer--Central Contractor Registration	OCT 2003
52.233-1	Disputes	JUL 2002
52.233-3	Protest After Award	AUG 1996
52.237-2	Protection Of Government Buildings, Equipment, And Vegetation	APR 1984
52.237-3	Continuity Of Services	JAN 1991
52.239-1	Privacy or Security Safeguards	AUG 1996

52.242-1	Notice of Intent to Disallow Costs	APR 1984
52.242-3	Penalties for Unallowable Costs	MAY 2001
52.242-4	Certification of Final Indirect Costs	JAN 1997
52.242-13	Bankruptcy	JUL 1995
52.243-1 Alt II	Changes--Fixed-Price (Aug 1987) - Alternate II	APR 1984
52.243-2 Alt II	Changes--Cost Reimbursement (Aug 1987) - Alternate II	APR 1984
52.243-3	Changes--Time-And-Material Or Labor-Hours	SEP 2000
52.244-2 Alt I	Subcontracts (Aug 1998) - Alternate I	MAR 2005
52.244-5	Competition In Subcontracting	DEC 1996
52.244-6	Subcontracts for Commercial Items	DEC 2004
52.245-1	Property Records	APR 1984
52.245-2	Government Property (Fixed Price Contracts)	MAY 2004
52.245-5	Government Property (Cost-Reimbursement Time-And-Materials, Or Labor Hour Contracts)	MAY 2004
52.245-19	Government Property Furnished "As Is"	APR 1984
52.246-15	Certificate of Conformance	APR 1984
52.246-25	Limitation Of Liability--Services	FEB 1997
52.247-63	Preference For U.S. Flag Air Carriers	JUN 2003
52.248-1	Value Engineering	FEB 2000
52.249-2	Termination For Convenience Of The Government (Fixed-Price)	MAY 2004
52.249-6	Termination (Cost Reimbursement)	MAY 2004
52.249-6 Alt IV	Termination (Cost Reimbursement) (May 2004) - Alternate IV	SEP 1996
52.249-8	Default (Fixed-Price Supply & Service)	APR 1984
52.249-14	Excusable Delays	APR 1984
52.251-1	Government Supply Sources	APR 1984
52.252-4	Alterations in Contract	APR 1984
52.253-1	Computer Generated Forms	JAN 1991
252.201-7000	Contracting Officer's Representative	DEC 1991
252.203-7001	Prohibition On Persons Convicted of Fraud or Other Defense-Contract-Related Felonies	DEC 2004
252.203-7002	Display Of DOD Hotline Poster	DEC 1991
252.204-7000	Disclosure Of Information	DEC 1991
252.204-7002	Payment For Subline Items Not Separately Priced	DEC 1991
252.204-7003	Control Of Government Personnel Work Product	APR 1992
252.205-7000	Provision Of Information To Cooperative Agreement Holders	DEC 1991
252.211-7007	Reporting of Government-Furnished Equipment in the DoD Item Unique Identification (IUID) Registry	NOV 2008
252.219-7003	Small, Small Disadvantaged and Women-Owned Small Business Subcontracting Plan (DOD Contracts)	APR 1996
252.222-7002	Compliance With Local Labor Laws (Overseas)	JUN 1997
252.223-7004	Drug Free Work Force	SEP 1988
252.223-7006	Prohibition On Storage And Disposal Of Toxic And Hazardous Materials	APR 1993
252.225-7001	Buy American Act And Balance Of Payments Program	APR 2003
252.225-7002	Qualifying Country Sources As Subcontractors	APR 2003
252.225-7012	Preference For Certain Domestic Commodities	JUN 2004
252.225-7013	Duty-Free Entry	JAN 2005
252.225-7021	Trade Agreements	JAN 2005
252.225-7036	Buy American--Free Trade Agreement--Balance of Payments Program	JUN 2005

252.225-7036	Alt I Buy American--Free Trade Agreement--Balance of Payments Program (Jun 2005) Alternate 1	JAN 2005
252.227-7013	Rights in Technical Data--Noncommercial Items	NOV 1995
252.227-7014	Rights in Noncommercial Computer Software and Noncommercial Computer Software Documentation	JUN 1995
252.227-7015	Technical Data--Commercial Items	NOV 1995
252.227-7016	Rights in Bid or Proposal Information	JUN 1995
252.227-7019	Validation of Asserted Restrictions--Computer Software	JUN 1995
252.227-7025	Limitations on the Use or Disclosure of Government-Furnished Information Marked with Restrictive Legends	JUN 1995
252.227-7027	Deferred Ordering Of Technical Data Or Computer Software	APR 1988
252.227-7030	Technical Data--Withholding Of Payment	MAR 2000
252.228-7000	Reimbursement for War-Hazard Losses	DEC 1991
252.228-7003	Capture and Detention	DEC 1991
252.231-7000	Supplemental Cost Principles	DEC 1991
252.232-7003	Electronic Submission of Payment Requests	JAN 2004
252.233-7001	Choice of Law (Overseas)	JUN 1997
252.239-7000	Protection Against Compromising Emanations	JUN 2004
252.239-7001	Information Assurance Contractor Training and Certification	JAN 2008
252.242-7000	Postaward Conference	DEC 1991
252.243-7001	Pricing Of Contract Modifications	DEC 1991
252.243-7002	Requests for Equitable Adjustment	MAR 1998
252.245-7001	Reports Of Government Property	MAY 1994
252.246-7001	Warranty Of Data	DEC 1991
252.247-7023	Transportation of Supplies by Sea	MAY 2002

#### CLAUSES INCORPORATED BY FULL TEXT

##### 52.215-19 NOTIFICATION OF OWNERSHIP CHANGES (OCT 1997)

(a) The Contractor shall make the following notifications in writing:

(1) When the Contractor becomes aware that a change in its ownership has occurred, or is certain to occur, that could result in changes in the valuation of its capitalized assets in the accounting records, the Contractor shall notify the Administrative Contracting Officer (ACO) within 30 days.

(2) The Contractor shall also notify the ACO within 30 days whenever changes to asset valuations or any other cost changes have occurred or are certain to occur as a result of a change in ownership.

(b) The Contractor shall--

(1) Maintain current, accurate, and complete inventory records of assets and their costs;

(2) Provide the ACO or designated representative ready access to the records upon request;

(3) Ensure that all individual and grouped assets, their capitalized values, accumulated depreciation or amortization, and remaining useful lives are identified accurately before and after each of the Contractor's ownership changes; and

(4) Retain and continue to maintain depreciation and amortization schedules based on the asset records maintained before each Contractor ownership change.

The Contractor shall include the substance of this clause in all subcontracts under this contract that meet the applicability requirement of FAR 15.408(k).

(End of clause)

52.215-21 REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA--MODIFICATIONS (OCT 1997)—ALTERNATE IV (OCT 1997)

(a) Submission of cost or pricing data is not required.

(b) Provide information described below: Information required and format will be identified in the request for proposal.

(End of clause)

52.216-18 ORDERING. (OCT 1995)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from effective date of notice to proceed through 108<sup>th</sup> months thereafter.

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

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

(End of clause)

52.216-19 ORDER LIMITATIONS. (OCT 1995)

(a) Minimum order. When the Government requires supplies or services covered by this contract in an amount of less than \$50, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) Maximum order. The Contractor is not obligated to honor:

(1) Any order for a single item in excess of CLIN/SubCLIN estimated per contract period;

(2) Any order for a combination of items in excess of \$10,000,000; or

(3) A series of orders from the same ordering office within 3 calendar days that together call for quantities exceeding the limitation in subparagraph (1) or (2) above.

(c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal

Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) above.

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

(End of clause)

52.216-22 INDEFINITE QUANTITY. (OCT 1995)

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

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

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

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

(End of clause)

52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within notice to the contractor not less than 30 days before the expiration of the contract.

(End of clause)

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within the term of the contract prior to contract expiration; provided that the Government gives the Contractor a preliminary written



notice of its intent to extend at least 30 days (60 days unless a different number of days is inserted) before the contract expires. The preliminary notice does not commit the Government to an extension.

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

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 9 years.

(End of clause)

#### 52.219-9 SMALL BUSINESS SUBCONTRACTING PLAN (JAN 2002)--ALTERNATE II (OCT 2001).

(a) This clause does not apply to small business concerns.

(b) Definitions. As used in this clause--

Commercial item means a product or service that satisfies the definition of commercial item in section 2.101 of the Federal Acquisition Regulation.

Commercial plan means a subcontracting plan (including goals) that covers the offeror's fiscal year and that applies to the entire production of commercial items sold by either the entire company or a portion thereof (e.g., division, plant, or product line).

Individual contract plan means a subcontracting plan that covers the entire contract period (including option periods), applies to a specific contract, and has goals that are based on the offeror's planned subcontracting in support of the specific contract, except that indirect costs incurred for common or joint purposes may be allocated on a prorated basis to the contract.

Master plan means a subcontracting plan that contains all the required elements of an individual contract plan, except goals, and may be incorporated into individual contract plans, provided the master plan has been approved.

Subcontract means any agreement (other than one involving an employer-employee relationship) entered into by a Federal Government prime Contractor or subcontractor calling for supplies or services required for performance of the contract or subcontract.

(c) Proposals submitted in response to this solicitation shall include a subcontracting plan that separately addresses subcontracting with small business, veteran-owner small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns. If the offeror is submitting an individual contract plan, the plan must separately address subcontracting with small business, veteran-owner small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns, with a separate part for the basic contract and separate parts for each option (if any). The plan shall be included in and made a part of the resultant contract. The subcontracting plan shall be negotiated within the time specified by the Contracting Officer. Failure to submit and negotiate a subcontracting plan shall make the offeror ineligible for award of a contract.

(d) The offeror's subcontracting plan shall include the following:

(1) Goals, expressed in terms of percentages of total planned subcontracting dollars, for the use of small business, veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns as subcontractors. The offeror shall include all subcontracts that contribute to contract performance, and may include a proportionate share of products and services that are normally allocated as indirect costs.

(2) A statement of--

(i) Total dollars planned to be subcontracted for an individual contract plan; or the offeror's total projected sales, expressed in dollars, and the total value of projected subcontracts to support the sales for a commercial plan;

(ii) Total dollars planned to be subcontracted to small business concerns;

(iii) Total dollars planned to be subcontracted to veteran-owned small business concerns;

(iv) Total dollars planned to be subcontracted to HUBZone small business concerns;

(v) Total dollars planned to be subcontracted to small disadvantaged business concerns; and

(vi) Total dollars planned to be subcontracted to women-owned small business concerns.

(3) A description of the principal types of supplies and services to be subcontracted, and an identification of the types planned for subcontracting to--

(i) Small business concerns;

(ii) Veteran-owned small business concerns;

(iii) HUBZone small business concerns;

(iv) Small disadvantaged business concerns; and

(v) Women-owned small business concerns.

(4) A description of the method used to develop the subcontracting goals in paragraph (d)(1) of this clause.

(5) A description of the method used to identify potential sources for solicitation purposes (e.g., existing company source lists, the Procurement Marketing and Access Network (PRO-Net) of the Small Business Administration (SBA), veterans service organizations, the National Minority Purchasing Council Vendor Information Service, the Research and Information Division of the Minority Business Development Agency in the Department of Commerce, or small, HUBZone, small disadvantaged, and women-owned small business trade associations). A firm may rely on the information contained in PRO-Net as an accurate representation of a concern's size and ownership characteristics for the purposes of maintaining a small, veteran-owned small, HUBZone small, small disadvantaged, and women-owned small business source list. Use of PRO-Net as its source list does not relieve a firm of its responsibilities (e.g., outreach, assistance, counseling, or publicizing subcontracting opportunities) in this clause.

(6) A statement as to whether or not the offeror included indirect costs in establishing subcontracting goals, and a description of the method used to determine the proportionate share of indirect costs to be incurred with—

(i) Small business concerns;

(ii) Veteran-owned small business concerns;

(iii) HUBZone small business concerns;

(iv) Small disadvantaged business concerns; and

(v) Women-owned small business concerns.

(7) The name of the individual employed by the offeror who will administer the offeror's subcontracting program, and a description of the duties of the individual.

(8) A description of the efforts the offeror will make to assure that small business, veteran-owned small business, HUBZone small business, small disadvantaged business and women-owned small business concerns have an equitable opportunity to compete for subcontracts.

(9) Assurances that the offeror will include the clause of this contract entitled "Utilization of Small Business Concerns" in all subcontracts that offer further subcontracting opportunities, and that the offeror will require all subcontractors (except small business concerns) that receive subcontracts in excess of \$500,000 (\$1,000,000 for construction of any public facility) to adopt a subcontracting plan that complies with the requirements of this clause.

(10) Assurances that the offeror will--

(i) Cooperate in any studies or surveys as may be required;

(ii) Submit periodic reports so that the Government can determine the extent of compliance by the offeror with the subcontracting plan;

(iii) Submit Standard Form (SF) 294, Subcontracting Report for Individual Contracts, and/or SF 295, Summary Subcontract Report, in accordance with paragraph (j) of this clause. The reports shall provide information on subcontract awards to small business concerns, veteran-owned small business concerns, service-disabled veteran-owned small business concerns, small disadvantaged business concerns, women-owned small business concerns, and Historically Black Colleges and Universities and Minority Institutions. Reporting shall be in accordance with the instructions on the forms or as provided in agency regulations.

(iv) Ensure that its subcontractors agree to submit SF 294 and SF 295.

(11) A description of the types of records that will be maintained concerning procedures that have been adopted to comply with the requirements and goals in the plan, including establishing source lists; and a description of the offeror's efforts to locate small business, veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns and award subcontracts to them. The records shall include at least the following (on a plant-wide or company-wide basis, unless otherwise indicated)

(i) Source lists (e.g., PRO-Net), guides, and other data that identify small business, veteran-owner small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns.

(ii) Organizations contacted in an attempt to locate sources that are small business, veteran-owned small business, HUBZone small business, small disadvantaged business, or women-owned small business concerns.

(iii) Records on each subcontract solicitation resulting in an award of more than \$100,000, indicating--

(A) Whether small business concerns were solicited and, if not, why not;

(B) Whether veteran-owned small business concerns were solicited and, if not, why not;

(C) Whether HUBZone small business concerns were solicited and, if not, why not;

(D) Whether small disadvantaged business concerns were solicited and, if not, why not;

(E) Whether women-owned small business concerns were solicited and, if not, why not; and

(F) If applicable, the reason award was not made to a small business concern.

(iv) Records of any outreach efforts to contact--

(A) Trade associations;

(B) Business development organizations;

(C) Conferences and trade fairs to locate small, HUBZone small, small disadvantaged, and women-owned small business sources; and

(D) Veterans service organizations.

(v) Records of internal guidance and encouragement provided to buyers through--

(A) Workshops, seminars, training, etc.; and

(B) Monitoring performance to evaluate compliance with the program's requirements.

(vi) On a contract-by-contract basis, records to support award data submitted by the offeror to the Government, including the name, address, and business size of each subcontractor. Contractors having commercial plans need not comply with this requirement.

(e) In order to effectively implement this plan to the extent consistent with efficient contract performance, the Contractor shall perform the following functions:

(1) Assist small business, veteran-owner small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns by arranging solicitations, time for the preparation of bids, quantities, specifications, and delivery schedules so as to facilitate the participation by such concerns. Where the Contractor's lists of potential small business, veteran-owner small business, HUBZone small business, small disadvantaged business, and women-owned small business subcontractors are excessively long, reasonable effort shall be made to give all such small business concerns an opportunity to compete over a period of time.

(2) Provide adequate and timely consideration of the potentialities of small business, veteran-owner small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns in all "make-or-buy" decisions.

(3) Counsel and discuss subcontracting opportunities with representatives of small business, veteran-owner small business, HUBZone small business, small disadvantaged business, and women-owned small business firms.

(4) Provide notice to subcontractors concerning penalties and remedies for misrepresentations of business status as small, veteran-owner small business, HUBZone small, small disadvantaged, or women-owned small business for the purpose of obtaining a subcontract that is to be included as part or all of a goal contained in the Contractor's subcontracting plan.

(f) A master plan on a plant or division-wide basis that contains all the elements required by paragraph (d) of this clause, except goals, may be incorporated by reference as a part of the subcontracting plan required of the offeror by this clause; provided--

(1) the master plan has been approved, (2) the offeror ensures that the master plan is updated as necessary and provides copies of the approved master plan, including evidence of its approval, to the Contracting Officer, and (3) goals and any deviations from the master plan deemed necessary by the Contracting Officer to satisfy the requirements of this contract are set forth in the individual subcontracting plan.

(g) A commercial plan is the preferred type of subcontracting plan for contractors furnishing commercial items. The commercial plan shall relate to the offeror's planned subcontracting generally, for both commercial and Government business, rather than solely to the Government contract. Commercial plans are also preferred for subcontractors that provide commercial items under a prime contract, whether or not the prime contractor is supplying a commercial item.

(h) Prior compliance of the offeror with other such subcontracting plans under previous contracts will be considered by the Contracting Officer in determining the responsibility of the offeror for award of the contract.

(i) The failure of the Contractor or subcontractor to comply in good faith with (1) the clause of this contract entitled "Utilization Of Small Business Concerns," or (2) an approved plan required by this clause, shall be a material breach of the contract.

(j) The Contractor shall submit the following reports:

(1) Standard Form 294, Subcontracting Report for Individual Contracts. This report shall be submitted to the Contracting Officer semiannually and at contract completion. The report covers subcontract award data related to this contract. This report is not required for commercial plans.

(2) Standard Form 295, Summary Subcontract Report. This report encompasses all of the contracts with the awarding agency. It must be submitted semi-annually for contracts with the Department of Defense and annually for contracts with civilian agencies. If the reporting activity is covered by a commercial plan, the reporting activity must report annually all subcontract awards under that plan. All reports submitted at the close of each fiscal year (both individual and commercial plans) shall include a breakout, in the Contractor's format, of subcontract awards, in whole dollars, to small disadvantaged business concerns by North American Industry Classification System (NAICS) Industry Subsector. For a commercial plan, the Contractor may obtain from each of its subcontractors a predominant NAICS Industry Subsector and report all awards to that subcontractor under its predominant NAICS Industry Subsector.

(End of clause)

#### 52.246-17 WARRANTY OF SUPPLIES OF A NONCOMPLEX NATURE (JUN 2003)

(a) Definitions. As used in this clause --

Acceptance means the act of an authorized representative of the Government by which the Government assumes for itself, or as an agent of another, ownership of existing supplies, or approves specific services as partial or complete performance of the contract.

Supplies means the end items furnished by the Contractor and related services required under this contract. The word does not include "data."

(b) Contractor's obligations.

(1) Notwithstanding inspection and acceptance by the Government of supplies furnished under this contract, or any condition of this contract concerning the conclusiveness thereof, the Contractor warrants that for as specified in the individual Task Order [Contracting Officer shall state specific period of time after delivery, or the specified event whose occurrence will terminate the warranty period; e.g., the number of miles or hours of use, or combinations of any applicable events or periods of time] --

- (i) All supplies furnished under this contract will be free from defects in material or workmanship and will conform with all requirements of this contract; and
- (ii) The preservation, packaging, packing, and marking, and the preparation for, and method of, shipment of such supplies will conform with the requirements of this contract.
- (2) When return, correction, or replacement is required, transportation charges and responsibility for the supplies while in transit shall be borne by the Contractor. However, the Contractor's liability for the transportation charges shall not exceed an amount equal to the cost of transportation by the usual commercial method of shipment between the place of delivery specified in this contract and the Contractor's plant, and return.
- (3) Any supplies or parts thereof, corrected or furnished in replacement under this clause, shall also be subject to the terms of this clause to the same extent as supplies initially delivered. The warranty, with respect to supplies or parts thereof, shall be equal in duration to that in paragraph (b)(1) of this clause and shall run from the date of delivery of the corrected or replaced supplies.
- (4) All implied warranties of merchantability and "fitness for a particular purpose" are excluded from any obligation contained in this contract.
- (c) Remedies available to the Government.
- (1) The Contracting Officer shall give written notice to the Contractor of any breach of warranties in paragraph (b)(1) of this clause within as specified in the individual Task Order [*Contracting Officer shall insert specific period of time; e.g., "45 days of the last delivery under this contract," or "45 days after discovery of the defect"*].
- (2) Within a reasonable time after the notice, the Contracting Officer may either--
- (i) Require, by written notice, the prompt correction or replacement of any supplies or parts thereof (including preservation, packaging, packing, and marking) that do not conform with the requirements of this contract within the meaning of paragraph (b)(1) of this clause; or
- (ii) Retain such supplies and reduce the contract price by an amount equitable under the circumstances.
- (3) (i) If the contract provides for inspection of supplies by sampling procedures, conformance of suppliers or components subject to warranty action shall be determined by the applicable sampling procedures in the contract. The Contracting Officer--
- (A) May, for sampling purposes, group any supplies delivered under this contract;
- (B) Shall require the size of the sample to be that required by sampling procedures specified in the contract for the quantity of supplies on which warranty action is proposed;
- (C) May project warranty sampling results over supplies in the same shipment or other supplies contained in other shipments even though all of such supplies are not present at the point of reinspection; provided, that the supplies remaining are reasonably representative of the quantity on which warranty action is proposed; and
- (D) Need not use the same lot size as on original inspection or reconstitute the original inspection lots.
- (ii) Within a reasonable time after notice of any breach of the warranties specified in paragraph (b)(1) of this clause, the Contracting Officer may exercise one or more of the following options:
- (A) Require an equitable adjustment in the contract price for any group of supplies.

(B) Screen the supplies grouped for warranty action under this clause at the Contractor's expense and return all nonconforming supplies to the Contractor for correction or replacement.

(C) Require the Contractor to screen the supplies at locations designated by the Government within the contiguous United States and to correct or replace all nonconforming supplies.

(D) Return the supplies grouped for warranty action under this clause to the Contractor (irrespective of the f.o.b. point or the point of acceptance) for screening and correction or replacement.

(4) (i) The Contracting Officer may, by contract or otherwise, correct or replace the nonconforming supplies with similar supplies from another source and charge to the Contractor the cost occasioned to the Government thereby if the Contractor--

(A) Fails to make redelivery of the corrected or replaced supplies within the time established for their return; or

(B) Fails either to accept return of the nonconforming supplies or fails to make progress after their return to correct or replace them so as to endanger performance of the delivery schedule, and in either of these circumstances does not cure such failure within a period of 10 days (or such longer period as the Contracting Officer may authorize in writing) after receipt of notice from the Contracting Officer specifying such failure.

(ii) Instead of correction or replacement by the Government, the Contracting Officer may require an equitable adjustment of the contract price. In addition, if the Contractor fails to furnish timely disposition instructions, the Contracting Officer may dispose of the nonconforming supplies for the Contractor's account in a reasonable manner. The Government is entitled to reimbursement from the Contractor, or from the proceeds of such disposal, for the reasonable expenses of the care and disposition of the nonconforming supplies, as well as for excess costs incurred or to be incurred.

(5) The rights and remedies of the Government provided in this clause are in addition to and do not limit any rights afforded to the Government by any other clause of this contract.

(End of clause)

#### 52.246-19 WARRANTY OF SYSTEMS AND EQUIPMENT UNDER PERFORMANCE SPECIFICATIONS OR DESIGN CRITERIA (MAY 2001)

Definitions. Acceptance means the act of an authorized representative of the Government by which the Government assumes for itself, or as an agent of another, ownership of existing and identified supplies, or approves specific services rendered, as partial or complete performance of the contract.

Defect means any condition or characteristic in any supplies or services furnished by the Contractor under the contract that is not in compliance with the requirements of the contract.

Supplies means the end items furnished by the Contractor and related services required under this contract. Except when this contract includes the clause entitled Warranty of Data, supplies also mean "data."

(b) Contractor's obligations. (1) The Contractor's warranties under this clause shall apply only to those defects discovered by either the Government or the Contractor as specified in the individual Task Order. [Contracting Officer shall state the warranty period: e.g., "at the time of delivery;" "within 45 days after delivery," or the specified event whose occurrence will terminate the warranty period: e.g., the number of miles or hours of use, or combination of any applicable events or periods of time.]

- (2) If the Contractor becomes aware at any time before acceptance by the Government (whether before or after tender to the Government) that a defect exists in any supplies or services, the Contractor shall (i) promptly correct the defect, or (ii) promptly notify the Contracting Officer, in writing, of the defect, using the same procedures prescribed in paragraph (b)(3) of this clause.
- (3) If the Contracting Officer determines that a defect exists in any of the supplies or services accepted by the Government under this contract, the Contracting Officer shall promptly notify the Contractor of the defect, in writing, within as specified in the individual Task Order [Contracting Officer shall insert the specific period of time in which notice shall be given to the Contractor: e.g., "30 days after delivery of the nonconforming supplies;" "90 days of the last delivery under this contract;" or "90 days after discovery of the defect."] Upon timely notification of the existence of a defect, or if the Contractor independently discovers a defect in accepted supplies or services, the Contractor shall submit to the Contracting Officer, in writing, within as specified in the individual Task Order. [Contracting Officer shall insert period of time] a recommendation for corrective actions, together with supporting information in sufficient detail for the Contracting Officer to determine what corrective action, if any, shall be undertaken.
- (4) The Contractor shall promptly comply with any timely written direction from the Contracting Officer to correct or partially correct a defect, at no increase in the contract price.
- (5) The Contractor shall also prepare and furnish to the Contracting Officer data and reports applicable to any correction required under this clause (including revision and updating of all other affected data called for under this contract) at no increase in the contract price.
- (6) In the event of timely notice of a decision not to correct or only to partially correct, the Contractor shall submit a technical and cost proposal within as specified in the individual Task Order [Contracting Officer shall insert period of time] to amend the contract to permit acceptance of the affected supplies or services in accordance with the revised requirement, and an equitable reduction in the contract price shall promptly be negotiated by the parties and be reflected in a supplemental agreement to this contract.
- (7) Any supplies or parts thereof corrected or furnished in replacement and any services reperfomed shall also be subject to the conditions of this clause to the same extent as supplies or services initially accepted. The warranty, with respect to these supplies, parts, or services, shall be equal in duration to that set forth in paragraph (b)(1) of this clause, and shall run from the date of delivery of the corrected or replaced supplies.
- (8) The Contractor shall not be responsible under this clause for the correction of defects in Government-furnished property, except for defects in installation, unless the Contractor performs, or is obligated to perform, any modifications or other work on such property. In that event, the Contractor shall be responsible for correction of defects that result from the modifications or other work.
- (9) If the Government returns supplies to the Contractor for correction or replacement under this clause, the Contractor shall be liable for transportation charges up to an amount equal to the cost of transportation by the usual commercial method of shipment from the place of delivery specified in this contract (irrespective of the f.o.b. point or the point of acceptance) to the Contractor's plant and return to the place of delivery specified in this contract. The Contractor shall also bear the responsibility for the supplies while in transit.
- (10) All implied warranties of merchantability and "fitness for a particular purpose" are excluded from any obligation under this contract.
- (c) Remedies available to the Government. (1) The rights and remedies of the Government provided in this clause--
- (i) Shall not be affected in any way by any terms or conditions of this contract concerning the conclusiveness of inspection and acceptance; and



(ii) Are in addition to, and do not limit, any rights afforded to the Government by any other clause of this contract.

(2) Within as specified in the individual Task Order [Contracting Officer shall insert period of time] after receipt of the Contractor's recommendations for corrective action and adequate supporting information, the Contracting Officer, using sole discretion, shall give the Contractor written notice not to correct any defect, or to correct or partially correct any defect within a reasonable time at as specified in the individual Task Order.

[Contracting Officer shall insert locations where corrections may be performed]

(3) In no event shall the Government be responsible for any extension or delays in the scheduled deliveries or periods of performance under this contract as a result of the Contractor's obligations to correct defects, nor shall there be any adjustment of the delivery schedule or period of performance as a result of the correction of defects unless provided by a supplemental agreement with adequate consideration.

(4) This clause shall not be construed as obligating the Government to increase the contract price.

(5)(i) The Contracting Officer shall give the Contractor a written notice specifying any failure or refusal of the Contractor to--

(A) Present a detailed recommendation for corrective action as required by paragraph (b)(3) of this clause;

(B) Correct defects as directed under paragraph (b)(4) of this clause; or

(C) Prepare and furnish data and reports as required by paragraph (b)(5) of this clause.

(ii) The notice shall specify a period of time following receipt of the notice by the Contractor in which the Contractor must remedy the failure or refusal specified in the notice.

(6) If the Contractor does not comply with the Contracting Officer's written notice in paragraph (c)(5)(i) of this clause, the Contracting Officer may by contract or otherwise--

(i) Obtain detailed recommendations for corrective action and either--

(A) Correct the supplies or services; or

(B) Replace the supplies or services, and if the Contractor fails to furnish timely disposition instructions, the Contracting Officer may dispose of the nonconforming supplies for the Contractor's account in a reasonable manner, in which case the Government is entitled to reimbursement from the Contractor, or from the proceeds, for the reasonable expenses of care and disposition, as well as for excess costs incurred or to be incurred;

(ii) Obtain applicable data and reports; and

(iii) Charge the Contractor for the costs incurred by the Government.

(End of clause)

#### 52.246-20 WARRANTY OF SERVICES (MAY 2001)

(a) Definition.

"Acceptance," as used in this clause, means the act of an authorized representative of the Government by which the

Government assumes for itself, or as an agent of another, ownership of existing and identified supplies, or approves specific services, as partial or complete performance of the contract.

(b) Notwithstanding inspection and acceptance by the Government or any provision concerning the conclusiveness thereof, the Contractor warrants that all services performed under this contract will, at the time of acceptance, be free from defects in workmanship and conform to the requirements of this contract. The Contracting Officer shall give written notice of any defect or nonconformance to the Contractor as specified in the individual Task Order [Contracting Officer shall insert the specific period of time in which notice shall be given to the Contractor; e.g., "within 30 days from the date of acceptance by the Government,"; within 1000 hours of use by the Government;" or other specified event whose occurrence will terminate the period of notice, or combination of any applicable events or period of time] This notice shall state either (1) that the Contractor shall correct or reperform any defective or nonconforming services, or (2) that the Government does not require correction or reperformance.

(c) If the Contractor is required to correct or reperform, it shall be at no cost to the Government, and any services corrected or reperformed by the Contractor shall be subject to this clause to the same extent as work initially performed. If the Contractor fails or refuses to correct or reperform, the Contracting Officer may, by contract or otherwise, correct or replace with similar services and charge to the Contractor the cost occasioned to the Government thereby, or make an equitable adjustment in the contract price.

(d) If the Government does not require correction or reperformance, the Contracting Officer shall make an equitable adjustment in the contract price.

(End of clause)

#### 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://ww.arnet.gov/far>

<http://farsite.hill.af.mil>

<http://www.dtic.mil/dfar>

(End of clause)

#### 252.222-7000 RESTRICTIONS ON EMPLOYMENT OF PERSONNEL (MAR 2000)

(a) The Contractor shall employ, for the purpose of performing that portion of the contract work in the State of Hawaii, individuals who are residents thereof and who, in the case of any craft or trade, possess or would be able to acquire promptly the necessary skills to perform the contract.

(b) The Contractor shall insert the substance of this clause, including this paragraph (b), in each subcontract awarded under this contract.

(End of clause)

252.225-7043 ANTITERRORISM/FORCE PROTECTION POLICY FOR DEFENSE CONTRACTORS  
OUTSIDE THE UNITED STATES (JUN 2005)

(a) Definition. United States, as used in this clause, means, the 50 States, the District of Columbia, and outlying areas.

(b) Except as provided in paragraph (c) of this clause, the Contractor and its subcontractors, if performing or traveling outside the United States under this contract, shall--

(1) Affiliate with the Overseas Security Advisory Council, if the Contractor or subcontractor is a U.S. entity;

(2) Ensure that Contractor and subcontractor personnel who are U.S. nationals and are in-country on a non-transitory basis, register with the U.S. Embassy, and that Contractor and subcontractor personnel who are third country nationals comply with any security related requirements of the Embassy of their nationality;

(3) Provide, to Contractor and subcontractor personnel, antiterrorism/force protection awareness information commensurate with that which the Department of Defense (DoD) provides to its military and civilian personnel and their families, to the extent such information can be made available prior to travel outside the United States; and

(4) Obtain and comply with the most current antiterrorism/force protection guidance for Contractor and subcontractor personnel.

(c) The requirements of this clause do not apply to any subcontractor that is--

(1) A foreign government;

(2) A representative of a foreign government; or

(3) A foreign corporation wholly owned by a foreign government.

(d) Information and guidance pertaining to DoD antiterrorism/force protection can be obtained from HQDA (DAMO-ODL) ODCSOP; telephone, DSN 225-8497 or commercial (703)695-8491.

99000 - Miscellaneous Occupations	
99030 - Cashier	7.85
99050 - Desk Clerk	9.60
99095 - Embalmer	21.68
99251 - Laboratory Animal Caretaker I	10.35
99252 - Laboratory Animal Caretaker II	10.87
99310 - Mortician	21.68
99410 - Pest Controller	13.66
99510 - Photofinishing Worker	12.96
99710 - Recycling Laborer	13.10
99711 - Recycling Specialist	16.90
99730 - Refuse Collector	12.53
99810 - Sales Clerk	12.50
99820 - School Crossing Guard	12.73
99830 - Survey Party Chief	16.67
99831 - Surveying Aide	10.87
99832 - Surveying Technician	14.95
99840 - Vending Machine Attendant	12.33
99841 - Vending Machine Repairer	14.64
99842 - Vending Machine Repairer Helper	12.35

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ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$3.59 per hour or \$143.60 per week or \$622.27 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 8 years, and 4 weeks after 20 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the

conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

(1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;

(2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;

(3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

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

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives.

Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**\*\* UNIFORM ALLOWANCE \*\***

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

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual

cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

\*\* NOTES APPLYING TO THIS WAGE DETERMINATION \*\*

Under the policy and guidance contained in All Agency Memorandum No. 159, the Wage and Hour Division does not recognize, for section 4(c) purposes, prospective wage rates and fringe benefit provisions that are effective only upon such contingencies as "approval of Wage and Hour, issuance of a wage determination, incorporation of the wage determination in the contract, adjusting the contract price, etc." (The relevant CBA section) in the collective bargaining agreement between (the parties) contains contingency language that Wage and Hour does not recognize as reflecting "arm's length negotiation" under section 4(c) of the Act and 29 C.F.R. 5.11(a) of the regulations. This wage determination therefore reflects the actual CBA wage rates and fringe benefits paid under the predecessor contract.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

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

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C) (vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each

proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.

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

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

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

6) The contractor informs the affected employees.

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

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

WD 05-2103 (Rev.-11) was first posted on www.wdol.gov on 06/17/2011

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REGISTER OF WAGE DETERMINATIONS UNDER  
THE SERVICE CONTRACT ACT  
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR  
EMPLOYMENT STANDARDS ADMINISTRATION  
WAGE AND HOUR DIVISION  
WASHINGTON D.C. 20210

Diane C. Koplewski Division of  
Director Wage Determinations

Wage Determination No.: 2005-2103  
Revision No.: 11  
Date Of Revision: 06/13/2011

States: District of Columbia, Maryland, Virginia

Area: District of Columbia Statewide  
Maryland Counties of Calvert, Charles, Frederick, Montgomery, Prince  
George's, St Mary's  
Virginia Counties of Alexandria, Arlington, Fairfax, Falls Church, Fauquier,  
King George, Loudoun, Prince William, Stafford

\*\*Fringe Benefits Required Follow the Occupational Listing\*\*

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		15.08
01012 - Accounting Clerk II		16.92
01013 - Accounting Clerk III		22.30
01020 - Administrative Assistant		31.41
01040 - Court Reporter		21.84
01051 - Data Entry Operator I		14.38
01052 - Data Entry Operator II		15.69
01060 - Dispatcher, Motor Vehicle		17.87
01070 - Document Preparation Clerk		14.21
01090 - Duplicating Machine Operator		14.21
01111 - General Clerk I		14.88
01112 - General Clerk II		16.24
01113 - General Clerk III		18.74
01120 - Housing Referral Assistant		25.29
01141 - Messenger Courier		13.62
01191 - Order Clerk I		15.12
01192 - Order Clerk II		16.50
01261 - Personnel Assistant (Employment) I		18.15
01262 - Personnel Assistant (Employment) II		20.32
01263 - Personnel Assistant (Employment) III		22.65
01270 - Production Control Clerk		22.03
01280 - Receptionist		14.43
01290 - Rental Clerk		16.55
01300 - Scheduler, Maintenance		18.07
01311 - Secretary I		18.07
01312 - Secretary II		20.18
01313 - Secretary III		25.29
01320 - Service Order Dispatcher		16.98
01410 - Supply Technician		28.55
01420 - Survey Worker		20.03
01531 - Travel Clerk I		13.29
01532 - Travel Clerk II		14.36
01533 - Travel Clerk III		15.49
01611 - Word Processor I		15.63
01612 - Word Processor II		17.67
01613 - Word Processor III		19.95
05000 - Automotive Service Occupations		



05005 - Automobile Body Repairer, Fiberglass	25.26
05010 - Automotive Electrician	23.51
05040 - Automotive Glass Installer	22.15
05070 - Automotive Worker	22.15
05110 - Mobile Equipment Servicer	19.04
05130 - Motor Equipment Metal Mechanic	24.78
05160 - Motor Equipment Metal Worker	22.15
05190 - Motor Vehicle Mechanic	24.78
05220 - Motor Vehicle Mechanic Helper	18.49
05250 - Motor Vehicle Upholstery Worker	21.63
05280 - Motor Vehicle Wrecker	22.15
05310 - Painter, Automotive	23.51
05340 - Radiator Repair Specialist	22.15
05370 - Tire Repairer	14.44
05400 - Transmission Repair Specialist	24.78
07000 - Food Preparation And Service Occupations	
07010 - Baker	13.85
07041 - Cook I	12.55
07042 - Cook II	14.60
07070 - Dishwasher	10.11
07130 - Food Service Worker	10.66
07210 - Meat Cutter	18.08
07260 - Waiter/Waitress	9.70
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	19.86
09040 - Furniture Handler	14.06
09080 - Furniture Refinisher	20.23
09090 - Furniture Refinisher Helper	15.52
09110 - Furniture Repairer, Minor	17.94
09130 - Upholsterer	19.86
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	10.54
11060 - Elevator Operator	10.54
11090 - Gardener	17.52
11122 - Housekeeping Aide	11.83
11150 - Janitor	11.83
11210 - Laborer, Grounds Maintenance	13.07
11240 - Maid or Houseman	11.26
11260 - Pruner	11.58
11270 - Tractor Operator	16.04
11330 - Trail Maintenance Worker	13.07
11360 - Window Cleaner	12.85
12000 - Health Occupations	
12010 - Ambulance Driver	20.41
12011 - Breath Alcohol Technician	20.27
12012 - Certified Occupational Therapist Assistant	23.11
12015 - Certified Physical Therapist Assistant	21.43
12020 - Dental Assistant	17.18
12025 - Dental Hygienist	44.75
12030 - EKG Technician	27.67
12035 - Electroneurodiagnostic Technologist	27.67
12040 - Emergency Medical Technician	20.41
12071 - Licensed Practical Nurse I	19.07
12072 - Licensed Practical Nurse II	21.35
12073 - Licensed Practical Nurse III	24.13
12100 - Medical Assistant	15.01
12130 - Medical Laboratory Technician	18.04
12160 - Medical Record Clerk	17.42
12190 - Medical Record Technician	19.50
12195 - Medical Transcriptionist	18.77
12210 - Nuclear Medicine Technologist	37.60

12221 - Nursing Assistant I	10.80
12222 - Nursing Assistant II	12.14
12223 - Nursing Assistant III	13.98
12224 - Nursing Assistant IV	15.69
12235 - Optical Dispenser	20.17
12236 - Optical Technician	15.80
12250 - Pharmacy Technician	18.12
12280 - Phlebotomist	15.69
12305 - Radiologic Technologist	31.11
12311 - Registered Nurse I	27.64
12312 - Registered Nurse II	33.44
12313 - Registered Nurse II, Specialist	33.44
12314 - Registered Nurse III	40.13
12315 - Registered Nurse III, Anesthetist	40.13
12316 - Registered Nurse IV	48.10
12317 - Scheduler (Drug and Alcohol Testing)	21.73
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	19.86
13012 - Exhibits Specialist II	24.61
13013 - Exhibits Specialist III	30.09
13041 - Illustrator I	20.48
13042 - Illustrator II	25.38
13043 - Illustrator III	31.03
13047 - Librarian	33.88
13050 - Library Aide/Clerk	14.21
13054 - Library Information Technology Systems Administrator	30.60
13058 - Library Technician	19.89
13061 - Media Specialist I	18.73
13062 - Media Specialist II	20.95
13063 - Media Specialist III	23.36
13071 - Photographer I	16.65
13072 - Photographer II	18.90
13073 - Photographer III	23.67
13074 - Photographer IV	28.65
13075 - Photographer V	33.76
13110 - Video Teleconference Technician	20.39
14000 - Information Technology Occupations	
14041 - Computer Operator I	18.92
14042 - Computer Operator II	21.18
14043 - Computer Operator III	23.60
14044 - Computer Operator IV	26.22
14045 - Computer Operator V	29.05
14071 - Computer Programmer I	(see 1) 26.36
14072 - Computer Programmer II	(see 1)
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	18.92
14160 - Personal Computer Support Technician	26.22
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	36.47
15020 - Aircrew Training Devices Instructor (Rated)	44.06
15030 - Air Crew Training Devices Instructor (Pilot)	52.81
15050 - Computer Based Training Specialist / Instructor	36.47
15060 - Educational Technologist	35.31
15070 - Flight Instructor (Pilot)	52.81
15080 - Graphic Artist	26.80
15090 - Technical Instructor	25.08

15095 - Technical Instructor/Course Developer	30.67
15110 - Test Proctor	20.20
15120 - Tutor	20.20
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	9.88
16030 - Counter Attendant	9.88
16040 - Dry Cleaner	12.94
16070 - Finisher, Flatwork, Machine	9.88
16090 - Presser, Hand	9.88
16110 - Presser, Machine, Drycleaning	9.88
16130 - Presser, Machine, Shirts	9.88
16160 - Presser, Machine, Wearing Apparel, Laundry	9.88
16190 - Sewing Machine Operator	13.78
16220 - Tailor	14.66
16250 - Washer, Machine	10.88
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	21.14
19040 - Tool And Die Maker	23.38
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	18.02
21030 - Material Coordinator	22.03
21040 - Material Expediter	22.03
21050 - Material Handling Laborer	13.83
21071 - Order Filler	15.09
21080 - Production Line Worker (Food Processing)	18.02
21110 - Shipping Packer	15.09
21130 - Shipping/Receiving Clerk	15.09
21140 - Store Worker I	11.72
21150 - Stock Clerk	16.86
21210 - Tools And Parts Attendant	18.02
21410 - Warehouse Specialist	18.02
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	27.21
23021 - Aircraft Mechanic I	25.83
23022 - Aircraft Mechanic II	27.21
23023 - Aircraft Mechanic III	28.53
23040 - Aircraft Mechanic Helper	17.54
23050 - Aircraft, Painter	24.73
23060 - Aircraft Servicer	19.76
23080 - Aircraft Worker	21.01
23110 - Appliance Mechanic	21.75
23120 - Bicycle Repairer	14.43
23125 - Cable Splicer	26.02
23130 - Carpenter, Maintenance	21.40
23140 - Carpet Layer	20.49
23160 - Electrician, Maintenance	27.98
23181 - Electronics Technician Maintenance I	24.94
23182 - Electronics Technician Maintenance II	26.47
23183 - Electronics Technician Maintenance III	27.89
23260 - Fabric Worker	19.13
23290 - Fire Alarm System Mechanic	22.91
23310 - Fire Extinguisher Repairer	17.62
23311 - Fuel Distribution System Mechanic	22.81
23312 - Fuel Distribution System Operator	19.38
23370 - General Maintenance Worker	21.43
23380 - Ground Support Equipment Mechanic	25.83
23381 - Ground Support Equipment Servicer	19.76
23382 - Ground Support Equipment Worker	21.01
23391 - Gunsmith I	17.62
23392 - Gunsmith II	20.49
23393 - Gunsmith III	22.91

23410 - Heating, Ventilation And Air-Conditioning Mechanic	23.89
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	25.17
23430 - Heavy Equipment Mechanic	22.91
23440 - Heavy Equipment Operator	22.91
23460 - Instrument Mechanic	22.59
23465 - Laboratory/Shelter Mechanic	21.75
23470 - Laborer	14.98
23510 - Locksmith	21.90
23530 - Machinery Maintenance Mechanic	23.12
23550 - Machinist, Maintenance	22.91
23580 - Maintenance Trades Helper	18.27
23591 - Metrology Technician I	22.59
23592 - Metrology Technician II	23.80
23593 - Metrology Technician III	24.96
23640 - Millwright	28.19
23710 - Office Appliance Repairer	22.96
23760 - Painter, Maintenance	21.75
23790 - Pipefitter, Maintenance	24.63
23810 - Plumber, Maintenance	22.29
23820 - Pneudraulic Systems Mechanic	22.91
23850 - Rigger	22.91
23870 - Scale Mechanic	20.49
23890 - Sheet-Metal Worker, Maintenance	22.91
23910 - Small Engine Mechanic	20.49
23931 - Telecommunications Mechanic I	29.95
23932 - Telecommunications Mechanic II	31.55
23950 - Telephone Lineman	27.41
23960 - Welder, Combination, Maintenance	22.91
23965 - Well Driller	22.91
23970 - Woodcraft Worker	22.91
23980 - Woodworker	17.62
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	12.79
24580 - Child Care Center Clerk	17.77
24610 - Chore Aide	10.57
24620 - Family Readiness And Support Services Coordinator	16.90
24630 - Homemaker	18.43
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	27.30
25040 - Sewage Plant Operator	20.84
25070 - Stationary Engineer	27.30
25190 - Ventilation Equipment Tender	19.49
25210 - Water Treatment Plant Operator	20.84
27000 - Protective Service Occupations	
27004 - Alarm Monitor	20.57
27007 - Baggage Inspector	12.71
27008 - Corrections Officer	22.80
27010 - Court Security Officer	24.72
27030 - Detection Dog Handler	20.57
27040 - Detention Officer	22.80
27070 - Firefighter	24.63
27101 - Guard I	12.71
27102 - Guard II	20.57
27131 - Police Officer I	26.52
27132 - Police Officer II	29.67
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	13.59
28042 - Carnival Equipment Repairer	14.63

28043	- Carnival Equipment Worker	9.24
28210	- Gate Attendant/Gate Tender	13.01
28310	- Lifeguard	11.59
28350	- Park Attendant (Aide)	14.56
28510	- Recreation Aide/Health Facility Attendant	10.62
28515	- Recreation Specialist	18.04
28630	- Sports Official	11.59
28690	- Swimming Pool Operator	18.21
29000	- Stevedoring/Longshoremen Occupational Services	
29010	- Blocker And Bracer	23.13
29020	- Hatch Tender	23.13
29030	- Line Handler	23.13
29041	- Stevedore I	21.31
29042	- Stevedore II	24.24
30000	- Technical Occupations	
30010	- Air Traffic Control Specialist, Center (HFO) (see 2)	39.92
30011	- Air Traffic Control Specialist, Station (HFO) (see 2)	26.84
30012	- Air Traffic Control Specialist, Terminal (HFO) (see 2)	29.56
30021	- Archeological Technician I	20.19
30022	- Archeological Technician II	22.60
30023	- Archeological Technician III	27.98
30030	- Cartographic Technician	27.98
30040	- Civil Engineering Technician	26.41
30061	- Drafter/CAD Operator I	20.19
30062	- Drafter/CAD Operator II	22.60
30063	- Drafter/CAD Operator III	25.19
30064	- Drafter/CAD Operator IV	31.00
30081	- Engineering Technician I	22.92
30082	- Engineering Technician II	25.72
30083	- Engineering Technician III	28.79
30084	- Engineering Technician IV	35.64
30085	- Engineering Technician V	43.61
30086	- Engineering Technician VI	52.76
30090	- Environmental Technician	27.41
30210	- Laboratory Technician	23.38
30240	- Mathematical Technician	28.94
30361	- Paralegal/Legal Assistant I	21.36
30362	- Paralegal/Legal Assistant II	26.47
30363	- Paralegal/Legal Assistant III	32.36
30364	- Paralegal/Legal Assistant IV	39.16
30390	- Photo-Optics Technician	27.98
30461	- Technical Writer I	21.93
30462	- Technical Writer II	26.84
30463	- Technical Writer III	32.47
30491	- Unexploded Ordnance (UXO) Technician I	24.74
30492	- Unexploded Ordnance (UXO) Technician II	29.93
30493	- Unexploded Ordnance (UXO) Technician III	35.88
30494	- Unexploded (UXO) Safety Escort	24.74
30495	- Unexploded (UXO) Sweep Personnel	24.74
30620	- Weather Observer, Combined Upper Air Or (see 2)	25.19
Surface Programs		
30621	- Weather Observer, Senior (see 2)	27.98
31000	- Transportation/Mobile Equipment Operation Occupations	
31020	- Bus Aide	14.32
31030	- Bus Driver	20.85
31043	- Driver Courier	13.98
31260	- Parking and Lot Attendant	10.07
31290	- Shuttle Bus Driver	15.66
31310	- Taxi Driver	13.98
31361	- Truckdriver, Light	15.66
31362	- Truckdriver, Medium	17.90

31363 - Truckdriver, Heavy	19.18
31364 - Truckdriver, Tractor-Trailer	19.18
99000 - Miscellaneous Occupations	
99030 - Cashier	10.03
99050 - Desk Clerk	11.58
99095 - Embalmer	23.05
99251 - Laboratory Animal Caretaker I	11.30
99252 - Laboratory Animal Caretaker II	12.35
99310 - Mortician	31.73
99410 - Pest Controller	17.69
99510 - Photofinishing Worker	13.20
99710 - Recycling Laborer	18.50
99711 - Recycling Specialist	22.71
99730 - Refuse Collector	16.40
99810 - Sales Clerk	12.09
99820 - School Crossing Guard	13.43
99830 - Survey Party Chief	21.94
99831 - Surveying Aide	13.63
99832 - Surveying Technician	20.85
99840 - Vending Machine Attendant	14.43
99841 - Vending Machine Repairer	18.73
99842 - Vending Machine Repairer Helper	14.43

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ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$3.59 per hour or \$143.60 per week or \$622.27 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer

occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

(1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;

(2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;

(3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

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

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

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**\*\* UNIFORM ALLOWANCE \*\***

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

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

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

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

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C) (vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).



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

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

6) The contractor informs the affected employees.

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

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

WD 05-2543 (Rev.-13) was first posted on www.wdol.gov on 06/17/2011

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REGISTER OF WAGE DETERMINATIONS UNDER  
THE SERVICE CONTRACT ACT  
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR  
EMPLOYMENT STANDARDS ADMINISTRATION  
WAGE AND HOUR DIVISION  
WASHINGTON D.C. 20210

Diane C. Koplewski                      Division of  
Director                                      Wage Determinations

Wage Determination No.: 2005-2543  
Revision No.: 13  
Date Of Revision: 06/13/2011

States: North Carolina, Virginia

Area: North Carolina Counties of Camden, Chowan, Currituck, Gates, Pasquotank, Perquimans  
Virginia Counties of Chesapeake, Gloucester, Hampton, Isle of Wight, James City, Mathews, Newport News, Norfolk, Poquoson, Portsmouth, Southampton, Suffolk, Surry, Virginia Beach, Williamsburg, York

\*\*Fringe Benefits Required Follow the Occupational Listing\*\*

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		14.03
01012 - Accounting Clerk II		15.74
01013 - Accounting Clerk III		17.61
01020 - Administrative Assistant		22.28
01040 - Court Reporter		17.11
01051 - Data Entry Operator I		11.94
01052 - Data Entry Operator II		13.90
01060 - Dispatcher, Motor Vehicle		16.01
01070 - Document Preparation Clerk		13.21
01090 - Duplicating Machine Operator		13.21
01111 - General Clerk I		12.08
01112 - General Clerk II		13.78
01113 - General Clerk III		15.47
01120 - Housing Referral Assistant		19.08
01141 - Messenger Courier		12.22
01191 - Order Clerk I		13.46
01192 - Order Clerk II		17.61
01261 - Personnel Assistant (Employment) I		16.22
01262 - Personnel Assistant (Employment) II		18.14
01263 - Personnel Assistant (Employment) III		20.23
01270 - Production Control Clerk		23.57
01280 - Receptionist		12.28
01290 - Rental Clerk		14.15
01300 - Scheduler, Maintenance		15.30
01311 - Secretary I		15.30
01312 - Secretary II		17.11
01313 - Secretary III		19.08
01320 - Service Order Dispatcher		15.37
01410 - Supply Technician		22.28
01420 - Survey Worker		13.82
01531 - Travel Clerk I		11.49
01532 - Travel Clerk II		12.26
01533 - Travel Clerk III		13.09
01611 - Word Processor I		13.38
01612 - Word Processor II		15.02
01613 - Word Processor III		16.80
05000 - Automotive Service Occupations		

05005	- Automobile Body Repairer, Fiberglass	23.47
05010	- Automotive Electrician	21.03
05040	- Automotive Glass Installer	20.09
05070	- Automotive Worker	20.09
05110	- Mobile Equipment Servicer	18.15
05130	- Motor Equipment Metal Mechanic	22.02
05160	- Motor Equipment Metal Worker	20.09
05190	- Motor Vehicle Mechanic	22.02
05220	- Motor Vehicle Mechanic Helper	17.13
05250	- Motor Vehicle Upholstery Worker	19.10
05280	- Motor Vehicle Wrecker	20.09
05310	- Painter, Automotive	21.03
05340	- Radiator Repair Specialist	19.10
05370	- Tire Repairer	13.37
05400	- Transmission Repair Specialist	22.02
07000	- Food Preparation And Service Occupations	
07010	- Baker	11.48
07041	- Cook I	10.11
07042	- Cook II	11.21
07070	- Dishwasher	8.12
07130	- Food Service Worker	9.74
07210	- Meat Cutter	15.33
07260	- Waiter/Waitress	8.80
09000	- Furniture Maintenance And Repair Occupations	
09010	- Electrostatic Spray Painter	21.23
09040	- Furniture Handler	14.67
09080	- Furniture Refinisher	17.63
09090	- Furniture Refinisher Helper	14.36
09110	- Furniture Repairer, Minor	16.02
09130	- Upholsterer	18.34
11000	- General Services And Support Occupations	
11030	- Cleaner, Vehicles	11.41
11060	- Elevator Operator	11.41
11090	- Gardener	13.67
11122	- Housekeeping Aide	11.92
11150	- Janitor	11.92
11210	- Laborer, Grounds Maintenance	11.41
11240	- Maid or Houseman	8.93
11260	- Pruner	11.63
11270	- Tractor Operator	12.88
11330	- Trail Maintenance Worker	11.41
11360	- Window Cleaner	12.64
12000	- Health Occupations	
12010	- Ambulance Driver	16.84
12011	- Breath Alcohol Technician	16.09
12012	- Certified Occupational Therapist Assistant	24.34
12015	- Certified Physical Therapist Assistant	24.89
12020	- Dental Assistant	15.56
12025	- Dental Hygienist	33.25
12030	- EKG Technician	23.73
12035	- Electroneurodiagnostic Technologist	23.73
12040	- Emergency Medical Technician	16.84
12071	- Licensed Practical Nurse I	14.39
12072	- Licensed Practical Nurse II	16.09
12073	- Licensed Practical Nurse III	17.95
12100	- Medical Assistant	13.48
12130	- Medical Laboratory Technician	17.16
12160	- Medical Record Clerk	13.96
12190	- Medical Record Technician	15.61
12195	- Medical Transcriptionist	14.13
12210	- Nuclear Medicine Technologist	30.53

12221 - Nursing Assistant I	9.46
12222 - Nursing Assistant II	10.27
12223 - Nursing Assistant III	11.21
12224 - Nursing Assistant IV	12.58
12235 - Optical Dispenser	18.17
12236 - Optical Technician	15.08
12250 - Pharmacy Technician	17.33
12280 - Phlebotomist	12.58
12305 - Radiologic Technologist	25.40
12311 - Registered Nurse I	24.37
12312 - Registered Nurse II	29.81
12313 - Registered Nurse II, Specialist	29.81
12314 - Registered Nurse III	36.07
12315 - Registered Nurse III, Anesthetist	36.07
12316 - Registered Nurse IV	43.23
12317 - Scheduler (Drug and Alcohol Testing)	19.54
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	20.46
13012 - Exhibits Specialist II	25.36
13013 - Exhibits Specialist III	29.19
13041 - Illustrator I	20.00
13042 - Illustrator II	24.56
13043 - Illustrator III	29.80
13047 - Librarian	32.67
13050 - Library Aide/Clerk	10.41
13054 - Library Information Technology Systems Administrator	23.82
13058 - Library Technician	16.78
13061 - Media Specialist I	16.68
13062 - Media Specialist II	18.66
13063 - Media Specialist III	20.80
13071 - Photographer I	13.93
13072 - Photographer II	18.46
13073 - Photographer III	22.43
13074 - Photographer IV	24.90
13075 - Photographer V	30.14
13110 - Video Teleconference Technician	15.93
14000 - Information Technology Occupations	
14041 - Computer Operator I	15.56
14042 - Computer Operator II	17.40
14043 - Computer Operator III	19.41
14044 - Computer Operator IV	21.57
14045 - Computer Operator V	23.88
14071 - Computer Programmer I	(see 1) 20.07
14072 - Computer Programmer II	(see 1) 24.57
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	15.56
14160 - Personal Computer Support Technician	21.57
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	33.24
15020 - Aircrew Training Devices Instructor (Rated)	40.21
15030 - Air Crew Training Devices Instructor (Pilot)	48.04
15050 - Computer Based Training Specialist / Instructor	32.44
15060 - Educational Technologist	29.72
15070 - Flight Instructor (Pilot)	48.04
15080 - Graphic Artist	24.28
15090 - Technical Instructor	20.94

15095 - Technical Instructor/Course Developer	25.61
15110 - Test Proctor	17.61
15120 - Tutor	17.61
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	8.54
16030 - Counter Attendant	8.54
16040 - Dry Cleaner	10.70
16070 - Finisher, Flatwork, Machine	8.54
16090 - Presser, Hand	8.54
16110 - Presser, Machine, Drycleaning	8.54
16130 - Presser, Machine, Shirts	8.54
16160 - Presser, Machine, Wearing Apparel, Laundry	8.54
16190 - Sewing Machine Operator	11.44
16220 - Tailor	12.22
16250 - Washer, Machine	9.27
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	23.51
19040 - Tool And Die Maker	24.69
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	15.55
21030 - Material Coordinator	23.57
21040 - Material Expediter	23.57
21050 - Material Handling Laborer	11.27
21071 - Order Filler	11.49
21080 - Production Line Worker (Food Processing)	15.55
21110 - Shipping Packer	13.83
21130 - Shipping/Receiving Clerk	13.83
21140 - Store Worker I	12.41
21150 - Stock Clerk	15.52
21210 - Tools And Parts Attendant	15.55
21410 - Warehouse Specialist	15.55
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	23.29
23021 - Aircraft Mechanic I	22.18
23022 - Aircraft Mechanic II	23.29
23023 - Aircraft Mechanic III	24.37
23040 - Aircraft Mechanic Helper	16.35
23050 - Aircraft, Painter	20.20
23060 - Aircraft Servicer	18.22
23080 - Aircraft Worker	19.17
23110 - Appliance Mechanic	19.24
23120 - Bicycle Repairer	14.43
23125 - Cable Splicer	23.93
23130 - Carpenter, Maintenance	19.24
23140 - Carpet Layer	18.79
23160 - Electrician, Maintenance	21.90
23181 - Electronics Technician Maintenance I	22.38
23182 - Electronics Technician Maintenance II	23.53
23183 - Electronics Technician Maintenance III	24.70
23260 - Fabric Worker	17.81
23290 - Fire Alarm System Mechanic	20.20
23310 - Fire Extinguisher Repairer	16.50
23311 - Fuel Distribution System Mechanic	20.48
23312 - Fuel Distribution System Operator	16.73
23370 - General Maintenance Worker	18.30
23380 - Ground Support Equipment Mechanic	22.18
23381 - Ground Support Equipment Servicer	18.22
23382 - Ground Support Equipment Worker	19.17
23391 - Gunsmith I	16.50
23392 - Gunsmith II	18.33
23393 - Gunsmith III	20.20

23410 - Heating, Ventilation And Air-Conditioning Mechanic	20.20
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	21.31
23430 - Heavy Equipment Mechanic	20.03
23440 - Heavy Equipment Operator	20.20
23460 - Instrument Mechanic	19.24
23465 - Laboratory/Shelter Mechanic	11.27
23470 - Laborer	11.27
23510 - Locksmith	19.31
23530 - Machinery Maintenance Mechanic	20.28
23550 - Machinist, Maintenance	19.32
23580 - Maintenance Trades Helper	16.29
23591 - Metrology Technician I	21.03
23592 - Metrology Technician II	22.04
23593 - Metrology Technician III	22.96
23640 - Millwright	25.71
23710 - Office Appliance Repairer	19.24
23760 - Painter, Maintenance	19.24
23790 - Pipefitter, Maintenance	20.23
23810 - Plumber, Maintenance	19.31
23820 - Pneudraulic Systems Mechanic	20.20
23850 - Rigger	20.52
23870 - Scale Mechanic	18.30
23890 - Sheet-Metal Worker, Maintenance	20.20
23910 - Small Engine Mechanic	19.24
23931 - Telecommunications Mechanic I	23.97
23932 - Telecommunications Mechanic II	25.18
23950 - Telephone Lineman	22.88
23960 - Welder, Combination, Maintenance	19.47
23965 - Well Driller	19.93
23970 - Woodcraft Worker	20.20
23980 - Woodworker	16.50
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	9.58
24580 - Child Care Center Clerk	13.48
24610 - Chore Aide	7.66
24620 - Family Readiness And Support Services Coordinator	13.31
24630 - Homemaker	14.24
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	20.80
25040 - Sewage Plant Operator	20.01
25070 - Stationary Engineer	20.80
25190 - Ventilation Equipment Tender	15.80
25210 - Water Treatment Plant Operator	20.01
27000 - Protective Service Occupations	
27004 - Alarm Monitor	16.96
27007 - Baggage Inspector	12.01
27008 - Corrections Officer	18.71
27010 - Court Security Officer	20.29
27030 - Detection Dog Handler	15.31
27040 - Detention Officer	18.71
27070 - Firefighter	19.65
27101 - Guard I	12.01
27102 - Guard II	15.31
27131 - Police Officer I	22.07
27132 - Police Officer II	24.52
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	10.47
28042 - Carnival Equipment Repairer	10.99

28043 - Carnival Equipment Worker	8.21
28210 - Gate Attendant/Gate Tender	14.30
28310 - Lifeguard	12.22
28350 - Park Attendant (Aide)	15.60
28510 - Recreation Aide/Health Facility Attendant	11.68
28515 - Recreation Specialist	19.83
28630 - Sports Official	12.75
28690 - Swimming Pool Operator	15.63
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	20.73
29020 - Hatch Tender	20.73
29030 - Line Handler	20.73
29041 - Stevedore I	19.71
29042 - Stevedore II	21.80
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (see 2)	35.77
30011 - Air Traffic Control Specialist, Station (HFO) (see 2)	24.66
30012 - Air Traffic Control Specialist, Terminal (HFO) (see 2)	27.16
30021 - Archeological Technician I	18.28
30022 - Archeological Technician II	19.03
30023 - Archeological Technician III	25.14
30030 - Cartographic Technician	26.68
30040 - Civil Engineering Technician	25.15
30061 - Drafter/CAD Operator I	18.85
30062 - Drafter/CAD Operator II	21.09
30063 - Drafter/CAD Operator III	23.52
30064 - Drafter/CAD Operator IV	28.93
30081 - Engineering Technician I	17.82
30082 - Engineering Technician II	19.79
30083 - Engineering Technician III	22.59
30084 - Engineering Technician IV	27.42
30085 - Engineering Technician V	33.54
30086 - Engineering Technician VI	40.58
30090 - Environmental Technician	21.87
30210 - Laboratory Technician	20.41
30240 - Mathematical Technician	26.68
30361 - Paralegal/Legal Assistant I	16.04
30362 - Paralegal/Legal Assistant II	19.88
30363 - Paralegal/Legal Assistant III	24.32
30364 - Paralegal/Legal Assistant IV	29.42
30390 - Photo-Optics Technician	26.68
30461 - Technical Writer I	23.10
30462 - Technical Writer II	28.24
30463 - Technical Writer III	34.17
30491 - Unexploded Ordnance (UXO) Technician I	22.74
30492 - Unexploded Ordnance (UXO) Technician II	27.51
30493 - Unexploded Ordnance (UXO) Technician III	32.97
30494 - Unexploded (UXO) Safety Escort	22.74
30495 - Unexploded (UXO) Sweep Personnel	22.74
30620 - Weather Observer, Combined Upper Air Or (see 2)	23.52
Surface Programs	
30621 - Weather Observer, Senior (see 2)	25.48
31000 - Transportation/Mobile Equipment Operation Occupations	
31020 - Bus Aide	11.61
31030 - Bus Driver	14.66
31043 - Driver Courier	13.40
31260 - Parking and Lot Attendant	9.25
31290 - Shuttle Bus Driver	14.22
31310 - Taxi Driver	11.32
31361 - Truckdriver, Light	14.22
31362 - Truckdriver, Medium	15.59

31363 - Truckdriver, Heavy	17.75
31364 - Truckdriver, Tractor-Trailer	17.75
99000 - Miscellaneous Occupations	
99030 - Cashier	8.95
99050 - Desk Clerk	9.12
99095 - Embalmer	23.61
99251 - Laboratory Animal Caretaker I	9.86
99252 - Laboratory Animal Caretaker II	10.47
99310 - Mortician	30.76
99410 - Pest Controller	15.66
99510 - Photofinishing Worker	11.61
99710 - Recycling Laborer	16.46
99711 - Recycling Specialist	18.57
99730 - Refuse Collector	15.17
99810 - Sales Clerk	11.04
99820 - School Crossing Guard	11.64
99830 - Survey Party Chief	18.10
99831 - Surveying Aide	11.30
99832 - Surveying Technician	16.46
99840 - Vending Machine Attendant	12.92
99841 - Vending Machine Repairer	15.13
99842 - Vending Machine Repairer Helper	12.92

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ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$3.59 per hour or \$143.60 per week or \$622.27 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 8 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer



occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

(1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;

(2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;

(3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am.

If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives.

Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**\*\* UNIFORM ALLOWANCE \*\***

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

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

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

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

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C) (vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

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

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

6) The contractor informs the affected employees.

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

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

WD 05-2431 (Rev.-15) was first posted on www.wdol.gov on 06/17/2011

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REGISTER OF WAGE DETERMINATIONS UNDER  
THE SERVICE CONTRACT ACT  
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR  
EMPLOYMENT STANDARDS ADMINISTRATION  
WAGE AND HOUR DIVISION  
WASHINGTON D.C. 20210

Diane C. Koplewski                      Division of  
Director                                      Wage Determinations

Wage Determination No.: 2005-2431  
Revision No.: 15  
Date Of Revision: 06/13/2011

State: Oklahoma

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

**\*\*Fringe Benefits Required Follow the Occupational Listing\*\***

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		13.04
01012 - Accounting Clerk II		14.63
01013 - Accounting Clerk III		18.28
01020 - Administrative Assistant		22.58
01040 - Court Reporter		18.46
01051 - Data Entry Operator I		11.69
01052 - Data Entry Operator II		12.76
01060 - Dispatcher, Motor Vehicle		17.05
01070 - Document Preparation Clerk		13.46
01090 - Duplicating Machine Operator		13.46
01111 - General Clerk I		13.10
01112 - General Clerk II		14.30
01113 - General Clerk III		18.00
01120 - Housing Referral Assistant		18.77
01141 - Messenger Courier		10.67
01191 - Order Clerk I		12.71
01192 - Order Clerk II		14.08
01261 - Personnel Assistant (Employment) I		14.35
01262 - Personnel Assistant (Employment) II		16.05
01263 - Personnel Assistant (Employment) III		17.90
01270 - Production Control Clerk		20.96
01280 - Receptionist		12.74
01290 - Rental Clerk		14.04
01300 - Scheduler, Maintenance		14.04
01311 - Secretary I		14.04
01312 - Secretary II		16.20
01313 - Secretary III		18.77
01320 - Service Order Dispatcher		15.05
01410 - Supply Technician		22.58
01420 - Survey Worker		17.05
01531 - Travel Clerk I		12.32
01532 - Travel Clerk II		13.14
01533 - Travel Clerk III		13.77
01611 - Word Processor I		12.54
01612 - Word Processor II		14.07
01613 - Word Processor III		15.80
05000 - Automotive Service Occupations		

05005 - Automobile Body Repairer, Fiberglass	18.14
05010 - Automotive Electrician	17.24
05040 - Automotive Glass Installer	16.31
05070 - Automotive Worker	14.84
05110 - Mobile Equipment Servicer	13.22
05130 - Motor Equipment Metal Mechanic	16.49
05160 - Motor Equipment Metal Worker	14.84
05190 - Motor Vehicle Mechanic	16.49
05220 - Motor Vehicle Mechanic Helper	12.63
05250 - Motor Vehicle Upholstery Worker	14.03
05280 - Motor Vehicle Wrecker	14.84
05310 - Painter, Automotive	15.67
05340 - Radiator Repair Specialist	14.84
05370 - Tire Repairer	12.12
05400 - Transmission Repair Specialist	16.49
07000 - Food Preparation And Service Occupations	
07010 - Baker	11.05
07041 - Cook I	8.70
07042 - Cook II	10.01
07070 - Dishwasher	8.18
07130 - Food Service Worker	8.20
07210 - Meat Cutter	13.28
07260 - Waiter/Waitress	8.77
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	14.86
09040 - Furniture Handler	10.57
09080 - Furniture Refinisher	14.86
09090 - Furniture Refinisher Helper	11.83
09110 - Furniture Repairer, Minor	13.35
09130 - Upholsterer	14.86
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	11.06
11060 - Elevator Operator	10.81
11090 - Gardener	12.86
11122 - Housekeeping Aide	10.47
11150 - Janitor	10.19
11210 - Laborer, Grounds Maintenance	10.82
11240 - Maid or Houseman	8.42
11260 - Pruner	10.20
11270 - Tractor Operator	12.10
11330 - Trail Maintenance Worker	10.82
11360 - Window Cleaner	10.42
12000 - Health Occupations	
12010 - Ambulance Driver	13.70
12011 - Breath Alcohol Technician	17.35
12012 - Certified Occupational Therapist Assistant	25.26
12015 - Certified Physical Therapist Assistant	22.10
12020 - Dental Assistant	14.41
12025 - Dental Hygienist	29.89
12030 - EKG Technician	20.95
12035 - Electroneurodiagnostic Technologist	20.95
12040 - Emergency Medical Technician	13.70
12071 - Licensed Practical Nurse I	15.51
12072 - Licensed Practical Nurse II	17.35
12073 - Licensed Practical Nurse III	19.35
12100 - Medical Assistant	12.33
12130 - Medical Laboratory Technician	16.14
12160 - Medical Record Clerk	13.88
12190 - Medical Record Technician	15.53
12195 - Medical Transcriptionist	12.04
12210 - Nuclear Medicine Technologist	34.29

12221 - Nursing Assistant I	9.70
12222 - Nursing Assistant II	10.91
12223 - Nursing Assistant III	11.91
12224 - Nursing Assistant IV	13.36
12235 - Optical Dispenser	14.41
12236 - Optical Technician	11.84
12250 - Pharmacy Technician	16.23
12280 - Phlebotomist	13.36
12305 - Radiologic Technologist	22.09
12311 - Registered Nurse I	27.48
12312 - Registered Nurse II	30.22
12313 - Registered Nurse II, Specialist	30.22
12314 - Registered Nurse III	36.56
12315 - Registered Nurse III, Anesthetist	36.56
12316 - Registered Nurse IV	43.82
12317 - Scheduler (Drug and Alcohol Testing)	21.50
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	18.53
13012 - Exhibits Specialist II	20.67
13013 - Exhibits Specialist III	24.88
13041 - Illustrator I	20.86
13042 - Illustrator II	25.12
13043 - Illustrator III	30.74
13047 - Librarian	20.37
13050 - Library Aide/Clerk	10.85
13054 - Library Information Technology Systems Administrator	18.40
13058 - Library Technician	12.31
13061 - Media Specialist I	13.27
13062 - Media Specialist II	14.85
13063 - Media Specialist III	16.56
13071 - Photographer I	13.27
13072 - Photographer II	15.16
13073 - Photographer III	18.78
13074 - Photographer IV	22.98
13075 - Photographer V	27.80
13110 - Video Teleconference Technician	14.89
14000 - Information Technology Occupations	
14041 - Computer Operator I	14.91
14042 - Computer Operator II	16.74
14043 - Computer Operator III	18.70
14044 - Computer Operator IV	20.75
14045 - Computer Operator V	22.97
14071 - Computer Programmer I	(see 1) 24.07
14072 - Computer Programmer II	(see 1)
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	14.91
14160 - Personal Computer Support Technician	20.75
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	29.92
15020 - Aircrew Training Devices Instructor (Rated)	36.20
15030 - Air Crew Training Devices Instructor (Pilot)	39.82
15050 - Computer Based Training Specialist / Instructor	29.92
15060 - Educational Technologist	22.71
15070 - Flight Instructor (Pilot)	39.82
15080 - Graphic Artist	20.81
15090 - Technical Instructor	17.74

15095 - Technical Instructor/Course Developer	21.70
15110 - Test Proctor	15.76
15120 - Tutor	15.76
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	8.47
16030 - Counter Attendant	8.47
16040 - Dry Cleaner	10.79
16070 - Finisher, Flatwork, Machine	8.47
16090 - Presser, Hand	8.47
16110 - Presser, Machine, Drycleaning	8.47
16130 - Presser, Machine, Shirts	8.47
16160 - Presser, Machine, Wearing Apparel, Laundry	8.47
16190 - Sewing Machine Operator	11.56
16220 - Tailor	12.34
16250 - Washer, Machine	9.27
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	19.79
19040 - Tool And Die Maker	24.73
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	15.25
21030 - Material Coordinator	22.82
21040 - Material Expediter	22.82
21050 - Material Handling Laborer	11.10
21071 - Order Filler	12.77
21080 - Production Line Worker (Food Processing)	15.25
21110 - Shipping Packer	13.76
21130 - Shipping/Receiving Clerk	13.76
21140 - Store Worker I	13.94
21150 - Stock Clerk	16.90
21210 - Tools And Parts Attendant	15.25
21410 - Warehouse Specialist	15.25
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	24.37
23021 - Aircraft Mechanic I	23.35
23022 - Aircraft Mechanic II	24.37
23023 - Aircraft Mechanic III	25.40
23040 - Aircraft Mechanic Helper	16.96
23050 - Aircraft, Painter	20.19
23060 - Aircraft Servicer	19.19
23080 - Aircraft Worker	20.33
23110 - Appliance Mechanic	16.59
23120 - Bicycle Repairer	12.12
23125 - Cable Splicer	24.43
23130 - Carpenter, Maintenance	18.10
23140 - Carpet Layer	17.15
23160 - Electrician, Maintenance	18.93
23181 - Electronics Technician Maintenance I	21.73
23182 - Electronics Technician Maintenance II	24.54
23183 - Electronics Technician Maintenance III	25.71
23260 - Fabric Worker	17.12
23290 - Fire Alarm System Mechanic	18.63
23310 - Fire Extinguisher Repairer	16.13
23311 - Fuel Distribution System Mechanic	23.73
23312 - Fuel Distribution System Operator	17.99
23370 - General Maintenance Worker	17.04
23380 - Ground Support Equipment Mechanic	22.99
23381 - Ground Support Equipment Servicer	18.78
23382 - Ground Support Equipment Worker	19.89
23391 - Gunsmith I	16.13
23392 - Gunsmith II	17.98
23393 - Gunsmith III	19.84

23410 - Heating, Ventilation And Air-Conditioning Mechanic	18.92
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	19.98
23430 - Heavy Equipment Mechanic	18.92
23440 - Heavy Equipment Operator	18.50
23460 - Instrument Mechanic	24.92
23465 - Laboratory/Shelter Mechanic	18.93
23470 - Laborer	11.10
23510 - Locksmith	18.24
23530 - Machinery Maintenance Mechanic	21.77
23550 - Machinist, Maintenance	18.92
23580 - Maintenance Trades Helper	13.97
23591 - Metrology Technician I	24.92
23592 - Metrology Technician II	25.98
23593 - Metrology Technician III	27.08
23640 - Millwright	20.03
23710 - Office Appliance Repairer	19.09
23760 - Painter, Maintenance	17.94
23790 - Pipefitter, Maintenance	19.97
23810 - Plumber, Maintenance	19.20
23820 - Pneudraulic Systems Mechanic	19.84
23850 - Rigger	19.84
23870 - Scale Mechanic	17.98
23890 - Sheet-Metal Worker, Maintenance	22.11
23910 - Small Engine Mechanic	17.04
23931 - Telecommunications Mechanic I	22.77
23932 - Telecommunications Mechanic II	23.76
23950 - Telephone Lineman	22.90
23960 - Welder, Combination, Maintenance	18.92
23965 - Well Driller	19.71
23970 - Woodcraft Worker	19.84
23980 - Woodworker	16.13
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	8.73
24580 - Child Care Center Clerk	13.27
24610 - Chore Aide	8.73
24620 - Family Readiness And Support Services Coordinator	14.27
24630 - Homemaker	15.64
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	22.39
25040 - Sewage Plant Operator	16.59
25070 - Stationary Engineer	22.39
25190 - Ventilation Equipment Tender	15.08
25210 - Water Treatment Plant Operator	16.35
27000 - Protective Service Occupations	
27004 - Alarm Monitor	14.88
27007 - Baggage Inspector	12.57
27008 - Corrections Officer	15.39
27010 - Court Security Officer	20.62
27030 - Detection Dog Handler	15.03
27040 - Detention Officer	15.39
27070 - Firefighter	24.14
27101 - Guard I	12.57
27102 - Guard II	15.03
27131 - Police Officer I	23.19
27132 - Police Officer II	25.77
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	10.57
28042 - Carnival Equipment Repairer	11.39



28043	- Carnival Equipment Worker	8.28
28210	- Gate Attendant/Gate Tender	13.14
28310	- Lifeguard	12.47
28350	- Park Attendant (Aide)	15.51
28510	- Recreation Aide/Health Facility Attendant	10.73
28515	- Recreation Specialist	17.93
28630	- Sports Official	11.71
28690	- Swimming Pool Operator	16.74
29000	- Stevedoring/Longshoremen Occupational Services	
29010	- Blocker And Bracer	20.94
29020	- Hatch Tender	20.94
29030	- Line Handler	20.94
29041	- Stevedore I	19.94
29042	- Stevedore II	22.08
30000	- Technical Occupations	
30010	- Air Traffic Control Specialist, Center (HFO) (see 2)	35.77
30011	- Air Traffic Control Specialist, Station (HFO) (see 2)	24.66
30012	- Air Traffic Control Specialist, Terminal (HFO) (see 2)	27.16
30021	- Archeological Technician I	17.25
30022	- Archeological Technician II	20.36
30023	- Archeological Technician III	25.22
30030	- Cartographic Technician	25.22
30040	- Civil Engineering Technician	24.03
30061	- Drafter/CAD Operator I	17.25
30062	- Drafter/CAD Operator II	20.36
30063	- Drafter/CAD Operator III	22.71
30064	- Drafter/CAD Operator IV	26.48
30081	- Engineering Technician I	19.05
30082	- Engineering Technician II	21.83
30083	- Engineering Technician III	23.92
30084	- Engineering Technician IV	29.64
30085	- Engineering Technician V	36.26
30086	- Engineering Technician VI	43.86
30090	- Environmental Technician	21.77
30210	- Laboratory Technician	19.34
30240	- Mathematical Technician	25.23
30361	- Paralegal/Legal Assistant I	18.67
30362	- Paralegal/Legal Assistant II	23.12
30363	- Paralegal/Legal Assistant III	28.28
30364	- Paralegal/Legal Assistant IV	34.22
30390	- Photo-Optics Technician	25.22
30461	- Technical Writer I	18.40
30462	- Technical Writer II	22.51
30463	- Technical Writer III	27.24
30491	- Unexploded Ordnance (UXO) Technician I	22.74
30492	- Unexploded Ordnance (UXO) Technician II	27.51
30493	- Unexploded Ordnance (UXO) Technician III	32.97
30494	- Unexploded (UXO) Safety Escort	22.74
30495	- Unexploded (UXO) Sweep Personnel	22.74
30620	- Weather Observer, Combined Upper Air Or (see 2)	22.71
Surface Programs		
30621	- Weather Observer, Senior (see 2)	25.22
31000	- Transportation/Mobile Equipment Operation Occupations	
31020	- Bus Aide	11.62
31030	- Bus Driver	14.66
31043	- Driver Courier	13.20
31260	- Parking and Lot Attendant	9.68
31290	- Shuttle Bus Driver	14.03
31310	- Taxi Driver	10.60
31361	- Truckdriver, Light	14.03
31362	- Truckdriver, Medium	15.85

31363 - Truckdriver, Heavy	19.47
31364 - Truckdriver, Tractor-Trailer	19.47
99000 - Miscellaneous Occupations	
99030 - Cashier	8.66
99050 - Desk Clerk	8.70
99095 - Embalmer	25.43
99251 - Laboratory Animal Caretaker I	10.69
99252 - Laboratory Animal Caretaker II	11.36
99310 - Mortician	25.43
99410 - Pest Controller	13.65
99510 - Photofinishing Worker	12.45
99710 - Recycling Laborer	15.53
99711 - Recycling Specialist	17.42
99730 - Refuse Collector	14.64
99810 - Sales Clerk	11.59
99820 - School Crossing Guard	10.88
99830 - Survey Party Chief	23.62
99831 - Surveying Aide	13.28
99832 - Surveying Technician	20.91
99840 - Vending Machine Attendant	12.16
99841 - Vending Machine Repairer	14.63
99842 - Vending Machine Repairer Helper	11.82

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ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$3.59 per hour or \$143.60 per week or \$622.27 per month

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

HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer

occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

(1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;

(2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;

(3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

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

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives.

Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**\*\* UNIFORM ALLOWANCE \*\***

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

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

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

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

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C) (vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

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

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

6) The contractor informs the affected employees.

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

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

WD 05-2491 (Rev.-10) was first posted on www.wdol.gov on 06/17/2011

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REGISTER OF WAGE DETERMINATIONS UNDER  
THE SERVICE CONTRACT ACT  
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR  
EMPLOYMENT STANDARDS ADMINISTRATION  
WAGE AND HOUR DIVISION  
WASHINGTON D.C. 20210

Diane C. Koplewski                    Division of  
Director                                Wage Determinations

Wage Determination No.: 2005-2491  
Revision No.: 10  
Date Of Revision: 06/13/2011

States: Georgia, Tennessee

Area: Georgia Counties of Catoosa, Dade, Walker  
Tennessee Counties of Bledsoe, Bradley, Coffee, Franklin, Grundy, Hamilton,  
Marion, McMinn, Meigs, Polk, Rhea, Sequatchie, Van Buren

**\*\*Fringe Benefits Required Follow the Occupational Listing\*\***

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		12.60
01012 - Accounting Clerk II		15.10
01013 - Accounting Clerk III		15.83
01020 - Administrative Assistant		18.45
01040 - Court Reporter		13.86
01051 - Data Entry Operator I		12.16
01052 - Data Entry Operator II		13.27
01060 - Dispatcher, Motor Vehicle		18.58
01070 - Document Preparation Clerk		12.05
01090 - Duplicating Machine Operator		12.05
01111 - General Clerk I		11.34
01112 - General Clerk II		12.81
01113 - General Clerk III		13.89
01120 - Housing Referral Assistant		16.37
01141 - Messenger Courier		10.02
01191 - Order Clerk I		11.53
01192 - Order Clerk II		12.57
01261 - Personnel Assistant (Employment) I		12.60
01262 - Personnel Assistant (Employment) II		14.57
01263 - Personnel Assistant (Employment) III		15.86
01270 - Production Control Clerk		19.20
01280 - Receptionist		11.46
01290 - Rental Clerk		11.13
01300 - Scheduler, Maintenance		13.12
01311 - Secretary I		13.12
01312 - Secretary II		14.67
01313 - Secretary III		16.37
01320 - Service Order Dispatcher		14.61
01410 - Supply Technician		18.45
01420 - Survey Worker		14.55
01531 - Travel Clerk I		11.08
01532 - Travel Clerk II		11.72
01533 - Travel Clerk III		12.50
01611 - Word Processor I		13.83
01612 - Word Processor II		15.53
01613 - Word Processor III		17.37
05000 - Automotive Service Occupations		
05005 - Automobile Body Repairer, Fiberglass		19.37
05010 - Automotive Electrician		18.03

05040 - Automotive Glass Installer	17.15
05070 - Automotive Worker	17.15
05110 - Mobile Equipment Servicer	15.38
05130 - Motor Equipment Metal Mechanic	18.87
05160 - Motor Equipment Metal Worker	17.15
05190 - Motor Vehicle Mechanic	17.44
05220 - Motor Vehicle Mechanic Helper	14.45
05250 - Motor Vehicle Upholstery Worker	16.26
05280 - Motor Vehicle Wrecker	17.15
05310 - Painter, Automotive	18.03
05340 - Radiator Repair Specialist	17.15
05370 - Tire Repairer	11.58
05400 - Transmission Repair Specialist	17.31
07000 - Food Preparation And Service Occupations	
07010 - Baker	11.28
07041 - Cook I	9.34
07042 - Cook II	10.42
07070 - Dishwasher	7.95
07130 - Food Service Worker	8.34
07210 - Meat Cutter	12.93
07260 - Waiter/Waitress	8.08
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	15.19
09040 - Furniture Handler	11.43
09080 - Furniture Refinisher	16.51
09090 - Furniture Refinisher Helper	13.38
09110 - Furniture Repairer, Minor	14.96
09130 - Upholsterer	14.86
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	9.90
11060 - Elevator Operator	10.19
11090 - Gardener	11.35
11122 - Housekeeping Aide	10.19
11150 - Janitor	10.19
11210 - Laborer, Grounds Maintenance	10.27
11240 - Maid or Houseman	8.31
11260 - Pruner	8.94
11270 - Tractor Operator	11.31
11330 - Trail Maintenance Worker	10.27
11360 - Window Cleaner	11.24
12000 - Health Occupations	
12010 - Ambulance Driver	14.30
12011 - Breath Alcohol Technician	15.33
12012 - Certified Occupational Therapist Assistant	23.99
12015 - Certified Physical Therapist Assistant	23.70
12020 - Dental Assistant	15.16
12025 - Dental Hygienist	27.47
12030 - EKG Technician	21.96
12035 - Electroneurodiagnostic Technologist	21.96
12040 - Emergency Medical Technician	14.30
12071 - Licensed Practical Nurse I	13.71
12072 - Licensed Practical Nurse II	15.33
12073 - Licensed Practical Nurse III	17.10
12100 - Medical Assistant	13.24
12130 - Medical Laboratory Technician	16.59
12160 - Medical Record Clerk	12.53
12190 - Medical Record Technician	14.02
12195 - Medical Transcriptionist	15.54
12210 - Nuclear Medicine Technologist	32.54
12221 - Nursing Assistant I	10.45
12222 - Nursing Assistant II	11.75

12223 - Nursing Assistant III	12.82
12224 - Nursing Assistant IV	14.39
12235 - Optical Dispenser	16.99
12236 - Optical Technician	13.69
12250 - Pharmacy Technician	13.01
12280 - Phlebotomist	14.39
12305 - Radiologic Technologist	24.74
12311 - Registered Nurse I	20.15
12312 - Registered Nurse II	24.66
12313 - Registered Nurse II, Specialist	24.66
12314 - Registered Nurse III	29.84
12315 - Registered Nurse III, Anesthetist	29.84
12316 - Registered Nurse IV	35.75
12317 - Scheduler (Drug and Alcohol Testing)	18.97
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	16.85
13012 - Exhibits Specialist II	20.88
13013 - Exhibits Specialist III	25.55
13041 - Illustrator I	16.85
13042 - Illustrator II	20.88
13043 - Illustrator III	25.55
13047 - Librarian	23.12
13050 - Library Aide/Clerk	11.55
13054 - Library Information Technology Systems Administrator	20.88
13058 - Library Technician	14.21
13061 - Media Specialist I	15.06
13062 - Media Specialist II	16.85
13063 - Media Specialist III	18.79
13071 - Photographer I	12.26
13072 - Photographer II	13.71
13073 - Photographer III	16.52
13074 - Photographer IV	20.67
13075 - Photographer V	25.00
13110 - Video Teleconference Technician	15.27
14000 - Information Technology Occupations	
14041 - Computer Operator I	15.11
14042 - Computer Operator II	18.05
14043 - Computer Operator III	20.10
14044 - Computer Operator IV	21.52
14045 - Computer Operator V	23.19
14071 - Computer Programmer I	20.37
14072 - Computer Programmer II	(see 1)
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	15.11
14160 - Personal Computer Support Technician	21.52
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	32.13
15020 - Aircrew Training Devices Instructor (Rated)	36.75
15030 - Air Crew Training Devices Instructor (Pilot)	38.97
15050 - Computer Based Training Specialist / Instructor	32.13
15060 - Educational Technologist	25.93
15070 - Flight Instructor (Pilot)	38.97
15080 - Graphic Artist	20.15
15090 - Technical Instructor	17.58
15095 - Technical Instructor/Course Developer	22.62
15110 - Test Proctor	15.19



15120 - Tutor	15.19
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	8.23
16030 - Counter Attendant	8.23
16040 - Dry Cleaner	10.34
16070 - Finisher, Flatwork, Machine	8.23
16090 - Presser, Hand	8.23
16110 - Presser, Machine, Drycleaning	8.23
16130 - Presser, Machine, Shirts	8.23
16160 - Presser, Machine, Wearing Apparel, Laundry	8.23
16190 - Sewing Machine Operator	10.98
16220 - Tailor	11.62
16250 - Washer, Machine	8.92
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	15.80
19040 - Tool And Die Maker	18.84
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	12.37
21030 - Material Coordinator	19.20
21040 - Material Expediter	19.20
21050 - Material Handling Laborer	10.89
21071 - Order Filler	11.03
21080 - Production Line Worker (Food Processing)	12.37
21110 - Shipping Packer	12.83
21130 - Shipping/Receiving Clerk	12.83
21140 - Store Worker I	11.83
21150 - Stock Clerk	16.02
21210 - Tools And Parts Attendant	12.37
21410 - Warehouse Specialist	12.37
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	21.87
23021 - Aircraft Mechanic I	20.83
23022 - Aircraft Mechanic II	21.87
23023 - Aircraft Mechanic III	22.97
23040 - Aircraft Mechanic Helper	15.66
23050 - Aircraft, Painter	18.79
23060 - Aircraft Servicer	17.64
23080 - Aircraft Worker	18.60
23110 - Appliance Mechanic	18.26
23120 - Bicycle Repairer	11.38
23125 - Cable Splicer	22.52
23130 - Carpenter, Maintenance	16.23
23140 - Carpet Layer	18.95
23160 - Electrician, Maintenance	21.18
23181 - Electronics Technician Maintenance I	20.88
23182 - Electronics Technician Maintenance II	24.07
23183 - Electronics Technician Maintenance III	27.10
23260 - Fabric Worker	17.95
23290 - Fire Alarm System Mechanic	20.36
23310 - Fire Extinguisher Repairer	18.29
23311 - Fuel Distribution System Mechanic	20.36
23312 - Fuel Distribution System Operator	16.60
23370 - General Maintenance Worker	15.93
23380 - Ground Support Equipment Mechanic	20.83
23381 - Ground Support Equipment Servicer	17.64
23382 - Ground Support Equipment Worker	18.60
23391 - Gunsmith I	18.29
23392 - Gunsmith II	18.95
23393 - Gunsmith III	20.83
23410 - Heating, Ventilation And Air-Conditioning Mechanic	16.80

23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	17.57
23430 - Heavy Equipment Mechanic	18.30
23440 - Heavy Equipment Operator	16.68
23460 - Instrument Mechanic	20.83
23465 - Laboratory/Shelter Mechanic	19.91
23470 - Laborer	10.89
23510 - Locksmith	19.91
23530 - Machinery Maintenance Mechanic	18.28
23550 - Machinist, Maintenance	18.13
23580 - Maintenance Trades Helper	12.29
23591 - Metrology Technician I	20.83
23592 - Metrology Technician II	21.87
23593 - Metrology Technician III	22.78
23640 - Millwright	21.70
23710 - Office Appliance Repairer	18.35
23760 - Painter, Maintenance	14.75
23790 - Pipefitter, Maintenance	19.78
23810 - Plumber, Maintenance	18.90
23820 - Pneudraulic Systems Mechanic	20.83
23850 - Rigger	20.83
23870 - Scale Mechanic	18.95
23890 - Sheet-Metal Worker, Maintenance	17.33
23910 - Small Engine Mechanic	18.95
23931 - Telecommunications Mechanic I	21.68
23932 - Telecommunications Mechanic II	22.70
23950 - Telephone Lineman	19.25
23960 - Welder, Combination, Maintenance	17.56
23965 - Well Driller	20.83
23970 - Woodcraft Worker	20.83
23980 - Woodworker	14.45
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	10.56
24580 - Child Care Center Clerk	13.19
24610 - Chore Aide	8.24
24620 - Family Readiness And Support Services Coordinator	14.32
24630 - Homemaker	16.40
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	22.91
25040 - Sewage Plant Operator	15.75
25070 - Stationary Engineer	22.91
25190 - Ventilation Equipment Tender	15.88
25210 - Water Treatment Plant Operator	15.75
27000 - Protective Service Occupations	
27004 - Alarm Monitor	13.60
27007 - Baggage Inspector	12.76
27008 - Corrections Officer	15.43
27010 - Court Security Officer	17.00
27030 - Detection Dog Handler	14.27
27040 - Detention Officer	15.43
27070 - Firefighter	17.01
27101 - Guard I	12.76
27102 - Guard II	14.27
27131 - Police Officer I	16.62
27132 - Police Officer II	18.46
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	10.40
28042 - Carnival Equipment Repairer	11.21
28043 - Carnival Equipment Worker	8.35
28210 - Gate Attendant/Gate Tender	14.55

28310 - Lifeguard	11.34
28350 - Park Attendant (Aide)	16.27
28510 - Recreation Aide/Health Facility Attendant	12.14
28515 - Recreation Specialist	17.73
28630 - Sports Official	12.96
28690 - Swimming Pool Operator	17.81
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	20.16
29020 - Hatch Tender	20.16
29030 - Line Handler	20.16
29041 - Stevedore I	19.09
29042 - Stevedore II	21.24
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (see 2)	35.77
30011 - Air Traffic Control Specialist, Station (HFO) (see 2)	24.66
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30081 - Engineering Technician I	15.18
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30083 - Engineering Technician III	19.05
30084 - Engineering Technician IV	23.61
30085 - Engineering Technician V	28.88
30086 - Engineering Technician VI	34.94
30090 - Environmental Technician	22.10
30210 - Laboratory Technician	18.26
30240 - Mathematical Technician	22.10
30361 - Paralegal/Legal Assistant I	17.35
30362 - Paralegal/Legal Assistant II	20.93
30363 - Paralegal/Legal Assistant III	23.95
30364 - Paralegal/Legal Assistant IV	31.00
30390 - Photo-Optics Technician	22.10
30461 - Technical Writer I	21.75
30462 - Technical Writer II	26.59
30463 - Technical Writer III	32.19
30491 - Unexploded Ordnance (UXO) Technician I	22.74
30492 - Unexploded Ordnance (UXO) Technician II	27.51
30493 - Unexploded Ordnance (UXO) Technician III	32.97
30494 - Unexploded (UXO) Safety Escort	22.74
30495 - Unexploded (UXO) Sweep Personnel	22.74
30620 - Weather Observer, Combined Upper Air Or (see 2)	20.11
Surface Programs	
30621 - Weather Observer, Senior (see 2)	22.10
31000 - Transportation/Mobile Equipment Operation Occupations	
31020 - Bus Aide	12.18
31030 - Bus Driver	16.16
31043 - Driver Courier	13.35
31260 - Parking and Lot Attendant	9.07
31290 - Shuttle Bus Driver	13.72
31310 - Taxi Driver	9.63
31361 - Truckdriver, Light	13.72
31362 - Truckdriver, Medium	15.12
31363 - Truckdriver, Heavy	18.50
31364 - Truckdriver, Tractor-Trailer	18.50