



**Federal Communications Commission
Washington, DC 20554**

Reply to Attn of: **Contracts & Procurement Center**

TO: Interested GSA Schedule Firms

SUBJECT: Request for Quote (RFQ) Number 08000016 for the Federal Communications Commission's (FCC) "IT Infrastructure Support Services"

The Federal Communications Commission (FCC) is issuing this competitive RFQ to solicit GSA Schedule contract holders for the purpose of entering into a Task Order under the schedule contract. The FCC will conduct this acquisition using Subpart 8.4 under the Federal Acquisition Regulation. If you are interested in this acquisition, you may participate by submitting your response in accordance with the following instructions. All quote submissions shall be posted on the applicable GSA e-buy webpage. This solicitation will also be posted on the FCC website at: www.fcc.gov/omd/contracts/preaward/.

Note: It is the responsibility of each interested vendor to monitor the GSA e-buy website and the FCC contracts website for any updates and amendments to this solicitation.

Offerors may submit questions in reference to this solicitation via e-mail to: mashonda.smith@fcc.gov. **The deadline for submission of questions is 2:00 PM EST, June 4, 2008.** A consolidated FCC response will be posted on the stated websites O/A June 13, 2008. Offerors are required to electronically submit a written technical quote and a price quote (separately) for the purposes of assuring that the prospective Contractor is fully cognizant of the scope of this task order and has the capability to complete all Performance Work Statement (PWS) activities and requirements.

In support of the FCC to meet socio-economic goals established by the SBA, this RFQ is targeted towards socioeconomic firms. All offerors responding to this RFQ shall be evaluated for potential award based upon a brief narrative identifying the firm's socioeconomic status as defined by the SBA and/or supporting documentation. Award will be based upon overall best value to the government.

This solicitation is open to GSA Schedule holders that can meet the requirements stated in the Performance Work Statement (attachment 1) and Evaluation Criteria (attachment 2). Offerors may quote appropriate labor categories from their own Schedule contract(s) or Offerors may team with another Schedule holder(s) to offer a blended solution. **In addition, all offerors shall certify in writing that their quote falls within the scope of their referenced GSA Schedule contract(s) and NAICs**

Code(s). To further clarify, all offerors must include a brief statement within their quote of how their GSA Schedule number and NAICS Code is the best fit to meet this requirement's needs.

All potential offerors are cautioned to strictly adhere to the provisions of their GSA schedules contract and this RFQ regarding conflicts of interest. Any such matters must be brought to the attention of the Contracting Officer at or before the time offers are due. Please be advised that if an actual or potential personal or organizational conflict exists between your firm and the FCC that cannot be resolved, avoided, or mitigated to the satisfaction of the FCC, then your firm shall not be considered eligible for an award.

All offerors shall follow the evaluation criteria instructions (attachment 2) and submit all applicable attachments to be included with the final RFQ submission response. Your **quote** shall indicate an **acceptance period of no-less-than 90 days** from the due date for submission.

The **quotation shall not exceed 20 pages**, excluding resumes, past performance information, price information, and applicable attachments. A page is defined as one side of an 8½" x 11" sheet of white, un-textured paper, single-spaced, with at least one inch margins on all sides, using not smaller than 12 characters per linear inch or be smaller than twelve (12) point, and shall not exceed six (6) lines per vertical inch. The type for all documents submitted (including charts and graphs) shall be black. The quote shall be provided electronically via email as stated above.

SUBMISSION REQUIREMENTS

Your quote **MUST** cite the appropriate Schedule Contract Number in your quote submission along with your tax identification number (TIN) and Dun & Bradstreet Number (DUNS), North American Industrial Classification System (NAICS), Standard Product Code (SPC) and other pertinent information found in Attachment 1, Quotation Cover Page. Please ensure that your firm is CCR Certified (<http://www.ccr.gov>).

ASSUMPTIONS, CONDITIONS, OR EXCEPTIONS

Offerors must acknowledge all (if any) assumptions, conditions, or exceptions with **any** of the terms and conditions of this solicitation including the PWS. If not noted in this section of your quote, it will be assumed that the offeror proposes no assumptions for award, and agrees to comply with all of the terms and conditions as set forth herein.

EVALUATION & BASIS FOR AWARD

The Performance Work Statement (PWS) serves as the Government's baseline requirements. Technical capability is significantly more important than price. All offers will be judged against the evaluation criteria set forth in attachment 1. The Government intends to award without discussions.

Please note that this request does not commit the Government to pay any costs incurred in the submission of your offer, nor to contract for said services. Note also, that full, accurate, and complete information is required by this request in accordance with 18 U.S.C. § 1001 which also prescribes the penalties for making false statements.

The RFQ response date (closing date) is 2:00 PM EST, June 30, 2008.

Inquiries regarding this procurement may be addressed to the Contracting Officer, Mashonda Smith, by telephone call at 202-418-0933 or by email at mashonda.smith@fcc.gov.

Attachments:

- Requirement Evaluation Criteria Attachment 1
- Performance Work Statement Attachment 2
- **Including: FCC Quote Coversheet, SDS Table 1, and price quote spreadsheet)**
- PWS – Supplemental Information Attachment 3
- Labor Category Historical Data Attachment 4

Forms provided upon award

- Non-Disclosure Agreement
- FCC Security Operations Center Contract Personnel Record (A-600)
- FCC Computer System Application Access Assignment Form (A-200)
- Declaration for Federal Employment - website address (OF-306)
- FCC Policy Statement on the Prevention of Workplace Violence
- FCC Computer Security Program

Evaluation Criteria

SELECTION METHODOLOGY

All offerors shall certify in writing that their proposed quote falls within the scope of their referenced GSA Schedule contract(s) and NAICs Code(s). To further clarify, vendors must include a brief statement within their quote of how their GSA Schedule number and NAICS Code is the best fit to meet this requirement's needs.

All applicable forms must be included with the final RFQ response: **FCC Quote Coversheet, Service Delivery Summary (SDS) Table 1, and Price Quote Spreadsheet**. Your quote shall indicate an **acceptance period of no-less-than 90 days** from the due date for submission.

The following significant evaluation factors and sub-factors will be used as a method of source selection in determining the offeror providing the best value to the Federal Communications Commission (FCC):

PART I - TECHNICAL QUOTE

Evaluation Factor 1 – Technical Capability

Sub-factor 1A – Socio-Economic Firm(s)

All offerors responding to this RFQ shall be evaluated for potential award based upon a brief 1-2 page narrative identifying the firm's socioeconomic status as defined by the SBA and/or supporting documentation. Award will be based upon overall best value to the government.

Sub-factor 1B - Understanding the Requirement(s)

Provide a brief 4-5 page narrative incorporating the following areas of evaluation:

- Network Operations (Windows, firewalls, routers, security) Approach
- Network Operations (Unix, middleware) Approach
- Service Desk Operations Approach
- Development (Java) Approach
- Configuration Management
- Asset Management
- Security
- Consulting services

Evaluation Criteria

Sub-factor 1C - Information Technology Experience

Provide a brief 4-5 page narrative incorporating the following areas of evaluation:

- IT Experience
- Network Operations (Windows, firewalls, routers, security) Approach
- Network Operations (Unix, middleware) Approach
- Service Desk Operations Approach
- Development (Java) Approach
- Configuration Management, Asset Management, Security and Consulting services
- Key Personnel and Staff resumes
 - Position
 - Years in Position
 - Experience relevant to PWS
 - Education and Certifications
 - Professional Accomplishments

Sub-factor 1D –ITIL Certification or other (ISO or CMM)

Provide a brief 4-5 page narrative incorporating the following areas of evaluation:

- Certification
- Name of Program
- Implementation Method
- Approved appraisal method
- Date of appraisal
- Appraisal conducted by
- Comparison of alternative accreditation with ITIL

Sub-factor 1E – Project Performance Plan (PPP)/ Quality Control Procedures

PROVIDE a narrative discussion that will propose how the vendor will be monitored and receive incentive(s) due to exceeding contract requirements and disincentive(s) due to not exceeding contract requirement(s). Review, complete, and submit the **SDS Table 1** with the draft narrative discussion. In addition, offerors must submit a draft phase-in plan listing key phase-in personnel and activities.

Provide a brief 4-5 page narrative incorporating the following areas of evaluation:

- Qualified Personnel
- Depth of Staff
- Reassignment Approach
- Recruitment Plan(s)

Evaluation Criteria

Sub-factor 1E – Project Performance Plan (PPP)/ Quality Control Procedures Contd.

- Approach for subcontractors effective coordination with FCC, if any subcontractors
 - Subcontractor role
 - Subcontractor experience over past (3) years
 - Subcontractor scope
 - Subcontractor magnitude
 - Subcontractor complexity
 - Subcontractor Quality Assurance
 - Subcontractor Independent Verification and Validation Process
 -

Note: Additional documents to be submitted with the PPP portion of the offeror's technical quote: **SDS Table 1** and draft phase-in plan

Evaluation Factor 2 – Past Performance

The Offeror shall identify three (3) to five (5) contracts/task orders with the Federal Government and/or commercial customers that demonstrate recent and relevant past performance. Recent is defined as within the last three (3) years. Relevant is defined as work similar in complexity and magnitude of the work described in this Performance Work Statement.

Offerors past performance reference shall include the following information:

- Project title;
- Description of the project;
- Contract number;
- Contract amount;
- Government Agency/Organization;
- COTR's name, address, and phone number;
- **Reference's name, address, phone number, and e-mail (must be current)**
- Contract and, if applicable, task order number;
- Current status, e.g., completed and/or if in progress, start and estimated completion dates;
- Dollar value and type of contract;
- Name of company being referenced;
- SOW/PWS paragraphs that the reference applies to;
- Key personnel (please highlight those individuals who worked on the relevant project(s) and are also being proposed for this effort.); and
- A brief narrative of why you deem the reference to be relevant to this effort

Evaluation Criteria

Evaluation Factor 2 – Past Performance Contd.

The Government reserves the right to contact each reference provided to obtain supportive past information. Please notify your references of the potential to provide a verbal reference to the evaluation team.

The Government may also consider information obtained through other sources. Past performance information will be utilized to determine the quality of the contractor's past performance as it relates to the probability of success of the required effort.

Technical proposals that merely parrot the requirements set forth in the PWS and state that the "Offeror will perform the statement of work" or similar verbiage will be considered non-responsive and will not receive further consideration. The FCC is interested only in quotes that demonstrate the Offeror's requisite expertise in performing engagements of this type as illustrated by the Offeror's description of how it proposes to perform the requirements set forth in the PWS.

PART 2 - PRICE QUOTE (to be submitted separately)

Evaluation Factor 3 - Price

Identify the labor category(s) to be utilized for this effort, a description of the skills and experience per category, and the number of hours and hourly rate(s) proposed and any other proposed associated costs for calculating the proposed price.

Provide a copy of the Offeror's GSA Contract (including contract clauses) listing the applicable labor categories and fixed rates. Fixed rates shall include all costs and fees, including overhead and profits, and shall identify any reduction in schedule rates offered. **Offerors are encouraged to discount their labor rates.**

Due to possible travel related expenses, the travel Not-to-Exceed (NTE) price shall not be greater than the NTE amount listed accordingly on the Price Quote Spreadsheet. Offerors shall utilize the appropriate CLIN line item number for each period as listed in the Price Quote Spreadsheet.

Offerors are to submit the attached **Price Quote Spreadsheet** with the price quote.

Evaluation Criteria

Quote Cover Page

Company Name:

Company Representative for GSA Orders:

Payment Terms:

GSA Schedule Number and expiration date:

Please check business size: () Large () Small () Minority () Women-owned

TIN or SSN:

DUNS #:

Complete Mailing Address:

Other Pertinent Information:

Offer Acceptance Period (no less than 90 days from due date of proposal):

Name and Title of Person Authorized to Sign Offer:

Signature:

Date:

Evaluation Criteria

SERVICE DELIVERY SUMMARY (SDS)

Note: Refer to section 7.0, “Contract Administration Data” to assist in development of the draft PPP. Please review and incorporate the “Contract Administration Data” into the draft PPP.

The Contractor shall propose performance measures and associated acceptable quality levels to measure the delivery of services provided under this contract. Table 1 identifies the minimum set of performance measures that the Contractor shall address and propose in their proposal. The FCC identified these measures as the most critical outputs to measure service delivery, however additional measures may be required during the term of the contract. The Contractor is encouraged to identify additional performance measures for monitoring contract performance, not to exceed 20 additional measures. Please indicate any additional performance measures with submitted surveillance plan.

Table 1 presents the required format that the Contractor shall use when proposing their performance measures. Columns in the table are defined as follows:

- **ID** – Unique identifier associated with a given performance measure
- **Functional Category** – Functional area as it pertains to the functions identified in the SOO
- **Performance Measure** – Indicates an outcome that the FCC will monitor to assess Contractor performance
- **Performance Measure Definition/Description** – Describes performance measure and/or how the Contractor’s performance level will be calculated
- **Acceptable Quality Level (AQL)** – The performance levels and performance standard for each performance measure. The performance standard for each performance measure is that performance level which is considered “Satisfactory” by the FCC. Where possible performance levels shall be provided on a 5 step scale, with an associated rating of:
 - 5 = Exceptional
 - 4 = Very Good
 - **3 = Satisfactory**
 - 2 = Marginal
 - 1 = Unsatisfactory

The performance standard shall be in bold font. An example performance level is provided in the table associated with ID 2.

- **Reporting Frequency** – The frequency the performance measure will be calculated and reported (daily, weekly, monthly, etc.)
- **Surveillance Method** – The primary technique for monitoring and evaluating the performance measure

SDS Table 1

ID	Functional Category	Performance Measure	Specific Performance Measure Definition	Acceptable Quality Level (AQL)	Reporting Frequency	Surveillance Method
PROJECT MANAGEMENT						
1	Project Management	Budget Compliance (Cost Performance Index)	Proposed by Bidder	Proposed by Bidder	Monthly	Proposed by Bidder
2	Project Management	Timeliness of Deliverables (Schedule Performance Index)	Proposed by Bidder	Proposed by Bidder	Monthly	Proposed by Bidder
3	Project Management	Coverage During Operating Hours	Proposed by Bidder	Proposed by Bidder	Monthly	Proposed by Bidder
NETWORK OPERATIONS						
4	Network Operations	Server Availability	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
5	Network Operations	Network Availability	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
6	Network Operations	Exchange / Email Availability	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
7	Network Operations	Webmail Availability	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
8	Network Operations	Blackberry Availability / Performance	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
9	Network Operations	Remote Access Availability	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
10	Network Operations	Internet / WAN Availability	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder

Evaluation Criteria

ID	Functional Category	Performance Measure	Specific Performance Measure Definition	Acceptable Quality Level (AQL)	Reporting Frequency	Surveillance Method
11	Network Operations	Shared Network Storage Availability	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
12	Network Operations	Print Services Availability	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
13	Network Operations	Phone Services Availability	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
14	Network Operations	Fax Services Availability	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
15	Network Operations	Voice Mail Services Availability	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
16	Network Operations	Backup Success	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
17	Network Operations	Server Capacity / Availability	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
18	Network Operations	Patch Deployment	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
19	Network Operations	New Server Deployment	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
20	Network Operations	Active Directory Account Accuracy	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
21	Network Operations	Firewall Activity	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
22	Network Operations	Image Development	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
23	Network Operations	Data Restore Response Time	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder

Evaluation Criteria

ID	Functional Category	Performance Measure	Specific Performance Measure Definition	Acceptable Quality Level (AQL)	Reporting Frequency	Surveillance Method
DEVELOPMENT and WEB BASED SUPPORT SERVICES						
24	Development and Web Services	Deliverable Timeliness	Proposed by Bidder	Proposed by Bidder	Monthly	Proposed by Bidder
25	Development and Web Services	Deliverable Quality	Proposed by Bidder	Proposed by Bidder	Monthly	Proposed by Bidder
SYSTEMS OPERATIONS						
26	IT Asset Management	Field Office Replacement	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
27	IT Asset Management	Remote Access Token Issuance & Database	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
28	IT Asset Management	End User Issue / Repair / Return to Service	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
29	IT Asset Management	Issue / Upgrade Desktop Software	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
30	IT Asset Management	IT Asset Management Accuracy	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
OPERATIONS						
31	Configuration Management	Documented System Configuration Accuracy	Proposed by Bidder	Proposed by Bidder	Monthly	Proposed by Bidder
32	Configuration Management	Documented Process & SOP Accuracy	Proposed by Bidder	Proposed by Bidder	Monthly	Proposed by Bidder
33	Configuration Management	Successful Implementations	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder

Evaluation Criteria

ID	Functional Category	Performance Measure	Specific Performance Measure Definition	Acceptable Quality Level (AQL)	Reporting Frequency	Surveillance Method
USER OUTREACH / CUSTOMER SERVICE						
34	Customer Service	Time to Answer / Call Response	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
35	Customer Service	Incidents Created	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
36	Customer Service	Incidents Closed	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
37	Customer Service	Incidents Closed on First Call	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
38	Customer Service	Performance Against Service Level Agreements	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
39	Customer Service	Incidents Closed by Group	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
40	Customer Service	Incidents Closed by Agent	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
41	Customer Service	Incidents Closed by Category	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
42	Customer Service	Incidents Closed by Priority	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
43	Customer Service	Reopened Incidents	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
44	Customer Service	SLA Response and Resolution Reports	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
45	Customer Service	Customer Satisfaction Survey	Proposed by Bidder	Proposed by Bidder	Monthly	Proposed by Bidder

Evaluation Criteria

ID	Functional Category	Performance Measure	Specific Performance Measure Definition	Acceptable Quality Level (AQL)	Reporting Frequency	Surveillance Method
46	Customer Service	Time to Resolve by Group	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
47	Customer Service	VIP Support	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
48	Customer Service	Priority 1 Critical	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
49	Customer Service	Priority 2 Urgent	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
50	Customer Service	Priority 3 Normal	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
51	Customer Service	Priority 4 Low	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
52	Customer Service	Priority 5	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
IT OPERATIONS CONSULTING						
53	Operational Security	Incident Response Time	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
54	Operational Security	Security Effectiveness	Proposed by Bidder	Proposed by Bidder	Weekly	Proposed by Bidder
IT OPERATIONS CONSULTING						
55	IT Operations Consulting	Deliverable Timeliness	Proposed by Bidder	Proposed by Bidder	Monthly	Proposed by Bidder
56	IT Operations Consulting	Deliverable Quality	Proposed by Bidder	Proposed by Bidder	Monthly	Proposed by Bidder

Price Quote Spreadsheet

Base Period: 09/01/2008 - 08/31/2009

CLIN #: 0001	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Base Period Price for CLIN # 0001			
CLIN #: 0002	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Base Period Price for CLIN # 0002			
CLIN #: 0003	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Base Period Price for CLIN # 0003			
CLIN #: 0004	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Base Period Price for CLIN # 0004			

Price Quote Spreadsheet

Base Period: 09/01/2008 - 08/31/2009			
IN #: 0005	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Base Period Price for CLIN # 0005			
CLIN #: 0006	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Base Period Price for CLIN # 0006			
CLIN #: 0007	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Base Period Price for CLIN # 0007			
CLIN #: 0008	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Base Period - Travel Price (NTE \$60,000.00)			\$ 60,000.00

Price Quote Spreadsheet

Option Period 1: 09/01/2009 - 08/31/2010

CLIN #: 0101	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 1 Price for CLIN # 0101			
CLIN #: 0102	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 1 Price for CLIN # 0102			
CLIN #: 0103	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 1 Price for CLIN # 0103			
CLIN #: 0104	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 1 Price for CLIN # 0104			

Price Quote Spreadsheet

Option Period 1: 09/01/2009 - 08/31/2010

CLIN #: 0105	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 1 Price for CLIN # 0105			
CLIN #: 0106	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 1 Price for CLIN # 0106			
CLIN #: 0107	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 1 Price for CLIN # 0107			
CLIN #: 0108	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 1 - Travel Price (NTE \$60,000.00)			\$ 60,000.00

Price Quote Spreadsheet

Option Period 2: 09/01/2010 - 08/31/2011

CLIN #: 0201	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 2 Price for CLIN # 0201			
CLIN #: 0202	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 2 Price for CLIN # 0202			
LIN #: 0203	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 2 Price for CLIN # 0203			
CLIN #: 0204	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 2 Price for CLIN # 0204			

Price Quote Spreadsheet

Option Period 2: 09/01/2010 - 08/31/2011

CLIN #: 0205	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 2 Price for CLIN # 0205			
CLIN #: 0206	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 2 Price for CLIN # 0206			
CLIN #: 0207	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 2 Price for CLIN # 0207			
CLIN #: 0208	Hourly Rate	No. of Hours	Price
Proposed Labor Categories			
Total Option Period 2 - Travel Price (NTE \$60,000.00)			\$ 60,000.00

Performance-based Work Statement (PWS)

Federal Communications Commission

Performance – based Work Statement (PWS)

Title: FCC IT Infrastructure Support Services

**FCC IT Infrastructure Support Services
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Performance-based Work Statement (PWS)

1.0 BACKGROUND

The Federal Communications Commission (FCC) is aggressively pursuing an agency-wide effort to modernize its network infrastructure systems and telecommunications systems. The goal of the modernization program is to replace obsolete technology platforms with new state of the art architecture to better meet mission needs.

Today, the FCC manages a robust information technology portfolio supporting its strategic goals and objectives. Within this portfolio, the FCC has infrastructure hardware and web platforms and systems which exist at various stages in the system development lifecycle. The FCC supports two distinct technical architectures, one in support of the FCC Bureaus and Offices and another in support of the Auctions Program; however, the Commission is aggressively working to consolidate these networks and related components.

2.0 SCOPE/OBJECTIVE

The Contractor shall provide non-personal services that will support a variety of projects pertaining to the FCC information technical infrastructure and related activities, such as network operations, development and web-based support services, IT asset management, configuration management, user support and outreach, and operational security required to support the Federal Communications Commission (FCC). The services under this contract will be specifically for the planning, management, development, engineering, operation, and maintenance of the Commission's information technical infrastructure and related activities. The Contractor shall support the Federal Communications Commission.

3.0 PERIOD OF PERFORMANCE

Period of Performance: Base year with two one (1) year option periods (tentative schedule):

Contract Effective Date:	09/01/2008
Phase In Period:	09/01/2008 – 09/30/2008
Base Period:	09/01/2008 – 08/31/2009
Option Year 1:	09/01/2009 – 08/31/2010
Option Year 2:	09/01/2010 – 08/31/2011

4.0 PLACE OF PERFORMANCE

The services specified by this contract shall be performed at the following location(s) and at any location deemed necessary as agreed upon by the Contractor and the FCC: FCC Headquarters, 445 12th Street, SW, Washington, DC 20554; FCC Gettysburg office, 1270 Fairfield Road, Gettysburg, PA 17325; weekly or as needed at the Columbia Office, 9200 Farm House Lane, Columbia, MD 21046; at occasional outreach events or other commission temporary sites or occasionally at other FCC Field offices listed in supplemental information.

5.0 REQUIREMENTS & TASKS

4.1 The services specified by this contract shall be performed under the following requirement:

4.1.1 The Contractor's work shall be conducted within the Information Technology Infrastructure Library (ITIL) framework. A similar best practice methodology will be considered as sufficient.

4.1.2 The development and maintenance processes shall be certified at Level 2 or higher of the Carnegie Mellon Engineering Institute's Capability Maturity Model Integrated (CMMI) within 18 months of award. During the life of the contract, the contractor's development and maintenance processes shall proceed to Level 3 service. A similar accreditation (e.g., ISO) will be considered as sufficient.

4.1.3 The Contractor shall adhere to the FCC System Development Life Cycle (SDLC) procedures and policies, federal information technology statutory and administrative mandates and guidance, and all other FCC procedures and policies.

4.1.4 The Contractor shall provide project management capabilities to support the use of Earned Value Management. The Contractor's Earned Value Management System must meet the guidelines in ANSI/EIA-STD-748.

4.2 The Contractor shall provide highly qualified and experienced management, technical, and support personnel to perform all aspects of network operations, development and web-based support services, IT asset management, configuration management, user outreach, operational security and IT consulting. The Contractor shall have the personnel, organization, and administrative controls necessary to ensure that all delivered products meet the performance standards specified in this contract. The Contractor shall ensure that all work and work products comply with the requirements for deliverables, standards of performance, Government furnished information, acceptance criteria, and security requirements as specified in this contract.

4.2.1 The Contractor personnel shall have a broad knowledge and understanding of information systems and management controls, service oriented architecture principles and execution, including Federal guidelines, ITIL processes, IT asset management

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framework, configuration management principles, best practices for computer room eco-operation, operational security requirements and best practices, and web site principles, policies, and regulations. All activities will be conducted with the intent of improving the efficiency, providing the best value, and advancing the technical posture of the FCC's activities.

- 4.2.2 The Contractor shall provide highly qualified and experienced personnel with an understanding of the hardware required to support online auctions, auction theory, operations research, optimization modeling, and game theory.
- 4.2.3 Contractor shall be proficient in Federal Enterprise Architecture to:
 - Identify opportunities to leverage technology and alleviate redundancy;
 - Facilitate horizontal and vertical integration of information technology resources;
 - Apply architecture practices to help drive business management improvements across the federal government.
- 4.2.4 Onsite support will be provided primarily at two locations: Washington, DC, and Gettysburg, PA, with integration requirements requiring weekly onsite service at our Columbia, MD, facilities and **occasional travel to perform work at our national field office locations and other locations as needed.**

6.0 FUNCTIONAL AREAS

According to Contract Line Item Number(s) (CLIN)

For each functional area identified below, the Contractor shall perform the following information technology infrastructure support services including, but not necessarily limited to:

A. Network Operations, to include but not limited to (CLIN 0001):

- Network Design, Management and Administrative support
- IT and Network Development
- Information systems, tools, and utilities software
- Voice, Cable, and Wireless Services support
- Messaging and Directory Services support
- Consolidated Server Services support
- Operating systems management and server support
- Middleware management and server support

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- SOA management, administration and support
 - Service Desk support
 - Desktop Services support
 - Network Operations Center support
 - Disaster Recovery and Business Continuity Operations support
- B. Development and Web-based Support Services, to include but not limited to (CLIN 0002):**
- J2EE Development
 - Multiple Web site development and support (Documentum, Google Appliance and web site support)
- C. IT Asset Management (CLIN 0003)**
- D. Configuration Management (CLIN 0004)**
- E. User Outreach, to include but not limited to (CLIN 0005):**
- Service Center
 - Training
 - Customer Service Support
 - Support for printing, inserting, folding, stamping and mailing
 - Trade Show Support
 - Brochures for trade shows and user outreach
 - Production of videos for FCC activities and licensing public outreach
- F. Operational Security Support, to include but not limited to (CLIN 0006):**
- Manage security policy on various firewalls
 - Perform security review using forensic packet recorders as required
 - Monitor network flow anomalies
 - Manage wireless security systems
 - Monitor perimeter security: intrusion detection and prevention devices

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- Review continuous vulnerability assessments of internal assets
- Manage CCTV implementation
- Provide technical administration and maintenance of various security infrastructure components
- Monitor the security information management (SIM) system
- Work with technical teams to manage operational risk and new service implementation

Security Policy and Audit, to include but not limited to:

- Manage compliance with new and existing laws, directives and guidelines, such as FISMA, OMB Memoranda, and NIST 800 series
- Assist in response and planning for various Federal government-wide initiatives such as IPv6 transition, FDCC, and Trusted Internet Connections
- Conduct internal security audits and penetration testing
- Draft security policy as required
- Prepare major system C&A documentation such as system security plans, FIPS-199 reviews, and OMB Exhibit 300s
- Manage Privacy Act compliance by drafting Privacy Impact Assessments for major systems. Conduct privacy review prior to new system or service implementation

Security Design, to include but not limited to:

- Design, build and test new security infrastructure as new threats or capabilities arise
- Work with vendors to introduce new technologies into the security infrastructure
- Perform security review in conjunction with major changes to the network or service architecture

G. IT Operations and Design Development Consulting (CLIN 0007): (only on an as needed basis)

- 3.2.1 Analysis, design, development, testing, implementation, operations, maintenance, management, documentation, and reporting of existing and future infrastructure systems, development/web-based services, IT asset

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- management, configuration management, user outreach activities, operational security; and IT consulting;
- 3.2.2 Strategic and tactical planning, and analysis of the overall effectiveness of the FCC's portfolio for hardware infrastructure, development/web-based services, IT asset management, configuration management, user outreach, and operational security, IT consulting, make recommendations for improvements, and corrective actions as appropriate;
 - 3.2.3 Identify problems or concerns related to hardware infrastructure, development/web-based services, IT asset management, configuration management, user outreach, and operational security, IT consulting, develop innovative and practical solutions, including drafting policies, and processes for agency review and implementation;
 - 3.2.4 Develop training and materials, and teach user community personnel items related to hardware infrastructure, development/web-based services, IT asset management, configuration management, user outreach, operational security; and IT consulting;
 - 3.2.5 Analyze trends in hardware, telecommunications, storage, software, monitoring tools, and methodologies supporting information and infrastructure systems, development/web-based services, IT asset management, configuration management, user outreach, operational security, and IT consulting across commercial and Government sectors including collection and dissemination of research and lessons learned;
 - 3.2.6 Participate in inter-Bureau and other task groups as necessary.

7.0 CONTRACT ADMINISTRATION DATA

Method of Surveillance

Within 5 business days of contract award, the contractor shall schedule interviews with key government personnel in order to develop appropriate performance metrics and surveys. Interviews will be completed within 30 business days of contract award. The Contractor will propose a performance plan/metrics and surveys will be submitted with the contractor's quote. Final approval of the performance plan will be approved within 30 days of contract award. In addition, the contractor will submit a draft phase-in plan proposal with submission of the contractor's quote. The draft phase-in plan will consist of a four (4) week phase-in timeframe and include all phase-in personnel and activities. Performance scoring will commence on October 1, 2008. Performance scoring and metrics are to be included in all monthly status reports. Upon Government acceptance of the Project Performance Plan/Quality Control Procedures, the contractor shall schedule a quarterly review of the approach. At each review, the selected measures will be analyzed to determine if they continue to meet the performance objectives of this contract. If the Government determines the performance objectives need to be altered, the contractor shall propose modifications within 10 business days of the Government's determination.

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Government Performance Scoring Criteria (to be used)

5 = Exceptional Overall Performance – 3% of quarterly invoice

4 = Very Good Overall Performance – 1.5 % of quarterly invoice

3 = Satisfactory Overall Performance – No deduction of fees

2 = Marginal Overall Performance – 1.5 % deduction of quarterly invoice

1 = Unsatisfactory Overall Performance – 3% deduction of total quarterly invoice

Performance Objectives	Acceptable Quality Level (AQL)	Method of Surveillance	Performance Scoring
Ensure Quality Assurance* policies and processes are used in developing products and services. Emphasis should be on catching defects before they get into the final product.	Satisfactory	Monthly Reporting Metrics	See Scoring Criteria Above
Effective Project Management policies and processes for planning and guiding project processes from start to finish. The goal is to ensure projects are accomplished with maximum efficiency.	Satisfactory	Monthly Reporting Metrics	See Scoring Criteria Above
Customer Satisfaction – Ensure there are processes created to determine and measure customer satisfaction. The goal should be to increase customer confidence, the FCC’s credibility and for improvement in information system and web site related work processes and efficiency.	Satisfactory	Monthly Reporting Metrics and Customer Satisfaction Survey	See Scoring Criteria Above

* A systematic process of checking to see whether a product or service being developed is meeting specified requirements.

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8.0 DELIVERABLES SCHEDULE

All deliverables in the following table shall be provided by the contractor and submitted to the COTR:

In consultation with the contractor, the Government may modify future delivery formats. These documents shall be living documents that shall be submitted within 10 days of a change.

DELIVERABLE ITEM	DELIVERABLE DUE DATE	DELIVERABLE FORMAT	GOVERNMENT REVIEW PERIOD	RECIPIENT
Submit draft Performance/Metrics Plan	June 30, 2008	Document submitted via E-mail in Word or Excel	N/A	COTR and alternate COTR
Submit Draft Start-Up Plan	June 30, 2008	Document submitted via E-mail in Word or Excel	N/A	COTR and alternate COTR
Government Interviews Commence	Within 5 days from contract award	Document submitted via E-mail in Word or Excel	N/A	COTR and alternate COTR
Submit Finalized Performance/Metrics Plan	Within 20 days from contract award	Document submitted via E-mail in Word or Excel	10-DAYS AFTER CONFIRMED RECEIPT	COTR and alternate COTR
Submit Finalized Phase-in Plan	Within 5 days from contract award	Document submitted via E-mail in Word or Excel	10-DAYS AFTER CONFIRMED RECEIPT	COTR and alternate COTR
Monthly Timesheets and exception reports	Within the 5 th business day of the month	Timekeeping system	N/A	COTR and alternate COTR
Quarterly Review	Quarterly beginning TBD	Document submitted via E-mail	10-DAYS AFTER CONFIRMED RECEIPT	COTR and alternate COTR
Monthly Status Report on Projects and Activities	10 th business day of every month	Document submitted via E-mail in Word or Excel	N/A	COTR and alternate COTR
Monthly Employee Report	1 st business day of every month	Document submitted via E-mail in Word or Excel	N/A	COTR, alternate COTR, and FCC security
Monthly Invoices	10 th business day of every month	Document submitted via E-mail	In accordance with Federal Fast Pay Procedures; FAR	COTR and alternate COTR

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8.0 DELIVERABLES SCHEDULE CONTD.

DELIVERABLE ITEM	DELIVERABLE DUE DATE	DELIVERABLE FORMAT	GOVERNMENT REVIEW PERIOD	RECIPIENT
Standard Operating Procedures (SOPs) and Process Documents	Within 10 business days from COTR request	Document submitted via E-mail or as specified	10-Days after confirmed receipt	COTR and alternate COTR
<p>REPORT FORMAT</p> <p>Monthly Project Status Reports – The Contractor shall prepare and deliver to the Government a project status report reflecting the current status of ongoing efforts and any other relevant information regarding problem areas and their resolutions, significant activities, work progress, contract expenditures and staffing information. The Contractor shall provide this report monthly. The reports shall include the metrics required to support performance scoring for each of the functional areas within the contract. All reports shall be prepared in MS Word format or MS Excel and submitted via e-mail to each appropriate COTR not later than the 10th business day of each month with the content specified by the Government during performance of the contract.</p>				

9.0 CONTRACTOR STAFFING

9.1 Contractor Program Management

- 9.1.1 The Contractor shall institute and maintain an onsite program management structure to meet the requirements of the contract. This structure shall be described (in chart or narrative format) in the proposal. The designated key personnel or alternate shall have full authority to act for the Contractor on all contract matters relating to daily operation of this contract.
- 9.1.2 The Contractor’s local, off-site, program management office should be able to fully support all administrative responsibilities related to their on-site employees such as payroll processing, recruitment, benefits supervision and other human resource requirements.
- 9.1.3 For each activity, the Contractor shall maintain a management structure with overall control and authority for the performance of work under this contract. At a minimum, the Contractor’s management structure shall be responsible for the following:
 - Shall be dedicated to meeting the expectations and requirements of this contract

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- Shall be responsive to ad-hoc requests for project status and related information pertaining to all on-going activities
- Shall adjust to changing FCC business requirements and/or priorities
- Shall establish and maintain constructive and effective relationships with FCC customers and gain their trust and respect
- Shall provide daily feedback on all significant activities including project status, issues and problem resolution

9.1.4 The contract designated personnel shall be available during normal business hours to meet on-site with FCC personnel to discuss problem areas. After normal business hours, the designated contractor personnel shall be available within two (2) hours by telephone.

9.2 Contractor Personnel

- 9.2.1 The FCC reserves the right to review the qualifications of all Contractor employee staff selected to work on any activity before assignment, including the individuals initially proposed and any replacements for these individuals, and to reject individuals who do not meet the qualifications set forth in this contract
- 9.2.2 Personnel assigned to or utilized by the Contractor in the performance of this contract shall meet minimum experience, educational, or other background requirements stated in their proposal and shall be fully capable of performing in an efficient, reliable, and professional manner. Attachment 5 lists previous and current labor categories and associated positions and the Contractor has the option to propose other labor categories that can better meet the requirements of this contract. The FCC expects to see changes to the current staffing plan in order to achieve best value while ensuring that all requirements can be met and/or exceeded. The Contractor shall provide the list of labor categories, associated duties, and the total annual work hours for each labor category in their proposal.
- 9.2.3 The Government will review resumes of proposed Contractor personnel, and if personnel are not currently employed by the Contractor, a written agreement from potential employees to work will be part of the proposal.
- 9.2.4 The Contractor must have the personnel, organization, and administrative control necessary to ensure that the services performed meet all requirements specified in the contract. The work history of each Contractor employee shall contain experience directly related to the tasks and functions to be assigned. The Contracting Officer (CO), COTRs, or TPOCs reserve the right to determine if a given work history contains necessary and sufficiently detailed, related experience to reasonably ensure the ability for effective and efficient performance.

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- 9.2.5 If the CO questions the qualifications or competence of any person performing under the contract, the burden of proof to sustain that the person is qualified as prescribed herein shall be upon the Contractor.
- 9.2.6 The FCC reserves the right to require the Contractor to remove immediately from this contract any Contractor employee(s) who is deemed incompetent, careless, unsuitable or otherwise objectionable, or whose continued work assignment to the FCC under the contract is deemed contrary to the best interests of the Government. The Contractor shall supply replacement personnel with the same level of skills and experience within two (2) business days of the removal or within the period negotiated with the CO. The Contractor shall remove any employee from the performance of Contract tasks within five (5) working days, or as the situation warrants, of receiving notice from the CO that the employee's performance is unsatisfactory. The Contractor is expected to utilize fully any and all internal administrative remedies in removal situations.
- 9.2.7 The Contractor shall reimburse the FCC for the cost of any FCC-provided or funded training given to Contractor employees who cease to perform contract duties within six (6) months after receiving that training.

9.3 Contractor Personnel Training

- 9.3.1 The Government expects the Contractor to provide its personnel with formal training on a periodic basis to maintain and sharpen the skills required to perform the work described for each relevant labor category. This Contractor responsibility includes training necessary to prepare Contractor staff to perform their jobs in the current FCC Environment.
- 9.3.2 The FCC periodically offers on-line training for professional development and IT skills training. Contractor staff may take advantage of these offerings when (a) there are available slots 24 hours before the class is scheduled, and (b) when performance in the person's functional or project area will not be significantly impacted. The Contractor (a) will not bill the Government, or (b) will provide a replacement or backup for the hours that Contract Staff attend Government sponsored training. All training requests for Government sponsored classes must be approved by the COTR and/or TPOCs.

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10.0 PRICING ARRANGEMENT

The Government intends to award a **Labor Hours** task order for a base year and two twelve (12) month option periods. However, the Government reserves the right to award the most appropriate task order type(s). The awardee will be responsible for constructing a performance plan that will be approved by the government within thirty (30) days of contract award. The services specified by this contract shall be performed at the following location(s) and at any location deemed necessary as agreed upon by the Contractor and the FCC: FCC Headquarters, 445 12th Street, SW, Washington, DC 20554; FCC Gettysburg office, 1270 Fairfield Road, Gettysburg, PA 17325; weekly or as needed at the Columbia Office, 9200 Farm House Lane, Columbia, MD 21046; at occasional outreach events or other commission temporary sites or occasionally at other FCC Field offices listed in supplemental information. Travel to FCC Headquarters from Gettysburg may be needed on a very infrequent basis.

All pricing shall be on an annual basis corresponding with the contract award/notice to proceed. The resulting contract will be tailored to the successful solution and pricing structure.

ODC General Administrative/Material Handling Expense Fixed Rate. A flat fixed rate shall be used to reflect the general and administrative/material handling expense for ODCs and/or travel items. A different rate may be proposed for each option year however the rate may never exceed 5 percent. Ownership of supplies acquired by the contractor with Government funds, for performance of this contract, shall vest with the Government.

Infrequent contractor travel may be required and will be reimbursed in accordance with the Federal Travel Regulations, Joint Travel Regulations and Joint Federal Travel Regulations. The contractor shall maintain records to support all reimbursable travel costs, which shall be made available to the Government for inspections, acceptance and approval. Offerors shall utilize the appropriate CLIN line item number for each period of performance as listed in the attached price sheet.

Performance-based Work Statement (PWS)

11.0 PRICE SCHEDULE

Base Period: 09/01/2008 - 08/31/2009	
CLIN #: 0001	No. of Hours
Proposed Labor Categories	
Total Base Period Price for CLIN # 0001	
CLIN #: 0002	No. of Hours
Proposed Labor Categories	
Total Base Period Price for CLIN # 0002	
CLIN #: 0003	No. of Hours
Proposed Labor Categories	
Total Base Period Price for CLIN # 0003	

Performance-based Work Statement (PWS)

Base Period: 09/01/2008 - 08/31/2009	
CLIN #: 0004	No. of Hours
Proposed Labor Categories	
Total Base Period Price for CLIN # 0004	
CLIN #: 0005	No. of Hours
Proposed Labor Categories	
Total Base Period Price for CLIN # 0005	
CLIN #: 0006	No. of Hours
Proposed Labor Categories	
Total Base Period Price for CLIN # 0006	

Performance-based Work Statement (PWS)

Base Period: 09/01/2008 - 08/31/2009

CLIN #: 0007	No. of Hours
Proposed Labor Categories	
Total Base Period Price for CLIN # 0007	
CLIN #: 0008	No. of Hours
Proposed Labor Categories	
Total Base Period - Travel Price (NTE \$60,000.00)	

Performance-based Work Statement (PWS)

Option Period 1: 09/01/2009 - 08/31/2010

CLIN #: 0102	No. of Hours
Proposed Labor Categories	
Total Option Period 1 Price for CLIN # 0102	
CLIN #: 0103	No. of Hours
Proposed Labor Categories	
Total Option Period 1 Price for CLIN # 0103	
CLIN #: 0104	No. of Hours
Proposed Labor Categories	
Total Option Period 1 Price for CLIN # 0104	

Performance-based Work Statement (PWS)

Option Period 1: 09/01/2009 - 08/31/2010

CLIN #: 0105	No. of Hours
Proposed Labor Categories	
Total Option Period 1 Price for CLIN # 0105	
CLIN #: 0106	No. of Hours
Proposed Labor Categories	
Total Option Period 1 Price for CLIN # 0106	
CLIN #: 0107	No. of Hours
Proposed Labor Categories	
Total Option Period 1 Price for CLIN # 0107	

Performance-based Work Statement (PWS)

Option Period 1: 09/01/2009 - 08/31/2010

CLIN #: 0108	No. of Hours
Proposed Labor Categories	
Total Option Period 1 - Travel Price (NTE \$60,000.00)	

Option Period 2: 09/01/2010 - 08/31/2011

CLIN #: 0201	No. of Hours
Proposed Labor Categories	
Total Option Period 2 Price for CLIN # 0201	
CLIN #: 0202	No. of Hours
Proposed Labor Categories	
Total Option Period 2 Price for CLIN # 0202	

Performance-based Work Statement (PWS)

Option Period 2: 09/01/2010 - 08/31/2011

CLIN #: 0203	No. of Hours
Proposed Labor Categories	
Total Option Period 2 Price for CLIN # 0203	
CLIN #: 0204	No. of Hours
Proposed Labor Categories	
Total Option Period 2 Price for CLIN # 0204	
CLIN #: 0205	No. of Hours
Proposed Labor Categories	
Total Option Period 2 Price for CLIN # 0205	

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Option Period 2: 09/01/2010 - 08/31/2011	
CLIN #: 0206	No. of Hours
Proposed Labor Categories	
Total Option Period 2 Price for CLIN # 0206	
CLIN #: 0207	No. of Hours
Proposed Labor Categories	
Total Option Period 2 Price for CLIN # 0207	
CLIN #: 0208	No. of Hours
Proposed Labor Categories	
Total Option Period 2- Travel Price (NTE \$60,000.00)	

12.0 FCC CONTRACT CLAUSES and LIST OF ATTACHMENTS

<u>CLAUSE</u>	<u>APPLICABLE</u>
A. Suitability and Security Processing.....	x
B. Submission of Invoices.....	X
C. Reimbursement of Travel Costs –	X
D. Place of Performance – Services.....	x
E. Government Furnished Property and Assistance.....	X
F. List of Installation-Accountable Property and Services.....	X
G. Confidentiality.....	X
H. Conflict of Interest.....	X
I. Phase-In Period	X
J. Ordering	X
K. Task Ordering Procedure.....	X
L. Option to Extend Services.....	x
M. Option to Extend the Term of the Contract.....	X
N. Availability of Funds.....	X
O. Drug Free Workplace	X

ATTACHMENTS

- Requirement Evaluation Criteria Attachment 1
- Performance Work Statement Attachment 2
- **Including: FCC Quote Coversheet, SDS Table 1, and price quote spreadsheet)**
- PWS – Supplemental Information Attachment 3
- Labor Category Historical Data Attachment 4

Forms provided upon award:

- Non-Disclosure Agreement
- FCC Security Operations Center Contract Personnel Record (A-600)
- FCC Computer System Application Access Assignment Form (A-200)
- Declaration for Federal Employment - website address (OF-306)
- FCC Policy Statement on the Prevention of Workplace Violence
- FCC Computer Security Program

12.0 FCC CONTRACT CLAUSES

A. SUITABILITY AND SECURITY PROCESSING

2.1. General

- (a) All contract personnel are subjected to background investigations for the purpose of suitability determinations. Based on their proposed duties, some contract personnel may also be required to have security clearance determinations. No contract personnel may be assigned to work on the contract without a favorable initial review of the OF 306, *Declaration for Federal Employment* (http://www.opm.gov/forms/pdf_fill/of0306.pdf) or a written waiver from the FCC Security Operations Center (SOC).
- (b) Suitability, waiver, and security clearance determination investigations are currently conducted through the FCC Security Operations Center (202- 418-7884). The individual contract employee will be provided with a review process before a final adverse determination is made. The FCC requires that any contract personnel found not suitable, or who has a waiver cancelled, or is denied a security clearance, **be removed by the contractor during the same business day that the determination is made.**
- (c) If the contract personnel is re-assigned and the new position is determined to require a higher level of risk suitability than the contract personnel currently holds, the individual may be assigned to such position while the determination is reached by the SOC. A new A-600 shall be necessary for the new position.
- (d) Contract personnel working as temporary hires (for ninety (90) days or less) must complete and receive a favorable initial review of the OF 306 and complete the contract personnel section of the FCC Form A-600, "FCC Contractor Record Form." If during the term of their employment they will have access to any FCC network application, they must also complete and sign the FCC Form A-200, "FCC Computer System Application Access Form."

2.2 At Time of Contract Award

- (a) The FCC Security Operations Center must receive the completed, signed OF 306 for all proposed contractor employees at the time of contract award. Resumes for all personnel proposed for assignment on the contract should be provided to the Security Office prior to the time of in-take processing (see below, 2.3.2). **The FCC Security Operations Center requires up to five (5) working days (from the date they are received) to process the OF 306 before any employee is allowed to begin work on the contract. A written waiver from the SOC may be obtained in special circumstances.**

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All contract personnel, regardless of task description, must complete this form. Without an approved, completed OF 306 on file at the SOC, no contractor employee may begin work. An approved OF 306 is one that has passed initial review by the SOC. During the course of the SOC review of the OF 306, the contract personnel may be interviewed by SOC staff regarding information on their OF 306.

- (b) In addition, the Contractor is responsible for submission of completed, signed computer security forms for each employee prior to that person beginning work on the contract (See Appendix No. 3, FCC Instruction 1479.1, FCC Computer Security Program Directive and sample forms.) These forms should be submitted to the FCC Computer Security Office.
- (c) The COTR shall begin processing their section of the FCC Contract Personnel Record (FCC Form A-600) at this time. This form, with the COTR and CO portions completed, will be distributed at the time of contract award and must be submitted to the SOC within ten (10) working days.
- (d) The Office of Personnel Management (OPM) will issue a Certificate of Investigation (CIN) following the appropriate background investigation. The SOC notifies the CO and COTR and contract personnel who have received a favorable adjudication so they may receive their permanent access credential.

2.3 IDENTITY PROOFING, REGISTRATION AND CHECKOUT REQUIREMENTS

2.3.1 Locator and Information Services Tracking (LIST) Registration

The Security Operations Center (SOC) maintains a Locator and Information Services Tracking (LIST) database, containing contact information for all Commission and contract employee personnel, regardless of work location.

The contract employee's FCC Form A-600, "FCC Contractor Record Form" captures the information for data entry into the LIST system.

2.3.2 Intake Processing

- (a) Following the processing of the OF 306 and an initial favorable suitability determination, (unless otherwise waived) the contract personnel shall report to the FCC for identity verification and access badge issuance on their first scheduled workday.
- (b) All new contract personnel must be escorted to the SOC by either the CO or COTR responsible for the contract. At this time the contractor personnel must present two forms of identification; one of which must be a picture ID issued by a

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state, or the Federal, government. The other piece of identification should be the original of one of the following:

U.S. Passport (unexpired or expired)
Certificate of U.S. Citizenship (Form N-560 or N-561)
Certificate of Naturalization (Form N-550 or N-570)
School ID
Voter's registration card
U.S. Military card
Military dependent's ID card
U.S. Coast Guard Merchant Mariner card
Native American Tribal document
U.S. Social Security card
Certification of Birth Abroad, (Form FS-545 or Form DS-1350)
Original or certified copy of a birth certificate, bearing an official seal

- (c) After identity verification, the individual shall complete the Fingerprint Card form, FD 258, the Fair Credit Report Act form, and be photographed and issued the appropriate access badge.
- (d) At this time the contract employee will be given one of the following forms, based on the security risk designation for the proposed support classification/position, to complete and return to the SOC within seven (7) business days:
 - (i) **Low Risk Positions** - SF 85, Questionnaire for Non-Sensitive Positions
 - (ii) **Moderate Risk Positions** - SF 85-P, Questionnaire for Public Trust Positions
 - (iii) **High Risk Positions/Secret or Top Secret Security Clearances** – Standard Form (SF) 86, Questionnaire for Sensitive Positions
- (e) For any contract employee whose name is provided to the Commission for security investigation at (ii) or (iii) level, who subsequently leaves the subject contract, due to Contractor or contract employee decision, within the first year, the Contractor shall reimburse the Commission for the cost of the investigation. If the contract or task order is scheduled for completion in under one year and the contract employee for whom a security investigation has been done leaves prior to the work being done, the Contractor and SOC shall agree on a pro-rated amount for reimbursement. The cost may range from approximately \$400.00 (moderate risk) to \$3,000.00 (high risk). The Contractor will be provided a copy of the investigation invoice with the reimbursement request.
- (f) All new personnel must be registered in the appropriate biometric time clock system during the first two days on the site.

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2.3.3. Monthly Contractor Personnel Reports

The monthly report verifying contract personnel working at the FCC is a crucial element in the agency's compliance with Homeland Security Presidential Directive (HSPD) 12. Accurate and timely reporting are required as part of the ongoing access control efforts as mandated by HSPD-12 and implementing directives.

- (a) The Contractor's Program Manager shall submit a contract personnel list to the SOC on the first working day of each month. This report shall be identified by the contract name and FCC number, and shall list all the contract employees working at the FCC in the immediately previous month.
- (b) The report shall highlight or list in some way those individuals who are no longer employed by the Contractor or who are no longer working on the subject contract. As well, any additional contract personnel who have been successfully processed for work on the contract since the previous report shall also be noted.
- (c) The report may be delivered electronically in MS Excel format. The covering email should contain a statement of certification of accuracy and should originate with the Contract Program Manager or other Contractor executive personnel. The author of the email shall be considered the signatory.
- (d) No later than the 15th of each month, the SOC will notify the Contract Program Manager, the author of the email covering the Monthly report (if different), the COTR and the Contracting Officer if the report is a) received after the first working day of the month, or b) contains errors in the listing. The notification will identify the reason for deficit in the report.
- (e) The first instance of either a) or b) above shall result in a Five Hundred Dollar (\$500.00) penalty against the Contractor. The assessed penalty shall increase in Five Hundred Dollar (\$500.00) increments for each subsequent Monthly report received either late or containing errors.

2.3.4. Checkout Processing:

- (a) All contract employees no longer employed on the subject contract, or at the termination of the contract, are required to report to the SOC and complete the sign-out portion of the FCC A-600, Contract Personnel Record.
- (b) This process verifies the access badge and all government furnished equipment has been returned to the SOC or the appropriate FCC office by the contract personnel.
- (c) If the checkout processing is not completed by the contract employee, the Contractor shall take action to ensure its accomplishment no later than thirty (30) calendar days after the employee's departure from the FCC.

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- (d) The Contractor shall be liable to the FCC for an administrative processing charge of \$150.00 (One Hundred Fifty Dollars), for each of their employees who leaves their duty assignment at the Commission and fails to complete the checkout processing within thirty (30) calendar days of departure. Mellon Bank, N.A., handles collection and processing of all Commission administrative charges and should payment become necessary, the Contractor will be provided the appropriate directions for an EFT.
- (e) The Contractor shall be liable for any actual damages arising from a failure to ensure that the checkout processing occurs within the thirty (30) calendar days of the contract employee's departure from the FCC.

SUBMISSION OF INVOICES

- (a) Invoices* shall be submitted in an original and two copies to : **FCC Travel/ Operations Group, Room #1A761, 445 12th Street, S.W., Washington, DC 20554**

The items covered in FAR 52.216.26, are incorporated herein.

The invoice will contain a statement signed by a responsible official of the concern substantially similar if not identical to the following:

I certify that the items above have been delivered in accordance with the contract, and that all charges are true, correct, and have not been previously billed.

Contractor's Signature

The commission will return all improper invoices without action.

- (b) Interest on Overdue Payment

Determination of interest due will be made in accordance with the provisions of the Prompt Payment Act and Office of Management and Budget Circular A-125.

- (c) Payment due date:

- (1) Unless otherwise specified in the contract, payments under this contract will be made on the 30th calendar day after the later of
 - (i) The date of actual receipt of a proper invoice in the office designated to receive the invoice, or
 - (ii) The date tasks are formally accepted by the Government.
- (2) If the services covered by a submitted invoice are rejected for failure to conform

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to the technical requirements of this contract, the provisions stated above will (i and ii) apply to the properly resubmitted document.

NOTE: *Invoices may be submitted via email to: FO-Einvoices@fcc.gov . In addition, copies of the emailed invoices shall also be sent to the COTR.

Invoices shall be submitted in an original and two copies to the Government office designated in this contract. To constitute a proper invoice, the invoice must include the following information and/or attached documentation:

- (1) Name of the business concern, invoice number and invoice date;
- (2) Contract number, or authorization for delivery of property or performance of services;
- (3) Description, price, and quantity of property and services actually delivered or rendered;
- (4) Shipping and payment terms;
- (5) Name (where practicable), title, phone number, and complete mailing address of responsible official to whom payment is to be sent;
- (6) Other substantiating documentation or information as required by the contract; and,
- (7) Receipts to support all out-of-pocket expenses incurred by the Contractor.

C. REIMBURSEMENT OF TRAVEL COSTS

- a) The Government shall reimburse the Contractor for travel costs in support of this Order upon the Contractor's submission of an invoice in accordance with the contract's "Submission of Invoices" Clause.
- b) Reimbursement of travel costs shall be limited to reasonable coach airfare rates and Federal Travel Directory per diem and car rentals, as applicable, in effect at the time of the travel.
- c) No handling charges, indirect costs, profit, or fee shall be reimbursed for the travel costs.
- d) The contractor shall notify the Contracting Officer in the event that travel costs are expected to exceed the NTE price set aside for this order. The Contracting Officer must approve any change in the NTE travel price.

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- e) Travel expenses (with supporting documentation) shall be accumulated and submitted with the request for payments.

D. PLACE OF PERFORMANCE--SERVICES

The services specified by this contract shall be performed at the following location(s) and at any location deemed necessary as agreed upon by the Contractor and the FCC: FCC Headquarters, 445 12th Street, SW, Washington, DC 20554; FCC Gettysburg office, 1270 Fairfield Road, Gettysburg, PA 17325; weekly or as needed at the Columbia Office, 9200 Farm House Lane, Columbia, MD 21046; at occasional outreach events or other commission temporary sites or occasionally at other locations or FCC Field offices listed in supplemental information.

E. GOVERNMENT FURNISHED PROPERTY AND ASSISTANCE

The Government will house all Contractor personnel working on-site under this contract in the Government's current facilities or other potential future locations.

The Government will provide the Contractor with all necessary computer resource time to accomplish the work specified in the fully executed Task Order(s).

For all work performed on/in Government facilities, the Government will provide the Contractor with the following items for its use in the accomplishment of assigned tasks:

- (1) Office space and associated office equipment to include desks, chairs, telephones and miscellaneous office supplies;
- (2) Required Information Technology (IT) equipment similar to that which the Government provides its own employees; and

The Government will furnish each individual assigned to this contract with proper identification to facilitate their entry and departure to and from Government and or non-government buildings, as deemed necessary by the COTR.

F. LIST OF INSTALLATION-ACCOUNTABLE PROPERTY AND SERVICES

The Contractor is authorized use of the types of property and services listed below, to the extent they are available, in the performance of this contract within the physical borders of the installation which may include buildings and space owned or directly leased by the FCC in close proximity to the installation, if so designated by the Contracting Officer.

- (a) Office space and work area space, including desks, chairs, and telephones. (Government telephones are available for official purposes only.)

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- (b) The Contractor shall not bring to the installation for use under this contract any property owned or leased by the Contractor, or other property that the Contractor is accountable for under any other Government contract, without the Contracting Officer's prior written approval.
- (c) Building maintenance and utilities for facilities occupied by Contractor personnel.

G. CONFIDENTIALITY

1. The Contractor and any of its personnel assigned to this contract, including any consultants, subcontractors or other representatives (collectively "the Contractor"), are restricted as to their use of non-public information concerning any matter relating to the contract work. Any such information that is made known to the Contractor by virtue of its work under this contract is deemed confidential/proprietary, and is subject to the attorney-client privilege, the attorney work product doctrine, the deliberative process privilege, and any other relevant claims of privilege from disclosure under the Freedom of Information Act. (Confidential information and/or proprietary data include non-public information to which the Contractor is given access by virtue of its work under the contract and which embody the types of information that are not or have not been generally known or available from other sources, or third parties, without obligation concerning their confidentiality.) It is the responsibility of the Contractor to preserve all such information in confidence. Any confidential/proprietary information relating to any aspect of this contract may not be discussed or shared, or otherwise exchanged within or outside of the Contractor's organization, except as to those individuals: (a) assigned to or performing the contract work; or (b) as otherwise agreed to by the Contracting Officer. Immediately upon contract award (if not already provided as part of the proposal process), the Contractor shall submit a list of assigned Contractor employees, subcontractors, consultants, representatives and, if any, other individuals it has identified as having a "need to know," and obtain the Contracting Officer's written consent to exchange confidential/proprietary information with them. The Non-Disclosure Agreement attached hereto as Attachment 4 must be executed by all affected individuals before the dissemination of any such information. It is understood that the FCC is procuring its requirements from the Contractor under the explicit condition that it ensure that its employees, subcontractors, consultants, representatives or any other individuals who have been approved in writing by the Contracting Officer to receive confidential/proprietary information, not engage in any discussions or otherwise exchange any information with anyone who has not executed a Non-Disclosure Agreement. The approval process described above applies to any individuals who may become associated with the contract effort following award.
2. All reports, information, discussions, procedures, and any other data that is collected, generated or results from the performance of this contract is considered confidential/proprietary information, and may not be disclosed or used by the Contractor at any time in any manner outside the performance of this contract without the prior written approval of the FCC. Requests to make such disclosure must be addressed in

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writing to Contracting Officer. In the event the Contractor is issued a subpoena, court order, or similar request seeking information related to this contract, the Contractor will notify the Contracting Officer in writing within one calendar day of knowledge or receipt of such request, whichever is sooner.

3. The Contractor may not discuss the contract work in progress with any outside party, including responding to media and press inquiries, without the prior written permission of the FCC. In addition, the Contractor may not issue news releases or similar items regarding contract award, any subsequent contract modifications, or any other contract-related matter without the prior written approval of the FCC. Requests to make such disclosure should be addressed in writing to the Contracting Officer.
4. All documents, photocopies, computer data and any other information of any kind collected or received by the Contractor in connection with the contract work shall be provided to the FCC upon request at the termination of the contract; i.e., the date on which final payment by the United States is made on the contract, or at such other time as may be requested by the Contracting Officer or as otherwise agreed by the Contracting Officer and the Contractor.
5. The prohibition on disclosure of the information described above is an ongoing obligation and does not terminate with completion of the contract work.

H. CONFLICT OF INTEREST

1. The Contractor and any of its personnel assigned to this contract, including any consultants, subcontractors or other representatives (collectively “the Contractor”), is committed to providing high quality service to the Commission that is free from bias, personal and organizational conflicts of interest, including the appearance of impropriety, and unprofessional conduct. During the period of contract performance, the Contractor shall refrain from providing services to any person or entity with respect to any matter directly involving the subject matter of the contract with the FCC. The Contractor shall also refrain from providing services to any person or entity with respect to any matter indirectly relating to the subject matter of the contract with the FCC without first providing a detailed written explanation of the proposed services to be rendered and obtaining the express written consent of the Contracting Officer in connection therewith. The Contractor further agrees that for a period of twelve (12) months following the termination date of the contract, it will not perform services for any individual or entity that may raise an actual or potential conflict of interest (including circumstances that may raise the appearance of impropriety) with respect to work performed for the FCC under this contract without first obtaining the written consent of the Contracting Officer. (The termination date is defined as the date on which final payment by the United States is made on the contract.) These provisions apply to all Contractor personnel, subcontractors, consultants, representatives and any other individuals who have been engaged to perform any aspect of the contract work or who have been given access to any confidential/proprietary data as provided in Paragraph F.1 above.

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2. During and after the period of contract performance, the Contractor agrees that it will not dispute the validity of, nor take positions inconsistent with, the work product generated for the FCC in connection with this contract. This provision applies to all Contractor personnel, subcontractors, consultants, representatives and any other individuals who have been engaged to perform any aspect of the contract work or who have been given access to any confidential/proprietary information.
3. The Contractor must submit with its proposal a certificate containing the following information:
 - a. Name, address, and telephone number of any client of the Contractor, and a description of the services rendered, if, in the 2 years preceding the date this solicitation was issued, services were rendered to such client, public or private, relating directly or indirectly to the subject matter of the services to be provided to the FCC under the instant contract.
 - b. As further provided in Paragraph 4. below, the Contractor shall promptly report to the Contracting Officer, in writing, any changes to this list that may arise during the course of contract performance.
4. The Contractor certifies that it has made inquiry and that, to the best of its knowledge and belief, no actual or potential conflict, or situation that could raise the appearance of impropriety, exists with respect to the services to be provided in connection with the instant contract, or that any actual or potential conflict or appearance issue that does or may exist with respect to the contract in question has been communicated in writing to the Contracting Officer.
5. The Contractor recognizes that the failure to mitigate or otherwise resolve to the satisfaction of the Government, any situation required to be reported pursuant to the above provisions, may render it ineligible for award or, if necessary, subject to contract termination.
6. The Contractor agrees that if after award of the contract or Task Order, it discovers an actual or potential conflict of interest, including an issue that may present the appearance of impropriety, or that any new circumstances have resulted in such issues, it shall make an immediate and full disclosure in writing to the Contracting Officer of the nature of the conflict (in sufficient detail for the FCC to determine whether or not a conflict exists) and the action which the Contractor has taken or proposes to take to eliminate, neutralize, or mitigate the conflict. The Contracting Officer shall consider the Contractor's submission and take whatever action he or she deems to be in the best interest of the Government. If the contractor was aware of a potential or actual conflict of interest or appearance issue prior to award of this contract, or discovered such a situation after award and did not disclose it or misrepresented relevant information to the Contracting Officer, the Government may terminate the contract for default.

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I. PHASE-IN PERIOD (modified at time of award)

The Contractor shall assume full contract responsibility for all of the requirements of this contract by October 1, 2008. The Contractor shall:

- Accomplish phase-in and training of Contractor personnel as required for the assumption of full contract responsibility.

J. ORDERING (52.216-18) (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 during the period of performance cited in Sections 5.0 and 6.0 of the PWS document.

(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.

K. TASK ORDERING PROCEDURE

(a) Only the Contracting Officer may issue task orders* to the Contractor, providing specific authorization or direction to perform work within the scope of the contract and as specified in the schedule. The Contractor may incur costs under this contract in performance of task orders and task order modifications issued in accordance with this clause. No other costs are authorized unless otherwise specified in the contract or expressly authorized by the Contracting Officer.

(b) Prior to issuing a task order, the Contracting Officer shall provide the Contractor with the following data:

(1) A functional description of the work identifying the objectives or results desired from the contemplated task order.

(2) Proposed performance standards to be used as criteria for determining whether the work requirements have been met.

(3) A request for a task plan from the Contractor to include the technical approach, period of performance, appropriate cost information, and any other information required to determine the reasonableness of the Contractor's proposal.

(c) Within **5 business days** after receipt of the Contracting Officer's request (**within 24 hours for emergency tasks**), the Contractor shall submit a task plan conforming to the request.

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(d) After review and any necessary discussions, the Contracting Officer may issue a task order to the Contractor containing, as a minimum, the following:

- (1) Date of the order.
- (2) Contract number and order number.
- (3) Functional description of the work identifying the objectives or results desired from the task order, including special instructions or other information necessary for performance of the task.
- (4) Performance standards, and where appropriate, quality assurance standards.
- (5) Maximum dollar amount authorized (cost and fee or price). This includes allocation of award fee among award fee periods, if applicable.
- (6) Any other resources (travel, materials, equipment, facilities, etc.) authorized.
- (7) Delivery/performance schedule including start and end dates.
- (8) If contract funding is by individual task order, accounting and appropriation data.

(e) The Contractor shall provide acknowledgment of receipt to the Contracting Officer within 1 business day after receipt of the task order.

(f) If time constraints do not permit issuance of a fully defined task order in accordance with the procedures described in paragraphs (a) through (d), a task order which includes a ceiling price may be issued.

(g) The Contracting Officer may amend tasks in the same manner in which they were issued.

(h) In the event of a conflict between the requirements of the task order and the Contractor's approved task plan, the task order shall prevail.

NOTE: *All task orders will be electronically transmitted.

L. OPTION TO EXTEND SERVICES (52.217-8) (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 30 days.

M. OPTION TO EXTEND THE TERM OF THE CONTRACT (52.217-9) (MAR 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 45 days before the contract expires. The preliminary notice does not commit the Government to an extension.

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(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 **August 31, 2011**.

N. AVAILABILITY OF FUNDS

Full funding is not presently available for this contract. The Government's obligation under this contract is contingent upon the availability of funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are made available to the Contracting Officer for this contract and until the Contractor receives notice of such availability, to be confirmed in writing by the Contracting Officer.

O. DRUG-FREE WORKPLACE

Within thirty (30) days of award of this contract the Contractor shall provide the COTR and CO with the documentation required under FAR 52.223-6, concerning the establishment and maintenance of a Drug-Free Workplace program. The Contractor shall further provide the COTR and CO with any materials in further support of and detailing their corporate policy in this regard.

PWS - Supplemental Information

Development and Web-based Support Services

The scope of the web site project includes the management and maintenance of various Office and Bureau web sites in the Commission as requested. The contractor must respond in a timely manner to many daily requests for changes to the web site pages and content. The contractor must also design, develop, and launch new and improved web pages as directed by the COTR and TPOC. This includes new information architecture, technology upgrades, creative design, system design, coding, copy content creation, testing, quality assurance, coordination for FCC internal reviews, coordination with the WTB's Web Team, and assistance with release of Public Notices. Support of webcasting is also included. Annually, the effort supporting this activity has averaged from 10,000 to 16,000 labor hours.

Programming/Scripting and Other Languages:

- ColdFusion
- J2EE
- XSLT
- JavaScript
- Ruby
- PHP
- MySQL
- Sybase
- Oracle
- Documentum Web Publishing

Markup/Styling Languages:

- HTML
- XML
- CSS

Developers' Software:

- Macromedia DreamWeaver
- XMLSpy
- FileZilla (FTP Client)
- MyEclipse
- TogetherJ
- oXygen (anticipating in the future)

Designers Software:

- FireFox and IE developer plugins
- Macromedia DreamWeaver
- Adobe Photoshop
- Adobe Illustrator

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- Adobe Flash
- Microsoft Visio
- QuarkXpress (phasing out)
- Adobe Indesign (anticipating using in the future instead of QuarkXpress)
- Adobe Fireworks (anticipating using in the future)

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IT Asset Management

The FCC uses and maintains the following systems in support of IT Asset Management:

- Remedy
- Altiris
- BarScan

The IT Asset Management program includes the development, operation, enhancement, and maintenance of a comprehensive automated equipment inventory and related processes and procedures, to include identification and replacement/renewal of current and future hardware and software, and adherence to equipment management policies to ensure proper handling and disposition of Government assets.

The Contractor shall be responsible for maintaining an inventory of Government Furnished Equipment (GFE), such as PC software and hardware, telecommunication equipment (handheld devices), and supplies (cables, etc.) that are required to support the FCC customer base. All assets shall be received from the FCC warehouse, checked-in by the Contractor, verified against the order, and distributed to the appropriate group or maintained in the physical inventory or library. IT assets shall be maintained in the system during its use at the FCC, and reclaimed at the end of its useful life. The contractor shall also be responsible for performing coordination of procurement related functions so that sufficient supplies and equipment are on-hand to serve the end users.

While IT assets are managed in disparate systems using different procedures, it is the intention of the FCC to move toward a standard, enterprise-wide IT asset management framework, with an IT asset management system that integrates with the FCC financial system.

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Configuration Management

The FCC uses and maintains the following systems in support of Configuration Management activities:

- Remedy
- Sharepoint
- Documentum
- Altiris
- Shavlik Netcheck Protect
- e-Room
- PVCS Tracker
- PVCS Version Manager
- Clarity. Planned to be used in the future for portfolio management.

The Configuration Management program includes the development, operation, enhancement, and maintenance of a comprehensive configuration management portfolio and related processes and procedures, to include identification, control, status accounting, and audits of current and future hardware and software configurations. Configuration Management encompasses the activities of requirements management, release management, change management, data management, records management, document control, and library management.

The Contractor shall be responsible for identifying and documenting configurations, managing changes to those configurations, reporting and communication of configuration status, and auditing the configurations to ensure compliance. The Contractor shall provide process and standard operating procedure documents in support of all configuration management support.

While configuration management functions and activities are managed in disparate systems using different procedures, it is the intention of the FCC to move toward a standard, enterprise-wide configuration management framework.

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Service Center

The Contractor shall provide end-user desktop support to the entire FCC user community including Headquarter and all FCC Field Offices. The FCC has four internal service desks that are included in this contract:

1. Universal Licensing System/Antenna Structure System Technical Support Staff (Licensing Tech Support)

This service desk is located in Gettysburg, PA, and supports the internal Universal Licensing System/Antenna Structure System users (and their successors) in both Washington and Gettysburg. It also performs a testing function – approximately 9000 to 12000 hours per year.

Some of the services provided by support desk staff include:

- Handle all incoming calls from the hotline and to direct calls to the appropriate department.
- Handle all incoming calls, instruct users through technical issues i.e. installing and configuring java downloads, instructing users to check security settings, and verifying user information.
- Answer functionality questions of the system.
- Assist customers with all technical issues.
- Participate in testing software as assigned.
- Participate in preparing material as needed.

2. Auctions Bidders

This service desk is located at Headquarters and supports external auctions bidders with technical questions or problems and performs testing. The Auctions User Support Group (User Service Center) is responsible for providing telephonic support to the following groups;

- Internal FCC Integrated Spectrum Auction System users
- External public users trying to file applications to participate in an auction
- External public users participating in an auction
- The general public interested in auction filing or results information
- Other public callers who may need to be transferred to other areas of the FCC.

The number of callers could vary, depending on the phase of the auction, but the User Support Group may receive as many as 25 calls per day during the live conduct of an auction. All user applications supported by the Auctions User Support Group are Web-based and involve technical troubleshooting as well as application-specific questions.

The contractor shall be able to assist with all ISAS-related inquiries – from putting an Inbox icon on an attorney's desktop, to assisting a filer with adding a DIH to an application, to explaining to

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a qualified bidder how to reduce their eligibility, to a simple redirection of a call – within FCC. The contractor shall provide highly-skilled Support Center personnel who can deliver support, solve problems and troubleshoot, communicate clearly and succinctly with all types of clients, work closely with team members and outside resources, and effectively and concisely document all cases in our call tracking database.

Customer support desk services include providing telephonic technical support coverage during auctions. Some of the services provided by support desk staff include, but are not limited to:

- Handle all incoming calls from the hotline and to direct calls to the appropriate department.
- Handle all incoming Auction calls, instruct users through technical issues i.e. installing and configuring java downloads, instructing users to check security settings, and verifying user information.
- Answer functionality questions of the ISAS system while customers are bidding and any errors that customers experience while using ISAS.
- Assist customers with all technical issues while filing form 175, i.e. adding attachments, attachment errors, various errors that customers may encounter while filing applications on the ISAS system.

Additional Services provided by Customer Support Desk include:

- Participate in testing on the ISAS software.
- Participate in Testing Remedy software functionality and participate in Acceptance Testing of the system after SCRs have been completed.
- Testing of other software as assigned.
- Participate in preparing material for road shows as needed.

ISAS Inbox: The contractor shall provide both specialized telephonic and house-call support to FCC reviewers, using the Web-based ISAS Inbox application. This support may involve creating a shortcut on the user's desktop for ease of use, instructing the user how to add an attachment to an internal comment or how to enter a status and associated incomplete reason, etc.

Auction Application Filing Support: Throughout the life cycle of an auction, the contractor shall provide telephonic support to the external public in the filing of their applications to participate in an upcoming auction. This involves stepping the applicant through the Web-based application, helping them navigate the electronic application to edit/update their record, and assisting when an applicant's document needs to be attached to the electronic filing.

Auction Bidding System Support: Once the auction Web links are live, the contractor shall provide telephonic support to both qualified bidders and the general public. This support may include assisting qualified bidders in setting PINs and logging onto the system. The contractor shall also be well versed in the Auctions Bidding system functionality so they can tell qualified bidders 'how' to accomplish a bidding function; i.e., make a suggestion, create a watchlist,

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reduce eligibility, place a bid, import a number of bids simultaneously, download results. Additionally, the contractor must know when to escalate the call to an Auctions Analyst or other Auctions personnel for resolution; being able to determine this point in time is not a trivial task and requires a certain comfort level with the system.

Routing of Calls: Once an auction concludes, users may continue to call our User Support Group for assistance, regardless of the issue. The contractor shall provide personnel who can correctly route these calls to other areas of the FCC.

The contractor shall provide a User Support Group focal point (Lead or Manager) to manager the User Support specialists and oversee all related duties. Additionally, the User Support manager should partner with the Acceptance Test manager to determine appropriate activities that will enhance the group's ability to learn new software updates and products. The User Support manager should work closely with other FCC partners to carry out high-quality support improvements, escalation process improvements, and enhancements to support tools, such as self-help initiatives and case tracking.

This Service Desk currently requires approximately 6000 to 8000 hours per year.

3. Auctions Help Desk Support

This service desk is located at both headquarters and Gettysburg and supports those on the Auctions network. This group also provides on site trade show support for WTB consisting of video and network operations. Same functions are required as for the CRC below, except the auctions network requires approximately 2000-6000 hours per year with multi-functional personnel.

4. Customer Resource Center (CRC)

The FCC's Computer Resource Center (CRC) provides services for approximately 2500 headquarter and Field Office customers. The average number of tickets created monthly is expected to range from 2,000 – 2,500. Desktop hardware for FCC currently consists of a combination of approximately 2,300 desktop personal computers (PCs), 600 laptop computers and approximately 450 telecommuting computers. Responsibilities and duties related to the CRC fall into four functional areas: Service Desk Operation, Desktop Support, Training Services, and the Computer Hardware/Software Lending Program.

The scope of support shall include, but not limited to:

1. User account creation and management (account administration, moves, adds, changes, deletions, password resets, etc);
2. Service Center support for all customers. Under the service desk concept, all headquarter requests for service shall be called in to the CRC (or sent via e-mail or walk-in) and a ticket shall be opened and tracked in Remedy;
3. Collection of information for service requests through the CRC support management tool (currently "Remedy") and via telephone or e-mail or walk-in as appropriate;

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4. Response to all problem calls, perform initial repair, and determine appropriate tier within the Performance Metrics as defined in this contract.
5. Dispatch of support tickets to appropriate tier. Tiers may include other functional parts of the organization as described in this document, FCC organizations, warranty service providers, and external software vendors;
6. Track all open support tickets to resolution; and
7. Provide monthly service desk statistics and status reports in the format directed by the COTR for all service desks.

The Contractor shall ensure that adequate staffing levels are available to address any issues that may arise. The contracting staff shall be cross-trained at various levels to ensure continued support for all IT Infrastructure functions based upon FCC Standard Operating Procedures.

Normal Supports Hours: Service Desk support shall be available and fully staffed to handle call volume in accordance with Performance Metrics Monday through Friday 7:30am to 6:00pm at Headquarters and 7:00am to 5:30pm in Gettysburg, except government observed holidays. After-hours, weekend and holiday support are planned in advance and mutually agreed upon.

Service Desk Operation: The CRC service desk is the single point of contact between IT and customers (FCC staff). As a strategic component of the support environment infrastructure, the service desk is principally responsible for responding to and resolving events affecting customer productivity. The service desk supports the delivery of IT services in the areas of customer service, comprehensive training services for standard FCC office automation, telephony services and personal computer software, problem and incident management, infrastructure information to the enterprise, and service level management. If incident management is the method of providing support to the enterprise, the service desk is the means by which the services are delivered. Incident management is the primary function for which the service desk is completely responsible. The service desk manages the incident management process as a whole, although escalation partners may resolve incidents as well.

The service desk uses Remedy as its incident tracking tool for information on methods used to resolve previous incidents or to create a record for future reference if the incident has not been experienced previously.

The service desk is also responsible for recognizing incidents that are recurring to the degree and frequency of becoming problems. In either case, the service desk drives the process of customer communication of the change to an affected Configuration Item (CI) when necessary, and then owns the process through conclusion.

As its primary objective, the incident management process seeks to restore normal service to the standard operation of a system as quickly as possible in order to minimize the adverse impact on customers, business operations and processes. This is to ensure that the maintenance of service quality and availability defined in existing service agreements, customer expectations and other service measurement processes is met or exceeded in the customer's perception.

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Training Services: The Contractor shall provide a friendly, accessible environment where users can experiment and learn through hands-on activities and where experienced contractors shall provide advice, assistance and training for all hardware, software and telephony applications that are within the scope of this contract. This includes both formal classroom instructions with hands on exercises and one-on-one training sessions. Training is conducted at Headquarters and in Gettysburg.

Desktop Support: The Contractor shall provide technical support services at desktop locations for personal computers, software and related peripherals and telephones. Support shall include, but is not limited to, routine installation and testing of new equipment and software, and the identification, isolation and resolution of system problems. The Contractor shall evaluate problems and execute repairs or replacements.

Hardware and Software Lending Program: The FCC maintains a stock of computer hardware and software, as well as cell phones, blackberries and pagers for temporary loan and use by FCC staff. The Contractor shall establish, maintain, and manage a system for tracking the locations, custody and condition of this equipment. All equipment shall be maintained with the standard FCC office automation configuration unless otherwise requested. The Contractor will work with the FCC's Property Management Officer and the Inventory Manager in order to coordinate inventory asset tracking and to enhance processes and procedures what will adhere to the FCC Property Management Policies and Procedures and also assure the availability, security and safety of the equipment.

Service Profile:

1. Single point of contact for Incidents and Requests
2. Calls answered by a live voice during normal support hours
3. Log, prioritize and track all calls
4. Customer Satisfaction Survey provided at each case closure

Service Performance: A Priority from 1 to 5 shall be assigned to all incidents that define the business impact and urgency of the issue being reported.

**FEDERAL COMMUNICATIONS COMMISSION (FCC)
REQUEST FOR QUOTATION NUMBER RFQ080000XX**

PWS - Supplemental Information

FCC Technical Environment

Network

FCC has two main locations, Washington DC and Gettysburg PA, servicing a combined 2,800 users.

Washington

The Washington location has two distinct computer networks that are connected via dual Gigabit Ethernet links. The main network consists of 30 wire closets across 10 floors in a single building each with a Cisco 6506 connected via Gigabit Ethernet over fiber to two main Cisco 6513 core switches. Four additional wire centers located in an adjacent building are connected using Cisco 6506 switches. Also, two Cisco 6509 switches are used for connecting the servers to the main network.

The second network consists of four user access switches (Cisco 6509s and 4507s) connected to two core Cisco 6513s. Several perimeter switches are also in use, including Cisco 3550 and 2800. The internal network is heavily segmented with standalone PIX firewalls or Firewall Services Modules (FSM).

Workstations and servers are connected via 100 Mbps or 1 Gigabit Ethernet and an upgrade to 10 Gigabit Ethernet interconnects and server connections is planned for FY08.

The network also has network devices from Juniper, Alteon (Nortel), Foundry Networks, and Citrix.

Gettysburg

The Gettysburg location also has two distinct networks that are connected via two Gigabit Ethernet links. The main network consists of two core Cisco 6506 and two 4506 switches for user access. Servers are connected via a pair for 4506 with redundant links to the core. The second network is fully collapsed with two 6509 switches housing all servers and users.

The diagram on the following page depicts the FCC Enterprise Architecture.

Monitoring

The enterprise is monitored using a combination of integrated tools and systems including HP OpenView, IBM NetCool, BMC Patrol, NetScout, and CiscoWorks.

FCC-HQ Gigabit Ethernet Campus LAN

The FCC Campus LAN infrastructure consists of the following components: CORE, Server Farm, and Access (Wiring Closet switches).

FCC HQ CORE:

The FCC HQ CORE consists of two (2) Layer 3 switches (Cisco Catalyst 6513s), located in the FCC Computer Room, which form a collapsed backbone for the Portals I and Portals II complex. The two switches are labeled as: CORE-1 and CORE-2. There is an 8GB Etherchannel trunk connecting between the switches for more redundancy and higher performance. These 2 core switches perform Layer 3 networking/routing required to interconnect the switched workgroups (wiring closets, server farms, etc.) and to provide services that include security and traffic management.

The CORE-1 and CORE-2 integrate all these switched networks within the FCC Campus LAN and provide the stability and control needed to maintain the functionality and scalability of the FCC network.

FCC HQ Server Farm:

The FCC HQ Server Farm consists of three (3) Layer 2 switches (Cisco Catalyst 6509s) located in the FCC Computer Room. These switches have redundant links to the CORE switches to ensure high availability and accessibility. These switches provide a gigabit capability for the server farm servers. There is also support for hardware load balancing to distribute the load within the server clusters. Within the FCC HQ Server Farm, there are well over eighty-three (83) Windows 2000 servers and fifty (50) Unix servers co-located and/or distributed amongst the 3 switches.

FCC HQ Access (Wiring Closet):

There is one (1) Layer 2 switch (Cisco Catalyst 6506s) located in each wiring closet within the Portals I and Portals II facilities. There are three (3) wiring closets per floor, with support for up to 240 network drops per closet, to provide desktop connectivity. Each wiring closet switch has redundant gigabit uplinks to the CORE backbone switches. The 10/100/1000-Mbps Ethernet ports available on these switches provide gigabit connectivity to the desktops.

FCC Wide-Area Network

A frame-relay network connects FCC Headquarters in Washington DC; the FCC Laboratories in Laurel, MD; the National Call Center (NCC) in Gettysburg, PA; and the FCC field offices throughout the continental United States. FCC has three main WAN connections: dual encrypted T3s between Washington and Gettysburg, a frame-relay network connecting 26 field offices or satellite locations with T1s or T3s, three dedicated 56 kbps to field offices, and one dedicated 10 mbps to our laboratories.

The frame relay cloud consists of multiple hubs. The DC T3 circuit is the primary hub. The GB T3 circuit is the failover hub. Both DC and GB facilities are connected via two redundant T3 circuits. In addition to the frame relay cloud, there are 3 other FCC sites using 56K circuits to connect to Headquarters.

Gettysburg "National Call Center" Network:

The Gettysburg network topology consists of the following components: CORE, Server Farm, and Access (Wiring Closet switches).

Gettysburg CORE:

The Gettysburg CORE consists of two (2) Layer 3 switches (Cisco Catalyst 6506s), located in the Gettysburg Computer Room, which form a collapsed backbone for the Portals I and Portals II complex. The two switches are labeled as: GB-CORE-1 and GB-CORE-2. There is an 8GB Etherchannel connecting between the switches. These 2 switches perform the Layer 3 networking/routing required to interconnect the switched workgroups (wiring closets, server farms, etc.) and to provide services that include traffic management, security and connectivity (via the Auctions network) to the FCC enterprise network.

The GB-CORE-1 and GB-CORE-2 integrate all these switched networks within the Gettysburg LAN and provide the stability, control and connectivity needed to maintain the functionality and scalability of the FCC network

Gettysburg Server Farm:

The Gettysburg Server Farm consists of two (2) Layer 3 switches (Cisco Catalyst 4506 and 2950) and one (1) Layer 2 switch (Cisco Catalyst 4006) located in the Gettysburg Computer Room. These switches have redundant links to the CORE switches to ensure high availability and accessibility.

Gettysburg Access Switch:

There are five (5) Layer 2 switches (3 Cisco Catalyst 4506s and 2 Cisco Catalyst 4003) located within the Gettysburg Computer Room. These switches provide desktop connectivity to user workstations. The Access switches have redundant uplinks to the CORE backbone switches. The 10/100/1000-Mbps Ethernet ports available on these switches provide gigabit connectivity to the desktop.

Gettysburg Frame Relay Backup Link:

Gettysburg site also serves as a backup hub within the FCC Frame Relay WAN hub-and-spoke design. In case of loss of connectivity from remote sites to FCC HQ, the Gettysburg T3 hub circuit provides a backup connection to the FCC HQ and Field Offices.

The Frame Relay Wide Area Network:

FCC Frame Relay network is configured as a dual-hub-and-spoke design, with remote sites interconnected to each other as “Spokes” via Sprint 1.54 mbps (T-1) circuits and the FCC Headquarters and NCC, Gettysburg as the “hubs”.

Dedicated 56KBps circuits connect the following FCC field offices located outside the continental US to FCC Headquarters:

- Anchorage, AK
- Honolulu, HI
- San Juan, PR

The Headquarters and NCC sites are additionally connected via multiple, redundant 45 mbps (T-3) circuits.

The following list shows the remote sites that are connected to the Sprint Frame Relay cloud.

- Boston, MA
- Buffalo, NY
- Chicago, IL
- Columbia, MD
- Detroit, MI
- New York, NY
- Philadelphia, PA
- Capital Heights, MD
- Atlanta, GA
- Dallas, TX
- Laurel, MD
- Denver, CO
- Houston, TX
- Kansas City, MO
- Los Angeles, CA
- Miami, FL
- New Orleans, LA
- Norfolk, VA
- Portland, OR
- San Diego, CA
- San Francisco, CA

- Seattle, WA
- Tampa, FL

Laurel Lab network:

The Laurel Lab facility is connected to FCC HQ via a 10 MB Verizon TLS circuit. There is also a backup Frame Relay T1 connection via the Sprint Frame Relay cloud to the FCC enterprise network.

The Extranet**Business Group DMZ:**

A separate, secured extranet connects the FCC to various government agencies and vendors that either provide information to or require information from the FCC on a daily basis. The extranet has been designed to provide the greatest amount of flexibility in connectivity options, allowing the agency or vendor to select or create the connection design most appropriate to the FCC's business needs. Current members of the FCC Extranet include the National Finance Center (USDA-NFC), the National Business Center (DOI-NBC), Digital Services Group (DSG), US Bank, and Mellon Bank. Please note that hardware and software packages owned by a specific agency or vendor for this purpose fall outside the control of the FCC and are not included in this project.

Security Control Center DMZ:

The Security Control Center (SCC) DMZ separates the CCTV Digital Video Management System from the FCC Gigabit Ethernet Campus LAN. The CCTV system provides automated and seamless monitoring from a 24-hour security command center. It also allows the cameras at the FCC facility to automatically record events. The CCTV system provides the ability to multiplex, detect alarms and events, record video, audio and text.

The SCC DMZ consists of a Cisco Catalyst 2950 switch (which will be hosting the DVMS workstations), and a Cisco PIX firewall.

Public Reference DMZ:

The Public Reference Information Center (RIC) provides public access to FCC Library resources related to records, Law, Economics, and Communications technology.

The Public Reference DMZ consists of two (2) Cisco ASA appliances as firewall, and a Cisco Catalyst 5000 switch which provides connection to the RIC workstations.

Communication

FCC has several integrated communications systems.

VoIP

The FCC uses Cisco as the VoIP platform, and full VoIP implementation for the FCC is expected in 2010.

CallManagers

FCC has four deployed Call Managers in Washington and Gettysburg (two in each location) supporting about 200 wired and wireless phones.

IPCC

FCC uses Cisco IPCC for call routing and reporting for four call centers located in Washington and Gettysburg.

Nice Recorders

FCC uses voice recorders from Nice Systems for recording calls to the FCC Spectrum Auctions support lines.

Avaya PBX

FCC uses two Avaya PBX in Washington and Gettysburg supporting about 350 users, 150 call center seats, and 3000 voice mailboxes. The Avaya PBX's are tightly integrated with the other phone systems at FCC.

Centrex

2500 users at HQ in Washington are serviced by a Centrex system.

Video Conferencing Integration

FCC's video conferencing system is integrated with the VoIP system through Tandberg and Polycom Multi Conference Units (MCU) and gatekeepers. A project is underway to connect to external (non-FCC) endpoints.

Internet / DMZ

The FCC maintains a public presence on the Internet (www.fcc.gov), and all FCC public servers reside within a DMZ separated from FCCNET and the Internet by internal and external firewalls, respectively. There are 2 main Internet DMZs which are located at the FCC HQ in Washington DC, and at the NCC in Gettysburg, PA.

FCC has five Internet connections in two locations. Two connections are using three T1s, two are using full T3s, and one is a fractional T3. Each Internet connection has clustered PIX firewalls and either single or clustered Checkpoint firewalls. Some Internet connections also have dual routers and shadow circuits. A project is underway to combine some of the Internet connections and upgrade to dual OC3's with a scheduled completion of September 2008.

Two of the Internet connections are also housing the external DNS servers.

FCC HQ Public DMZ:

The HQ Public DMZ is the main path for Internet traffic to/from the FCC enterprise network. The HQ Internet access has redundant circuits built in, the Primary and the Backup.

Gettysburg (GB) COOP Public DMZ:

The Gettysburg COOP Public DMZ provides alternate/backup Internet access in the event of failure of FCC HQ Internet access.

Wireless

FCC houses two wireless systems: hot-spot network for public access at headquarters in Washington and secure wireless for internal users in Washington and Gettysburg.

The hot-spot wireless network consists of 19 Cisco 350 and 1200 access points, a firewall, and a dedicated T1 Internet connection while the secure network consists of 13 access points, Cisco Secure Access, AirDefense, and Checkpoint firewalls.

The FCC Remote Access

Remote e-mail is provided via VPN using Microsoft ISA and 400 teleworker PCs connect via dial-up or ISDN. A project for remote VPN using Cisco concentrators and Citrix is scheduled for production in June.

The FCC remote access framework provides FCC personnel with dial-up access to the FCCNET and to the Internet. Users may use a fully-functional FOCUS desktop environment remotely via FCC terminal servers and access many FCC applications and services (including email) via a standard web browser. FCC personnel may also use specially-configured terminal and VPN services to securely access FCC's Internet-based G2B and G2G partners; design and approval of such solutions are handled on a case-by-case basis. Two (2) Cisco 800 series routers provide same remote access to some designated FCC personnel.

SAN

The SAN infrastructure in Washington consist of four Brocade 48K Directors, XioTech Magnitude, Magnitude 3D, Hitachi 9990, Sun 6140, and Sun 4500.

In Gettysburg FCC has 8 Brocade 3800, XioTech Magnitude, Hitachi 9980, Sun 6140 and 4500.

In addition, each location has Multi-Protocol Routers, CNT Edge 3000 Routers, and iSCSI routers. Data is replicated between the sites by Hitachi Trucopy.

BACKUP

FCC uses several systems for backup.

Backups in Washington are performed using either a dedicated backup network netApp appliance with SyncSort software or over the SAN or Ethernet network using NetBackup. In addition, FCC has deployed HSM using Sun's SAM-FS and a vaulting solution using Symantec Vault. A unified backup architecture is being designed with implementation planned in Q1 FY09.

NetApp and SyncSort

Many of the systems in Washington and Gettysburg are backed up using NetApp replication and SyncSort software. A separate network is used for this purpose so as to not affect the production operation. Data is backed up to the NetApp appliance and then replicated to Gettysburg for backup. Tape libraries used include ADIC 100 and 1K.

Sun 4500 and NetBackup

The second method of backup is using NetBackup and Sun 4500 for media servers. In addition, HSM software is used to migrate stale files to near-line media. Tape libraries include Sun L1400 and SL8500 using LTO3 and encrypted T10K drives

SAM-Q FS

Third backup methodology used by FCC is Sun's SAM-Q FS that is used for hierarchal multi-location backup.

Symantec Vault

The FCC also uses Symantec Vault for permanent archive of e-mails and files. Full implementation of this technology is scheduled for 2008.

Server Infrastructure

FCC uses primarily Sun Solaris, Microsoft Windows, and RedHat Linux servers.

Sun Solaris

The Sun servers are primarily used for web, application, and database servers. Hardware includes Enterprise 25K, 6000, 5220, 2900, 1280, 490/480, and various smaller servers. The servers are virtualized using domains, ldoms, zones, and containers. File systems includes ZFS, QFS, and SAM-Q FS.

Microsoft Windows

FCC uses approximately 170 Windows servers in two separate isolated Active Directories. Many of the servers are virtualized using VMWare and 30 of them are located in Gettysburg. Servers are primarily Windows 2003 and many systems are clustered using Microsoft cluster. The services offered on the servers include file and print services, MS SQL servers, and application servers. Servers are primarily HP DL580 and 585.

RedHat Linux

RedHat Linux is used for mathematical solvers used by Auction systems.

Application Environment

The application environment consists primarily of Sun One Web Servers, BEA WebLogic J2EE application servers, and Sybase and Oracle databases.

Printers and scanners

FCC has approximately 500 printers primarily HP 5, 6, 1100, 2100, and 2200. In addition, FCC maintains about 130 scanners of various types.

Workstations

FCC manages about 2,700 desktops, primarily HP workstations running Windows XP.

Directory Services

FCC maintains two separate Active Directories and a Sun LDAP implementation.

Messaging Infrastructure

FCC uses two separate Microsoft Exchange environments that share name space. E-mail system consists of 7 exchange servers – clustered and non-clustered.

Approximately 600 Blackberries are connected via four BES servers.

Information Assurance

The IA infrastructure consists of a number of tools, systems, and processes including Security Event Information System, packet recorders, firewalls, intrusion detection and prevention, anti-spyware, anti-virus, mail and file archiving systems, anomaly detections, anti-spam, vulnerability assessment scanners, and PKI infrastructure.

Document Management and Workflow

FCC uses Documentum as the primary workflow engine and uses eRoom and SharePoint for collaborative environments. In addition we use Documentum's Web Publisher and Records Manager.

Authentication and Authorization

The primary authentication mechanism is AD but FCC also uses LDAP, RSA Security SecurID, and Radius.

Program & Project Management

- Establish Program & Project Management processes and methodologies to ensure projects are delivered on time.
- Provide detailed project plans and documentation using MS Project and MS Excel or other software as required.
- Collaborate with multiple teams and stakeholders to achieve desired results.
- Track team member performance, provide feedback, resolve issues, and coordinate changes to team allocations to enhance project performance.
- Attend / setup appropriate meetings and provide status reports.
- Adhere to high quality of standards and meet customer expectations having in-depth understanding of the FCC business and technical processes.

(24X7) Network Infrastructure Management

Network infrastructure Management includes configuration, upgrade, maintenance, monitoring and troubleshooting of the following equipment:

Switches (Cisco), Routers (Cisco), Load Balancers (Netscaler, Foundry, Alteon), Firewalls (PIX, FWsMs, Clean Access), Video Conferencing (Tandberg, Polycom), Wireless Networking (Cisco, Air Defense), Proxy Servers (Bluecoat), VoIP System (Cisco), Security Devices (IP Cameras, IDS Modules, Network Taps, Packet capture devices) Network Analysis tools (Fluke). Various support activities include:

- Proactively monitor the entire infrastructure using HP OpenView.
- Efficiently and effectively address network issues that arise or may involve any of the above listed equipment.
- Research, evaluate, and recommend new technologies to client that may address certain network issues or enhance existing network operations.

- Document and diagram network related configurations or proposals as well as diagram various other configurations, flow charts, device maps, etc...
- Correspond with vendors to address problems.
- Submit risk analysis documentation for suggested configuration changes or maintenance requests.
- Physically moving equipment around the office or server room along with CAT6 cabling construction and deployment.
- Run through a checklist of all network related devices daily to confirm proper operation.
- After hour / on call availability to provide support on 24 X 7 X 365 basis.
- Combined Internet connection design & implementation.
- Design, Deployment, and support of an IPv6 Infrastructure.
- Cisco Call Manager software and hardware upgrades.
- Remote user VPN and Citrix solution.
- Deployment and support of Tandberg and Polycam video conference system.
- Create, update and maintain network documentation.

Information Assurance and Security Management

The IA infrastructure consists of a number of automated tools and systems. They consist of a Security Event Information System (SEIM), forensic packet recorders, several brands of firewalls, several types of intrusion detection and prevention systems, anti-spyware and anti-virus packages, mail and file archiving systems, network anomaly detectors, anti-spam filters, vulnerability assessment scanners and PKI certificate authority. Various support activities include, but are not limited to:

- Maintain Information Assurance (IA) infrastructure for all FCC systems.
- Monitor the IA tools for signs of intrusion, or other security relevant events on the major systems.
- Monitor various security information mailing lists, DHS US-CERT and other sources for new vulnerabilities and threats. Provide guidance to technical teams and management as to the impact to the FCC. Formulate remediation plans as required.
- Perform constant vulnerability assessment on the environment using a variety of automated tools and processes.
- Research and recommend new IA technologies as appropriate. Maintain relationships with trusted IA vendors. Verify that new and existing technology acquisitions are compliant with appropriate government security standards, including NIST, and OMB guidance.
- Perform forensic investigations and reports as required for any security events to WTB major systems.
- Develop and maintain documentation as required by NIST policy and OMB guidance. This includes the creation and maintenance of System Security Plans, FIPS-199 determinations, Privacy Impact Assessments, and security policies as required.

- Coordinate with FCC Computer Security Program to perform Certification and Accreditation (C&A) activities, as well as security audits and assessments on an ad-hoc basis.

Unix Systems Management and Support

Unix servers maintenance and support includes over 150 servers in Washington, DC, and over 20 servers in Gettysburg, PA. Sun Servers consist of SPARC based and x86 based servers including Sun E250, E450, E420, E3500, E5500, E6000, Sun Fire V100, V120, 280R, 480R, V1280, E2900, E6800, E25K, Blade 1600, Blade 6000, Sun Fire T5220, Sun Fire X4500 etc. Various support activities include, but are not limited to:

- Unix Server hardware preventative health checking, troubleshooting and maintenance; Discover hardware problems promptly and fix them in time;
- Solaris operating system installation and patch management: install Solaris OS (versions including: Sun OS 5.6, Solaris 7, 8, 9 and 10) on all Sun servers and maintain proper patch level, install security fixes when needs arise.
- Install and configure sun cluster environment for server high availability;
- Setup Sun QFS and SAM-FS environment for shared file system and archival file system;
- Working with Sun Support team to open support case, follow up and escalate case,
- Ordering parts, facilitating Sun support team for problem debug; manage support contracts with Sun and other vendors for server/equipment maintenance;
- Manage onsite spare parts for server maintenance;
- Provide inventory of Sun/Brocade equipment, servers; maintain documentation for server/equipment details, operation procedures, support contract information etc.
- Manage system software licenses, such as: Veritas Volume Manager, Sun Studio, Sun Web Server/Portal servers, Symantec Netbackup etc. manage support contracts with different vendors (such as Sun, Brocade, Symantec), obtain and install software upgrade;
- Sun Storage product installation and maintenance; including Sun/Hitachi 9990, 9980, Sun StorageTek 6140, Sun Fire X4500, Sun StorEdge A5x00, StorEdge S1, etc.
- Brocade Switches, Cisco iScsi router and CNT router installation and maintenance: products including: Brocade Silkworm 3800, Brocade Multiprotocol Router AP7240, Brocade Director 48000, Cisco SN5280 iscsi router; CNT Edge 3000 router etc; Coordinate with vendor for server/equipment maintenance;
- SAN (Storage Area Network) architecture design and implementation; design and deploy the dual fabric SAN architecture;
- Implement the end-to-end 4Gb/s generation SAN, including 4Gb/s HBAs, 4Gb/s blades in Brocade Directors and 4Gb/s Channel Adapters for Sun StorEdge 9990;
- SAN logical disk management: Total SAN space need to be managed is 42TB in Washington DC and 29TB in Gettysburg; create logical LUNs on SAN, set up LUN security, configure switch zones, backup fabric configurations
- Monitor switch Fabric and Storage Array performance by implementing San Point control and Brocade SAN Health;

- Design and implement SAN to SAN copy for COOP requirements: implement true copy technology to replicate SAN data at block level between two sites;
- Implement Storage Arrays' advance features, such as shadow image for data backup, cache residency for performance boost etc.
- Design and implement Hierarchical Storage Management (HSM) architecture, configuring tiered storage for information life cycle management; Performance Tier: Sun StorEdge 9990, 9980, Capacity Tier: Sun StorageTek 6140, Sun Fire X4500, and architectural tier: ADIC tape library and Sun StorageTek L8500, L1400 tape library;
- Help implement Email Vault solution: Set up Vault stores on Sun Fire X4500 data servers, using Solaris 10 zfs, SAM-FS (Storage Archive Manager) and SAMBA technology;
- Implement Backup Recovery architecture: Install/configure/troubleshoot Symantec Enterprise NetBackup 5.1 environment, OS supported including Solaris, Windows, Linux and MacOS; Deploy disk-based backup solution using Sun Fire X4500 data server as NetBackup media servers;
- Work with Symantec support for Netbackup case open, follow up and escalation;
- Implement software upgrade from Netbackup version 5.1 to latest version 6.5;
- Setup backup policies for different clients and tasks, restore data upon end user's request;
- Install/configure Tape library environment, currently running on ADIC Scalar 10K and ADIC Scalar 1K tape library with LTO-1/LTO-2 tape drives, now we are upgrading/migrating to Sun StorageTek L8500 and Sun StorageTek L1400 tape libraries with LTO-3/T10K tape drives; Set up Crypto key management solutions for tape encryption;
- Propose new hardware/software purchase based on operation needs and business requirements.

Virtualization

- Consolidate and Virtualize Solaris environment
- Solaris Zones and Containers

Authentication and Authorization (Identity Manager):

- Provide complete user life cycle management
- Develop and Implement user lifecycle workflows
- Create Roles, Groups.
- Integrate multiple sources id user data into one directory : AD, LDAP and other authentication sources
- Provide single username and password support across applications

Search Engine Support:

- Configure search engine to provide internal and external search services.
- configure collections for websites, databases and external data sources

- integrate search into existing applications
- develop proxy to different external and internal content

Business Intelligence Tools:

- Install, configure and maintain business intelligence tools

Mapping Tools:

- Install, configure and maintain mapping tools

Microsoft/Windows Systems Management and Support

Microsoft Servers maintenance and support includes over 70 Windows servers (2000 and 2003 servers) in Washington DC and Gettysburg PA in Production and Test Environments. Windows Servers consist of LDAP, Exchange Email, File Servers, SQL, Web, Print, VMWare, Citrix and other Application Servers running in Physical and Virtual Environment.

Various support activities include, but are not limited to:

- Server hardware preventative health checking, troubleshooting and maintenance. Using HP System Insight Management for Monitoring the Server Hardware which includes DL580, DL 585 G1 etc. Find out hardware problem promptly and fix them in time
- Troubleshoot hardware problems ranging from Array Controllers, Firmware, RAID etc using HP Diagnostic and Configuration Utilities
- Building new Windows servers in Physical and Virtual Environments, Maintain all servers up and running without issues, and in case of malfunctioning, or issues to report according to a hierarchy grade of priorities
- Application Servers include- PDF Conversion Boxes, Documentum, Blackberry Enterprise Server, Symantec Vault, Foundstone, Anti Spyware, Bridgit Conferencing, Voice and Video, Developer and Tester Applications etc.
- Managing and Maintaining Active Directory Forest and Domain Controllers, Active Directory Replication, Managing Groups, Users and Implementing Group Policies in Active Directory as per NIST standards. Delegating FSMO roles to Domain Controllers. Creating and Maintaining Login Scripts for mapping of Network Drives and Printers using Scriptlogic
- Managing, Monitoring and Troubleshooting DHCP and DNS services running on Windows Servers and Newstar.
- Patch Management Solutions and maintain proper patch level for all Windows Servers and Desktops
- Coordinate with backup team regarding Backups of all critical servers, non critical servers, and virtual machines
- Managing Symantec Antivirus servers and workstations and Maintaining latest virus definition levels
- Support for Microsoft SQL Databases. Creating new databases, Backup and Restore of Microsoft SQL Databases.
- Printer Management and maintaining all the Print Queues.

- Support Right Fax Server
- Installation, Maintenance, Monitoring and Troubleshooting Exchange Server 2003 Front End/Back End Infrastructure. Support for Outlook Web Access for users to remotely check their emails. Configure Journaling (Email Archiving) for all the exchange servers. Perform Exchange 2003 maintenance and configuring mail flow. Free/Busy Replication between 2 Exchange organizations. Mailbox and Public Folder Management.
- NetIQ AppManager 6.0 Implementation, configuration and Installation. Created and configured jobs in NetIQ AppManager 6.0 to monitor Windows servers for CPU, Hard Disk Usage, Memory Usage and system Uptime and event notification. Implemented jobs to monitor Exchange and Active Directory and application specific jobs. Running Performance reports.
- Software Deployment and Patch Management using Altiris Deployment solution and Notification Server. Packaging and Deploying Applications to desktops using Altiris Deployment Solution. Manage and support suite of solutions offered by Alteris including Incident Management, Asset Management, Patch Management, Inventory Management and other solutions from Altiris. Imaging (Gold Image) new machines using Altiris.
- Support for VmWare VI3 Infrastructure using Virtual Center 2.0, Esx 3.0.1, and VMotion, VMware HA and DRS. Maintaining patch levels for ESX servers. Creating, Migrating and Cloning VM's and Customizing Template. Automatic Failover with Load Balancing. Configure network with trunking of VLANS Upgrading the vmfs2 volumes to VMFS3 volumes, managing VM's on SAN. Monitoring VI3 Health and Performance
- Citrix presentation Server 4.0 Infrastructure- Created Citrix Farms in Test and implemented in production in Virtual Environment (VMWARE) and publish applications across the farm. Using Netscaler configuration for load balancing of Citrix Web Interface Servers. Resource Manager for Performance of Citrix Servers.

Rapid Application Development:

Respond to Development requirements as needed:

- Full lifecycle development
- Rapid application development
- J2EE, Struts, Spring, Hibernate, JSF, Ajax
- Provide information for generating ad hoc reports in business objects by others
- Meet aggressive timelines for deployment.

Web/Application Server & Content Management Maintenance and Support

Web Server Support:

- Install, Configure and Manage web servers in a secure DMZ environment
- Monitor website performance

Portal Support:

- Install, configure and maintain portal environment.
- deploy custom portlets
- integrate existing applications to portal environment
- provide single sign-on

Application Server Support:

- Install, configure, monitor J2EE application servers in a high available environment
- troubleshoot applications and performance issues
- analyze and provide recommendations to developers on improving performance and stability of the application
- Provide application deployment support to production, test and acceptance test environments.
- troubleshoot application deployments

Documentum Content Management System:

- Install, Configure and Maintain Documentum infrastructure
- Design, develop and implement workflows
- customized content management system
- customized content publishing system
- develop and implement customized knowledge management system

eRoom collaboration:

- Install, configure and maintain eRoom infrastructure
- create and modify eRooms
- customize eRoom interface
- integrate eRoom with content management system

Desktop & Printer Maintenance and Support

Desktop and printer maintenance and support include, but are not limited to:

- Hardware support for all HP Desktop machines.
- Provide Operating System deployment, troubleshooting and support for Desktops which includes Windows XP and Windows 2000.
- Manage and deploy Microsoft patches.
- Perform application installation and support of various FCC approved desktop applications.
- Create Gold Image Images for different PC models.
- Deploy software and patches using Altiris Deployment server.

- Install, maintain and troubleshoot various Printers and Copiers related issues which consist of HP & Xerox copiers and scanners.

Presentation Support

Presentation support includes Projector Setup, Provide support on Industry (Trade) Shows, Seminar Video Taping, Live Video Streaming and Post production support. Various support activities include:

- Projector Setup for meetings and seminars in Portals I & II and Gettysburg
- Provide Laptops Projectors, Projection screens and seminar support
- Provide support for Industry Shows like CTIA, NAB, APCO in remote locations including setup, operation of computers at the shows, tear down after show

Pre-Production:

- VT-4 (Check Space and performance)
- Defrag VT-4
- Check tape stock and quality
- Secure second SD camera if necessary
- Create Idle Slide for the seminar
- Begin creation of webpage for the presentation
- Set up the room and camera position and backdrop
- Preliminary camera, mic, VT4, laptop and camtasia checks
- Create test stream for the seminar
- Confirm the agenda and slide presentation receipt
- Create CG's for all presenters
- Tape down all cables and cords
- check space on Streaming servers

Production Day:

- Final camera, mic, VT4, laptop and camtasia checks
- Create streaming file name and post 30 minutes prior to presentation start
- Work as floor director or producer for the seminar
- Upon Production completion, create edited rm files for posting to the internet prior to 5pm or as required
- Begin digitizing tapes for post production editing.
- Create mp3 or wav files for closed caption

Post-Production:

- Edit the production tapes and encoded files for web use
- Create slide timings and convert slide presentation for web use

- Insert closed caption into broadcast once the rt files are completed and synced by 3rd party
- Finish coding the webpage and post to paramount server to begin QA testing
- Package files and request they be uploaded to Hawk or appropriate server.
- Create document with all links needed for use by WEB team

Performance Monitoring

HP Openview

Proactively monitor enterprise infrastructure including operating systems and servers across distributed and host environments through a single customizable console.

Detect bottlenecks and potential problems in essential system resources and recover from critical situations to ensure applications are up and running.

Netcool

The Netcool/OMNIBUS application is a high-speed memory-resident database which collects and normalizes fault and status information from network devices, servers and applications.

- Manage Netcool/Impact analysis and correlation engine for Netcool/Omnibus for event correlation, event enrichment and event notification.
- Manage Object Server where all alert and status data is stored.
- Manage various probes that acquire data from event sources which includes detecting and acquiring events, and then forwarding them to the Object Server.
- Manage Webtop which provides the distribution and management of Netcool events through a web browser. With the backend process installed, Java applets can connect to the Object Server. Webtop also supports creation of read-only views where status can drive graphical or business displays.

Purchasing Support

Provide purchasing support by coordinating, developing and preparing specifications for purchases. Some of the purchasing support services include:

- Market Studies
- Business Case Creation Support
- Making Recommendations

Historical labor categories

CLIN I Network Operations

Project Manager
Communications Engineer IV
Network Spec I
Network Spec II
Network Spec III
Network Spec III
System Engineer II
Systems Engineer III
Tech Analyst II
Tech Analyst III
Tech Analyst IV

CLIN 0002 Development and Web-based Support Services

Project Manager
Communication Engineer III
Documentum Developer
Java Developer
System Engineer II
Tech Analyst III

CLIN 0003 IT Asset Management

System Engineer II

CLIN 0004 Configuration Management

System Engineer II

CLIN 0005 User Outreach

Communications Engineer IV
Engineer II
Equipment Analyst
Help Desk II
Help Desk III
Mgmt Support Spec I
Network Spec II
Systems Engineer II
Tech Manager
Tech Support Spec I
Tech Support Spec II

CLIN 006 **Operational Security Support**

System Engineer II

Tech analyst III

CLIN 0007 **IT Operations and Design Development**

Systems Engineer III

Some labor categories are active in more than one CLIN