Date: December 21, 2016

Subject: ITS EPA III TO 1- End User Services

NOTICE TO ALL ALLIANT INDUSTRY PARTNERS

This letter transmits Task Order Request (TOR) GSC-QF0B-17-33058, ITS EPA III TO 1. The purpose of this requirement is to deliver and maintain secure, stable and effective IT services that increase productivity by minimizing down time while enhancing the work environment for users in the office and working remotely. With the utilization of the ITSM framework, OITO strives to improve IT service management and implementation by integrating IT tools, resources and services that will allow users, support staff, and contractors to share real time information, in support of the Agency's mission. This TOR is issued by the United States (U.S.) General Services Administration (GSA), Federal Systems Integration and Management Center (FEDSIM). The North American Industry Classification System (NAICS) code for this procurement is 541512, Computer Systems Design Services. The Product Service Code (PSC) is D321 – IT and Telecom – Help Desk.

Each offer shall be provided to the Government in four Parts in accordance with the instructions specified in TOR Section L.4.

a. **Part I:** Preliminary Written Cost/Price Proposal Information
    i. Due No Later Than (NLT) 11:00 A.M. Eastern Time (ET) on ***January 10, 2017****
b. **Part II:** Remainder of Written Cost/Price Proposal
    i. Due NLT 11:00 A.M. ET on ***January 23, 2017***
c. **Part III:** Written Technical Proposal
    i. Due NLT 11:00 A.M. ET on ***January 23, 2017***
d. **Part IV:** Video Technical Proposal Presentation
    i. Due NLT 11:00 A.M. ET on ***February 6, 2017***

Part I of the proposal shall be submitted electronically via email to the GSA Contract Specialist, Aaron Sannutti at Aaron.Sannutti@gsa.gov and the GSA Contracting Officer, Laurel Weiskopf at Laurel.Weiskopf@gsa.gov.

In accordance with TOR Section L.10 Delivery Instructions, offerors shall hand-deliver **Parts II through IV** to the GSA Contract Specialist, Aaron Sannutti and the GSA Contracting Officer, Laurel Weiskopf. The date and time for TOR Section L.7.3 Technical Proposal Oral Q&A Session will be scheduled after the receipt of proposals and in accordance with TOR Section L.7.4 Technical Proposal Oral Q&A Session Scheduling. For planning purposes it is anticipated that the sessions will be scheduled to occur during early February 2017 and will take place in the DC metro area.

Please bring proposals, Part II through IV, to the Greensboro Drive entrance of the building at 8281 Greensboro Drive, McLean, VA 22102. Free surface parking is available for short term guests. Upon arrival, call Aaron Sannutti, Contract Specialist, at 202-705-1719. The Offeror will enter the building and walk around the wall to the elevator bay. The Contract Specialist will meet the offeror on the 4th floor immediately outside the elevators. Delivery acceptance/proposal receipt will be given once the offeror has transferred their box of proposal materials to the Contract Specialist on the 4th floor. Please note that all proposal boxes are subject to security scanning after receipt.

In accordance with TOR Section L.9, Submission of Questions, prospective offerors shall submit any questions on the TOR package via email to the following individuals NLT 11:00 a.m. on ***December 29, 2016***:

- Neil Costello, GSA Contract Specialist, Neil.Costello@gsa.gov
- Aaron Sannutti GSA Contract Specialist, Aaron.Sannutti@gsa.gov
- Laurel Weiskopf, GSA Contracting Officer, Laurel.Weiskopf@gsa.gov

Prospective offerors are requested to submit questions grouped by TOR Section and make reference to the particular Section/Subsection number. Questions shall be received before the date specified for receipt of questions using the format provided in **TOR Section J, Attachment FF.** Questions or requests for extension submitted after the cut-off date will not be considered. Any information given to a prospective offeror concerning this solicitation will be furnished promptly to other prospective offerors as an amendment to the solicitation. When submitting questions, please reference "TOR GSC-QF0B-17-33058 Questions" and your firm's name in the subject line.

Sincerely,

Laurel A. Weiskopf

Laurel A. Weiskopf
GSA FEDSIM Contracting Officer
703-605-5721
Federal Systems Integration and Management Center (FEDSIM)
FEDSIM is part of GSA's Federal Acquisition Service

TASK ORDER REQUEST (TOR)

GSC-QF0B-17-33058

ITS EPA III
End User Services

in support of:

Environmental Protection Agency

Issued to:
All contractors under the General Services Administration (GSA)
Alliant GWAC
Multiple Award Contracts

Conducted under Federal Acquisition Regulation (FAR) 16.505

Issued by:
The Federal Systems Integration and Management Center (FEDSIM)
1800 F Street, NW (QF0B)
Washington, D.C. 20405

December 16, 2016

FEDSIM Project Number EP00802

B.1 GENERAL

The work shall be performed in accordance with all Sections of this Task Order (TO) and the contractor's Basic Contract, under which the resulting TO will be placed. An acronym listing to support this Task Order Request (TOR) is included in Section J, Attachment B.

B.2 CONTRACT ACCESS FEE (CAF)

The General Services Administration's (GSA) operating costs associated with the management and administration of this contract are recovered through a CAF. For GSA-issued TOs, the CAF shall be 0.75% of the total TO value with a cap of $100,000 per year per order (when order is in excess of $13.3M per order year). This TO shall have a separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at TO award.

B.3 ORDER TYPES

The contractor shall perform the effort required by this TO on a Cost-Plus Award Fee basis for CLINs 0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, and 4002 and on a Not-to-Exceed basis for CLINs 0003, 0004, 0005, 0006, 1003, 1004, 1005, 1006, 2003, 2004, 2005, 2006, 3003, 3004, 3005, 3006, 4003, 4004, 4005, and 4006. The work shall be performed in accordance with all Sections of this TO and the offeror's Basic Contract, under which the resulting TO will be placed.

B.4 SERVICES AND PRICES/COSTS

Long-distance travel is defined as travel over 50 miles from the primary place(s) of performance (Section F.2). Local travel will not be reimbursed.

The following abbreviations are used in this price schedule:

CLIN	Contract Line Item Number
CPAF	Cost-Plus-Award-Fee
FFP	Firm-Fixed-Price
NSP	Not Separately Priced
NTE	Not-to-Exceed
ODC	Other Direct Cost

B.4.1 BASE PERIOD:

MANDATORY SEVERABLE LABOR CLINs

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
0001	Tasks 1 - 6	$	$	$

OPTIONAL SEVERABLE LABOR CLIN

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
0002	Task 7 – Provide Enterprise End User As-Needed Capabilities - Surge	$	$	$5,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total NTE Price
0003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 400,000.00
0004	Tools Including Indirect Handling Rate _____%	NTE	$ 15,000,000.00
0005	ODCs Including Indirect Handling Rate _____%	NTE	$ 6,500,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
0006	Contract Access Fee	NTE	$100,000.00

TOTAL BASE PERIOD MANDATORY SEVERABLE CLINs: $_____

TOTAL BASE PERIOD OPTIONAL SEVERABLE CLINs: $_____

TOTAL BASE PERIOD CLINs: $_____

B.4.2 FIRST OPTION PERIOD:

MANDATORY SEVERABLE LABOR CLINs

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
1001	Tasks 1 - 6	$	$	$

OPTIONAL SEVERABLE LABOR CLIN

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
1002	Task 7 – Provide Enterprise End User As-Needed Capabilities - Surge	$	$	$5,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total NTE Price
1003	Long-Distance Travel Including Indirect Handling Rate _____ %	NTE	$ 400,000.00
1004	Tools Including Indirect Handling Rate _____ %	NTE	$ 15,000,000.00
1005	ODCs Including Indirect Handling Rate _____ %	NTE	$ 6,500,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
1006	Contract Access Fee	NTE	$100,000.00

TOTAL FIRST OPTION PERIOD MANDATORY SEVERABLE CLINs: $_____

TOTAL FIRST OPTION PERIOD OPTIONAL SEVERABLE CLINs: $_____

TOTAL FIRST OPTION PERIOD CLINs: $_____

B.4.3 SECOND OPTION PERIOD:

MANDATORY SEVERABLE LABOR CLINs

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
2001	Tasks 1 - 6	$	$	$

OPTIONAL SEVERABLE LABOR CLIN

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
2002	Task 7 – Provide Enterprise End User As-Needed Capabilities - Surge	$	$	$5,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total NTE Price
2003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 400,000.00
2004	Tools Including Indirect Handling Rate _____%	NTE	$ 15,000,000.00
2005	ODCs Including Indirect Handling Rate _____%	NTE	$ 6,500,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
2006	Contract Access Fee	NTE	$100,000.00

TOTAL SECOND OPTION PERIOD MANDATORY SEVERABLE CLINs: $_____

TOTAL SECOND OPTION PERIOD OPTIONAL SEVERABLE CLINs: $_____

TOTAL SECOND OPTION PERIOD CLINs: $_____

B.4.4 THIRD OPTION PERIOD:

MANDATORY SEVERABLE LABOR CLINs

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
3001	Tasks 1 - 6	$	$	$

OPTIONAL SEVERABLE LABOR CLIN

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
3002	Task 7 – Provide Enterprise End User As-Needed Capabilities - Surge	$	$	$5,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total NTE Price
3003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 400,000.00
3004	Tools Including Indirect Handling Rate _____%	NTE	$ 15,000,000.00
3005	ODCs Including Indirect Handling Rate _____%	NTE	$ 6,500,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
3006	Contract Access Fee	NTE	$100,000.00

TOTAL THIRD OPTION PERIOD MANDATORY SEVERABLE CLINs: $_____

TOTAL THIRD OPTION PERIOD OPTIONAL SEVERABLE CLINs: $_____

TOTAL THIRD OPTION PERIOD CLINs: $_____

B.4.5 FOURTH OPTION PERIOD:

MANDATORY SEVERABLE LABOR CLINs

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
4001	Tasks 1 - 6	$	$	$

OPTIONAL SEVERABLE LABOR CLIN

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
4002	Task 7 – Provide Enterprise End User As-Needed Capabilities - Surge	$	$	$5,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total NTE Price
4003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 400,000.00
4004	Tools Including Indirect Handling Rate _____%	NTE	$ 15,000,000.00
4005	ODCs Including Indirect Handling Rate _____%	NTE	$ 6,500,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
4006	Contract Access Fee	NTE	$100,000.00

TOTAL FOURTH OPTION PERIOD MANDATORY SEVERABLE CLINs: $_____

TOTAL FOURTH OPTION PERIOD OPTIONAL SEVERABLE CLINs: $_____

TOTAL FOURTH OPTION PERIOD CLINs: $_____

GRAND TOTAL ALL CLINs: $_____

B.5 SECTION B TABLES

B.5.1 INDIRECT/MATERIAL HANDLING RATE

Long-Distance Travel, Tools, and ODC costs incurred may be burdened with the contractor's indirect/material handling rate in accordance with the contractor's disclosed practices.

a. If no indirect/material handling rate is allowable in accordance with the contractor's disclosed practices, no indirect/material handling rate shall be applied to or reimbursed on these costs.

b. If no rate is specified in the Basic Contract, no indirect rate shall be applied to or reimbursed on these costs.

c. If no rate is specified in the schedule of prices above, no indirect rate shall be applied to or reimbursed on these costs.

The indirect handling rate over the term of the TO shall not exceed the rate specified in the schedule of prices above.

B.5.2 DIRECT LABOR RATES

Labor categories proposed shall be mapped to existing Alliant labor categories.

B.6 INCREMENTAL FUNDING

B.6.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION

Incremental funding in the amount of $XXX, XXX, XXX for CLINs __*__ through __*__ is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs will be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the mandatory CLINs is from award through _____, unless otherwise noted in Section B.X. The TO may be modified to add funds incrementally up to the maximum of $***, ***, *** over the performance period of this TO. These allotments constitute the estimated cost for the purpose of Federal Acquisition Regulation (FAR) Clause 52.232-22, Limitation of Funds, which applies to this TO on a CLIN-by-CLIN basis.

Incremental Funding Chart for CPAF

See Section J, Attachment C - Incremental Funding Chart (Excel Spreadsheet).

B.7 AWARD FEE PLANNED VALUE/RESULTS REPORTING TABLE

The Award Fee Determination Plan (AFDP) establishes award fee. See Section J, Attachment D – DRAFT Award Fee Determination Plan (Word document).

C.1 BACKGROUND

The Environmental Protection Agency ‘s (EPA) Office of Environmental Information (OEI) is responsible for managing, operating and evolving EPAs secure information technology (IT) infrastructure and is charged with ensuring this infrastructure provides EPA with IT solutions that support mission success. Building upon EPA’s history of scientific and technological expertise, the Agency seeks out technological advances that have the greatest potential to achieve multiple environmental goals. EPA engages stakeholders to speed the design, development, and deployment of the next generation of environmental technologies, while focusing on a clean environment.

In addition, OEI is charged with IT investment management which entails annual reviews of the IT portfolio of the Agency, maintenance of the enterprise architecture, and development of policies and standards to guide IT expenditures. OEI also leads the Agency's Security Program which is charged with ensuring the Agency has secure IT infrastructure. OEI’s vision is to advance the creation, management and use of information as a strategic resource. This effort is underneath the Office of Information Technology Operations (OITO), within OEI.

The OITO is responsible for the implementation and management of a secure information technology (IT) infrastructure and IT solutions in support of EPA’s mission. EPA continually seeks better ways to solve environmental problems. From research to technology to regulation, community programs, and external partnerships, EPA demands creative ideas to achieve results. These key directions intersect with the Agency’s strategic plan, the OEI vision and the President’s Management Agenda for establishing citizen-centered, results oriented and market based IT management and provisioning infrastructure and product suite.

OITO provides a broad range of information and technology services and solutions to enable secure information exchange, data analysis, scientific investigation, and informed decision-making across government and the environmental community. OITO provides local technology services in its Headquarters facilities and Agency-wide in the areas of voice and data. This support is categorized into five areas: Voice, Campus Network Management, Call Center, and Standard Desktop and Support Services. OITO also provides Agency-wide IT support in hosting, wide area network, geospatial, high performance computing, and operational security.

OEI will continue to move toward an agency-wide, enterprise-based IT model with the upcoming task orders (TOs) in the ITS EPA III program. ITS EPA III is preceded by ITS EPA I and ITS EPA II. ITS EPA I was awarded by the General Services Administration (GSA) and ITS-EPA II was awarded by the EPA Office of Acquisition Resource Management (OARM) contracting personnel. The services acquired under ITS EPA II assisted OEI in meeting its goals for stable, reliable, and responsive IT and telecommunication infrastructure and related services. ITS EPA II has also been successful in moving EPA toward an efficient mobile environment through improved mobility solutions such as implementing cloud email and productivity applications. . The aforementioned program is now in its final term of performance and OEI is seeking the next generation of service solutions.

To assist in meeting its strategic objectives, OEI recently underwent a reorganization (see EPA OEI and OITO Organization Chart in Section J, Attachment E) to improve its IT operations, streamline activities, and focus on delivering improved services and lowering costs.

OITO is now organized into six divisions:

1. Desktop Support Services Division
2. Endpoint and Collaboration Solutions Division
3. Enterprise Hosting Division
4. Network and Security Operations Division
5. Service and Business Management Division
6. Washington DC Operations Division

To appropriately align with its new structure and to meet its goals for improved customer services at lower costs, OITO seeks to award the next iteration of EPA's enterprise IT support through the ITS EPA III program. This TO will specifically focus on providing support to OEI end users, both current and future, and end user devices and applications through an Information Technology Infrastructure Library (ITIL) IT Service Management (ITSM) customer-focused framework.

C.1.1 PURPOSE

The purpose of this task order (TO) is to deliver and maintain secure, stable and effective IT services that increase productivity by minimizing down time while enhancing the work environment for users in the office and working remotely. With the utilization of the ITSM framework, OITO strives to improve IT service management and implementation by integrating IT tools, resources and services that will allow users, support staff, and contractors to share real time information, in support of the Agency's mission.

C.1.2 AGENCY MISSION

The EPA's mission is to protect human health and the environment. Since 1970, EPA has worked for a cleaner, healthier environment for the American people. EPA has 20,000 users that will receive support from this Task Order. EPA has offices across the country, including offices in Washington, D.C.; 10 regional offices; and more than a dozen laboratories and other locations. EPA users come from a variety of disciplines; more than half are engineers, scientists, and policy analysts. In addition, many employees are legal, public affairs, financial, information management, and computer specialists. EPA is led by its Administrator, who is appointed by the President of the United States and confirmed by the United States Senate.

OEI manages the life cycle of information to support EPA's mission of protecting human health and the environment. OEI's mission is to identify and implement innovative information technology and information management solutions that strengthen EPA's ability to achieve its goals. OEI is focused on the quality, efficiency, and reliability of the technology used to execute the mission of EPA.

C.2 SCOPE

The scope of this TO includes delivering, managing, and evolving end user IT services, communication and collaboration tools, and end user devices and applications for the entire EPA enterprise. The EPA enterprise consists of approximately 20,000 users. EPA requires an ITIL-based, flexible, and highly integrated and increasingly cloud solution. OITO's IT services must support a mobile workforce with a consistent user experience. While this TO primarily supports

government furnished equipment (GFE) end-user devices, IT services and solutions are provided to other devices either by a secure remote access solution or virtual desktop solution (VDI).

At the program level, OITO has a requirement to acquire contract support to provide innovative, agile, and scalable cost effective solutions to assist in the provisioning of quality IT services to the Agency. By aligning IT services with agency business goals, the IT infrastructure remains reliable, allows for flexible levels of service, improves operational efficiency and agility, and provides for cost effective solutions. The following overall objectives that apply to all technical and engineering solutions under the ITS EPA III program:

a. Strengthen technology support and services delivery provided to Agency customers through the use of a process driven approach of the Information Technology Infrastructure (ITIL) framework. Utilizing this framework should result in enhanced IT service quality and service delivery while lowering total cost of IT ownership.
b. Provide reliable contact for OEI's customers to facilitate restoration of normal operation services with minimal business impact on the customer within agreed to service levels and business priorities.
c. Track and communicate IT service availability, performance, and infrastructure capacity from the high, strategic level all the way down to the granular level; providing a holistic mechanism for clarity, insight and better decision making on important IT driven business issues.

As a key part of the Information Technology Services (ITS) EPA III program, this TO will be responsible for interfacing with end users and supporting end user functions. The overall scope of this TO specifically covers end-user devices and associated services, including workstations, laptops, printers, mobile devices, desktop operating systems (OSs), and applications. Specifically excluded from the scope are servers (physical and virtual servers and associated storage, and OSs optimized for multiple simultaneous use, application platforms and Middleware); identity and access management; high-performance computing servers and storage; Arc-Sight and FireEye systems and the infrastructure directly connected with them; and public cloud computing.

The successful delivery of these services requires cooperation and coordination between the contractor, the Government, and third party contractors.

The contractor shall assist the Government in coordinating with the following groups:

a. Other ITS EPA TOs, specifically TO2, Hosting and Infrastructure Support;
b. EPA-internal contracts such as those for network support services and voice services; and
c. EPA regional O&M and local support contracts.

C.3 CURRENT INFORMATION TECHNOLOGY (IT) ENVIRONMENT

EPA operates and maintains a complex network of devices and services with the goal of providing optimal end-user support across the agency. The coordination and communication across tasks and TOs is paramount to the agency's success. The customer base consists of EPA Headquarters, field offices, regional offices, and labs.

OEI provides support to all EPA offices and locations through a Working Capital Fund (WCF) reimbursement-based process. Many of the services offered by OEI are utilized enterprise-wide, but EPA regions provision some IT services through regional contracts.

Under ITS II, IT system and network interdependencies that crossed TO boundaries often resulted in compromised accountability. It is often the case in IT systems that a problem can be solved in multiple ways, and the tendency is for stakeholders to characterize the problem as belonging to another party and to suggest that the other party fix it. Where available approaches to problem solving also cross TO lines, this requires agency management to step in and adjudicate disputes, leading to lost time while draining management resources. In worst case, the actions of one contractor have the ability to negate the accomplishments or benefits achieved by a different contractor.

One of the major overarching goals of the ITS EPA III program is to improve the customer experience by ensuring a consistent face to the customer through a single contractor that manages the high-touch technical support for end users as well as the devices, applications, and collaboration tools that end users most frequently interact with.

For ITS EPA III TO1 – End User Services, customers of the services to be provided include essentially all EPA employees and all on-site EPA support contractors that use EPA systems. While most services provided in the FEDSIM-awarded TO will be utilized EPA-wide, some services will initially be utilized by EPA HQ and Labs only (e.g. Desktop services includes approximately 12,500 deployed desktops/laptops, but OEI recognizes that EPA regional office locations could begin to fully utilize these services and the numbers may increase incrementally up to 25,000 deployed desktop/laptop units). The General Public is a user of the services to the extent that the help desk will refer inquiries from the public to appropriate EPA Program Offices, however, this is estimated at less than 1% of the calls received annually. Users include alternative work-site users, mobile users, and users on national and international travel. Executive users (premier support) receive specific support services.

The EPA maintains both the EPA call center and a separate help desk to provide IT and related support to EPA's end users. The call center is the single point of contact for EPA end-users and customers to report incidents, submit requests, seek advice, and register complaints about EPA's IT infrastructure, applications, and programs supported in the environment. The EPA call center provides Tier 1 support to users of EPA's internal infrastructure as well as applications and systems owned by various EPA Offices. The call center also provides an interface for users to other service management functions, such as change management, problem management, configuration management and release management. The help desk, currently known as EZ Tech, supports approximately 11,500 EPA and contract staff. These users are disbursed throughout Headquarters and EPA labs.

The EPA Call Center toll-free number (1-866-411-4EPA (4372)) is published across EPA websites as well as listed under the help menu for various applications. EPA is currently transitioning ownership of this phone number to the Government. Additionally, the EPA Call Center and help desk uses the following EPA-owned mailboxes for email request: epacallcenter@epa.gov and eztech@epa.gov. These email addresses are published on EPA web pages as either a direct link or an aliased link which auto-routes the "contact us" emails to the EPA Call Center. The EPA Call Center also has a toll-free TDD number (1-866-489-4900), and international phone number (703-889-1510).

The following is a snapshot of OITO's current user base, end points, software/applications, and activities as it relates to end user support:

EZTech Help Desk Support

a. PC Help Desk Support for 11,000 users located onsite at EPA locations in the Washington DC area, Cincinnati, OH, Research Triangle Park, NC and remote EPA labs and field sites. Includes provisioning, support, management and de-provisioning of laptops, desktops, accounts and software for end users. Providing remote assistance (using Bomgar), deskside support and a "walk up center."
b. Processed nearly 90,000 requests annually for Enterprise Service Desktop/Call Center Support Services.
c. IT Service Desk utilizes Interactive Voice Response system and Remedy system.
d. "How to Help Center" telephone support (Vitalyst) providing just in time help for users on standard applications and tools.
e. Assistive Technology Center (ATC) to provide evaluation of IT tools prior to deployment and support for assistive technology users

Enterprise Desktop Hardware and Software

a. Dell Desktop Computers: 1,737
b. Dell Laptop/Notebooks: 10,846
c. Dell Venue Tablets (Windows 8 currently to be replaced by Windows 10)
d. Monitors: 15,729 (1 monitor for each computer + 25% estimate for users with dual monitors)
e. Printers: 2,213 (network attached), 470 (local printers)
f. Operating Systems (Windows 7, migrating to Windows 10 in 2017)
g. Tivoli Endpoint Manager (BigFix) to manage endpoints and distribute patches
h. Microsoft Deployment Toolkit (MDT) and Zero Touch deployment of images for desktops
i. Symantec EndPoint Protection (converting to McAfee in 2017)
j. Bomgar, BitLocker, and Beyond Trust support tools.
k. Virtual Desktop Infrastructure (VDI) – Pilot was completed and implementation of permanent infrastructure in progress. Implementation, completion and service initiation targeted for mid-2017. OEI anticipates using VDI to provide remote access to EPA for off-site contractor staff.

Mobile Devices

a. Approximately 4500 iPhones, 300 iPads and 1000 other cellular devices (MiFi devices, non-smart phones, monitoring devices)
b. Approximately 100 Windows phones (standardizing on iOS devices)
c. Currently use MaaS360 MDM, Apple and Office365 tools to manage secure mobile devices.

Collaboration Solutions

a. Microsoft Office365 Government Community Cloud – Exchange, OneDrive, SharePoint, Skype
b. OfficePro Plus – Outlook, Word, PowerPoint, Excel, OneNote

c. IBM Lotus Notes – Legacy email and database applications. Migrating remaining email by end of 2017. Eliminating, archiving and migrating Notes applications in 2017. They are working with other contractors to support Lotus Notes, and working to migrate email. Assisting with archiving and removing Notes.
d. Audio conferencing – currently use InterCall Reservationless-Plus as well as Avaya conferencing capability for small audio conference calls.
e. Video conferencing – approximately 900 Cisco Tandberg units (500 desk units and 400 conference units). Support video bridging capability within and outside of the Agency and provide call assistance for over 4000 calls per year. Migrating away from desk units starting 2017 toward use of Skype at the desktops. Evaluating Skype Conference Room options as well as tools to integrate Tandberg with Skype (Pexip)
f. Web conferencing – Use Adobe Connect Seminar rooms as well as basic web conferencing features in addition to Microsoft Skype. Anticipate transitioning to Skype for basic web conferencing over the next year.

For the future environment, coordination and communication across tasks and separate task orders is paramount. Interfaces include, but are not limited to other divisions within OITO, customers, contractors, Agency Teams, and other technology experts required to deliver the services specified in this task order.

C.4 FUTURE STATE IT ENVIRONMENT

EPA seeks tangible, outcome-oriented opportunities to catalyze and support technology innovation across the range of the Agency's work. OEI has reorganized to align IT services to be more efficient and responsive to customer business needs. In addition to OEI's reorganization, OITO decided to realign IT services from disparate contracts into the ITS EPA III portfolio. This Task Order seeks to improve and standardize service delivery, end user support, and promote an integrated IT environment. EPA seeks cost-effective, innovative technology solutions that eliminate or significantly reduce adverse impacts to natural resources in a manner that promotes environmental health and sustainability, and solves current and emerging environmental and public health problems.

EPA has designed policies, regulations, standards, and procedures to leverage technology innovation across the organization. OEI requires information systems that are aligned with emerging technologies, and through this effort seeks to facilitate public-private partnerships that bring new technologies into EPA to provide optimal support for end users.

Specifically, OEI is interested in a comprehensive IT solution focused on process reengineering to integrate EPA policies and processes to an ITIL framework. OEI is currently supported by disparate IT services, and hopes to realign to a consolidated service implementation. Over the life of this task order, EPA must continue service operations in a consistent, reliable manner without detrimental impact to the end user as the transformation to ITIL occurs. This consolidated approach aligns with EPA's strategic goal to improve technologies, focused on novel solutions to replace, rather than incrementally improve the status quo of existing systems and approaches.

OEI recognizes that transforming services to a comprehensive full lifecycle ITIL Service delivery model requires an organization to make significant changes to its current business processes, and service delivery policies and practices. Any level of transformation at an

enterprise level also requires significant user adoption and cultural awareness, which OEI recognizes as part of this transition process. OEI has turned to industry partners to examine EPA current standards, policies, and processes to provide integrated solutions, recommendations, and a performance roadmap to support the transition to an ITIL framework.

C.4.1 IT Service Management

a. Create and maintain value for EPA end users through an enhanced service delivery model that is focused on operational excellence, innovation, and repeatable processes.
b. Ensure high quality services are delivered effectively and efficiently.
c. Contain costs to the Agency by utilizing industry best-practices in providing support and services.
d. Minimize EPA Government staff's hands-on intervention and involvement in operations.
e. Resolve incidents and problems rapidly and effectively.
f. Continually measure and improve processes and IT services to increase efficiency and effectiveness.
g. Provide a recommended structure for a tiered service desk approach based on segments of the EPA's employee population (e.g. role based such as On-Scene Coordinators, Administrative Staff, & Executive Staff and/or service levels such as bronze, silver and gold)
h. Provide recommendations for an OITO billing model (e.g. seat vs. ticket) to clients that are scalable and cost efficient. The proposal shall not include the billing for abandoned calls or different rates based on the type of call.
i. Service Desk should be a single point of contact for responding to all issues, incidents, or how-to requests. EPA would like to transition away from a break/fix help desk model to a Service Desk that provides end-to-end customer support and just-in-time training.

C.4.2 Mobility and Collaboration Solutions

a. Provide a secure, stable, and customer-oriented user experience enabling access to applications and information while working remotely on any device, GFE or non-GFE.
b. Improved management of mobile devices (laptops, iPhones and iPads) including easier updates and improved security of EPA data.
c. Unify and simplify the work and collaboration experience through a unified communications platform primarily based on Office365
d. This may expand to more users than the current number of users supported
e. In the future, EPA is interested in using a mobile device management (MDM) for devices other than mobile devices, such as laptops (PC and MAC, etc.). For mobile device management, EPA currently uses MaaS360. As part of continuous service improvement, the contractor shall provide suggested areas to improve performance including replacement of existing GFE software to ensure the highest levels of performance to our customers.

C.4.3 End-User Support Services

a. Provide a consolidated call center, PC help desk and "how to" service available agency-wide (i.e. Enterprise IT Service Desk).

b. Provide a secure, stable, and customer-oriented desktop support experience that provides end users the tools and services necessary to achieve the mission of the Agency.
c. Support multiple PC configurations including Windows OS, Apple OS (MACs), Linux OS, and Virtual Desktops. Support commercially available software (previously referred to as Commercial Off the Shelf (COTS)) as well as EPA standard applications.
d. Incorporate a technology refresh cycle as part of regular operations. The new contractor will be required to develop a plan for refreshing computer hardware on an on-going basis as warranties expire. This will reduce the risk of hardware failures and eliminate the need to replace thousands of equipment units within a short period of time. This is to include not only end user devices (e.g. laptops and desktops) but also coordination with back end infrastructure systems.
e. Implement solutions to engage and empower customers in order to improve productivity and their interaction with the service desk. This should include providing multiple methods for customer access such as, but not limited to, phone, email, messaging, and walk-in center. This should also include support for just in time "how to" assistance and Tier 0/Self Service.
f. Ensure effective ticketing methods and processes that map to customer credentials (e.g., O365, Active Directory, etc.) to allow for easy ticket tracking, reduced repeat calls and effective trend analysist.
g. Provide an IT service support management tool to manage the support and delivery of IT services. The system will enable the tracking of all incidents, problems and tasks for each user from start to end; will enable effective trend analysis; will enable prioritization of work based on criticality and user identity; will provide for appropriate escalation of issues and problems and improve root cause isolation and resolution.
h. Provide an asset management capability that can share data with EPA's Oracle based financial system, eBusiness and/or the Agency's Property Management System, Sunflower.
i. Provide onsite support for all COOP exercises and in the event of an actual COOP activation at either the primary site in Mt. Weather, VA or at another failover site, if necessary.
j. Provide expansion capabilities able to accommodate increases in user base or advances in technology.

C.4.4 Enterprise Desktop Software

a. Provide a centralized model for deploying, managing, patching and upgrading EPA standard OS and software, maintain and manage security of EPA endpoints and EPA data and continually work to improve the security while maintaining operational accessibility.
b. Software Asset Management of enterprise endpoint software to ensure cost optimization, efficient utilization and appropriate disposition of software assets
c. Provide support for Office365, OfficePro Plus, and endpoint management tools to provide an exceptional user experience with the basic toolkits for all employees.
d. Provide support for Lotus Notes, consolidating and eventually eliminating Lotus Notes completely.

C.4.5 Agency Standard Support Times

a. Tier 1 remote support shall be from 0600 – 2100 (Local Time), M-F
b. Tier 2 (On-site) Deskside Support shall be from 0600 – 1800 (Local Time), M-F
c. Tier 3 (SME) remote support shall be from 0600 – 2100 (Eastern Time), M-F
d. Scheduled outages and maintenance may occur only between the hours of 2100 – 0500 (ET)
e. Premier Support remote shall be provided remotely from 0600 – 2100 (ET), Weekends and Holidays
f. Premier Support shall be provided on-site (Headquarters only) from 0600 – 2200 (ET), M-F
g. After hours and emergency on-site and/or remote support shall be provided as needed

C.5 OBJECTIVE

The overall objective of the ITS EPA III program is to consistently deliver IT services that are reliable, well-coordinated, and highly available across all IT service areas, with the ability to rapidly scale in response to EPA OEI's dynamic, customer-focused environment. OEI would like to achieve transformative solutions that improve IT service delivery through the leverage of it ITIL framework.

This TO provides support to end users throughout the EPA, with offices across the continental United States as well as overseas.

OITO's high-level objectives for this TO are as follows:

a. Highly responsive and consistent end user support to all applicable EPA users, both current and future;
b. Effective and insightful ITSM customer-focused framework to ensure value to end users;
c. Improved IT services that reduce costs to EPA;
d. Coordination among all task areas to deliver a fully integrated and coordinated solution for EPA users; and
e. Communication and coordination with other EPA offices and TOs that are delivering network support services, voice services, and hosting and infrastructure support, and are critical to the success of OITO and the customers it serves.

C.6 TASKS

C.6.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Performance Work Statement (PWS). The contractor shall identify a Program Manager (PM) by name that shall provide management, direction, administration, quality assurance, and leadership of the execution of this TO.

C.6.1.1 SUBTASK 1-1 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule, coordinate, and host a Project Kick-Off Meeting at a location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include Key contractor Personnel, representatives from the directorates, other relevant Government personnel, and the FEDSIM COR. The contractor shall provide the following at the Kick-Off Meeting:

a. Transition-In Plan
b. Draft Project Management Plan

C.6.1.2 SUBTASK 1-2 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor shall develop and provide an MSR (Section J, Attachment F) using Microsoft (MS) Office Suite applications, by the tenth of each month via electronic mail to the Technical Point of Contact (TPOC) and the COR. The MSR shall include the following:

a. Activities during reporting period, by task (include on-going activities, new activities, and activities completed, and progress to date on all above mentioned activities). Each section shall start with a brief description of the task.
b. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
c. Personnel gains, losses, and status (security clearance, etc.).
d. Government actions required.
e. Schedule (show major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
f. Summary of trips taken, conferences attended, etc. (attach Trip Reports to the MSR for reporting period).
g. Accumulated invoiced cost for each CLIN up to the previous month.
h. Projected cost of each CLIN for the current month.

C.6.1.3 SUBTASK 1-3 – CONVENE TECHNICAL STATUS MEETINGS

The contractor PM shall convene a monthly Technical Status Meeting with the TPOC, COR, and other Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor PM shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the COR within five workdays following the meeting.

C.6.1.4 SUBTASK 1-4 – PROVIDE RECORDS MANAGEMENT

The contractor shall create and maintain files that document the processing of work products, deliverables and other associated information pertaining to tasks performed under this TO. The contractor shall provide an EPA portal, or utilize EPA's SharePoint Online where all files will be stored and maintained. Examples of files include the following:

a. Documentation providing traceability and rationale for the contractor's technical program decisions.
b. The latest internally controlled version of all specifications, drawings, databases, and software that define or implement the system.
c. Detailed Standard Operating Procedures
d. All configuration management documentation.
e. TO work products and deliverables.

The contractor shall provide EPA OEI access to all records to ensure mission support is not interrupted. Upon completion of the TO, the contractor shall turn over all such records to EPA OEI in approved formats.

C.6.1.5 SUBTASK 1-5 – PREPARE A PROGRAM MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The PMP shall:

a. Describe the proposed management approach.
b. Contain detailed Standard Operating Procedures (SOPs) for all tasks. SOPs for historical contract information shall be provided post-award; however the contractor shall provide industry best practices when coordinating SOPs with the Government.
c. Include milestones, tasks, and subtasks required in this TO.
d. Include the contractor's Concept Of Operations (CONOPS) Plan. The CONOPS shall include the organization chart, staffing plan to include staffing hours of availability versus on-call staffing, facility locations and contact information for the main POCs, timelines, general operating procedures, and escalation procedures for after-hours support, staff training policies, transition plans, and any additional information the contractor considers relevant.
e. Include the contractor's Quality Assurance Quality Control Plan (QAQC).

The contractor shall provide the Government with a draft PMP on which the Government will make comments. The final PMP shall incorporate the Government's comments.

C.6.1.6 SUBTASK 1-6 – UPDATE THE PROGRAM MANAGEMENT PLAN (PMP)

The PMP is an evolutionary document that shall be updated annually at a minimum. The contractor shall work from the latest Government-approved version of the PMP.

C.6.1.7 SUBTASK 1-7 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, duration of trip, and point of contact (POC) at travel location.

C.6.1.8 SUBTASK 1-8 - TRANSITION-IN PLAN

The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. The Government would like to have user profiles, incident management, and access to open tickets by the completion of contractor transition-in. It is anticipated that all transition activities will be completed 90 days

after approval of final Transition Plan. The contractor shall propose a draft Transition-In Plan with proposal, an updated Transition-In Plan at kick-off meeting, and a final Transition-In Plan within 5 workdays after Government review and comments.

C.6.1.9 SUBTASK 1-9 – IMPLEMENT TRANSITION-IN PLAN

The contractor shall implement its Government-approved Transition-In Plan. EPA anticipates a transition period lasting 90 calendar days. The contractor shall perform all services, tasks, and any other support activities required to transition service operations from the outgoing contractor during this period culminating with the cutover to be negotiated by the Government. The contractor shall propose a solution to seamlessly transition work from the incumbent contractor and baseline the services as currently provided.

Once services are fully transitioned and stabilized and the outgoing contractor transition-out period has ended, the contractor, with Government approval shall begin transformation from the inherited as-is environment to the contractor's proposed solution.

C.6.1.10 SUBTASK 1-10 - UPDATE MANAGEMENT DASHBOARD

The contractor shall update EPA's Project Management Dashboard and provide real-time or near real-time information for each project as needed. EPA currently utilizes EPMLive, and will be migrating to Microsoft Project Online.

This information update shall include:

a. Project description
b. Stakeholders
c. Customer/Business owner
d. Milestones and dates (planned and actual)
e. Planned and actual costs
f. Risks and planned mitigation strategies
g. Metrics for incident analysis, containment, countermeasures, and other relevant information for support systems

The contractor shall develop and maintain a master schedule of development and releases planned across the enterprise supported by this TOR within the PMP. This schedule shall be maintained current and compared with actual results to ensure best available data is developed and captured.

C.6.1.11 SUBTASK 1-11 – PROVIDE COMMUNICATIONS SUPPORT SERVICES

The contractor shall provide the following communication support services to maximize IT efficiency and stakeholder satisfaction throughout the EPA enterprise:

a. Strategic Communications: proactively deliver an ongoing campaign to identify IT tasks which can be solved by the end user without help desk support; draft communication (e.g., web pages, emails) to guide users through the self-help steps; and promote that content.
b. Operational Communication: develop and deliver communications about OEI's IT systems and tools. Communications shall use all channels, including using emails,

posters, social media, etc. Communications shall be both broadcast (all EPA employees) and targeted (for example, all users of a certain device or all users in a certain region). Subject matter shall include system outages, system updates, and other end-user-targeted information.

c. Data Analytics: provide frequent reviews of data such as help desk tickets, surveys, and social media interactions to determine audience needs and deliver information to end users to achieve strategic goal of expanding end-user knowledge and self-help processes of IT systems. This review shall include a report and recommendations for content management. Assist with implementing those recommendations and tracking their impact.
d. Change Management: develop campaigns of both communication and training to facilitate maximum user adoption with new and existing systems. This shall require working in concert with IT project teams and EPA's Office of Communications.
e. Usability and Accessibility: identify and implement ways to make all end-user-targeted content compliant with Section 508 of the Americans with Disabilities Act, as well as using best practices for User Experience.

C.6.1.12 SUBTASK 1-12 – CONTINUOUS SERVICE IMPROVEMENT (CSI)

The contractor shall provide continuous improvement services to enable EPA OEI to reach new levels of performance while reducing costs. In partnership with EPA OEI, the contractor shall recommend processes and technology improvements (tools, processes, methodologies, etc.) that will increase efficiency and enable EPA OEI to continue to provide best value services to its customers. The contractor shall identify improvements and establish a baseline as a benchmark for metrics. After approval by the TPOC or designee, the contractor shall implement support recommendations and track the progress by capturing metrics against projected improvement. The contractor shall establish and maintain a CSI register. The contractor shall report on performance of implemented support improvements, issue reports on IT service area performance, and identify possible product/service enhancement opportunities for improved performance and potential cost savings.

The contractor shall develop and maintain an effective Quality Assurance Quality Control Plan (QAQC) that provides a standard, formal, and consistently applied approach for quality management, including quality requirements and criteria, key IT processes and their sequence and interaction, and the policies, criteria and methods for defining, detecting, correcting and preventing non-conformity and potential quality gaps. The contractor shall:

a. Develop and maintain a QAQC for this TO that documents the structure, responsibilities, and procedures required to achieve effective quality management through planned and systematic activities, including industry standards such as ITIL, Federal Information Security Management Act (FISMA) and business requirements established by EPA operating units.
b. Document the standards, guidelines, and processes to monitor, measure, adjust and report quality indicators of performance.
c. Verify project products and activities against the applicable procedures and standards documented in the QAQC.

d. Include a Customer Satisfaction Program (CSP) in the contractor's QAQC. The CSP shall include monthly, quarterly, and annual customer assessments and reviews and shall be reported in the Monthly Status Reports.
e. Make the QAQC and CSP available for government review and approval.
f. Establish, maintain, and update a QAQC documentation repository where all quality management records, reports, and plans are stored and provide Government free and open access to the repository at all times.
g. Implement an outreach program to include town hall meetings and other stakeholder sensing methods to define possible areas of improvement.

C.6.1.13 SUBTASK 1-13 - TRANSITION-OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a Transition-Out Plan NLT 9 months prior to expiration of the TO. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

a. Project management processes
b. Points of contact including individuals who will be responsible for fully briefing their follow-on counterparts
c. Location of technical and project management documentation to include any SOPs
d. Status of ongoing technical initiatives
e. Appropriate contractor to contractor coordination to ensure a seamless transition
f. Transition of Key Personnel
g. Schedules and milestones
h. Actions required of the Government
i. Data and system transfer methodology and schedule

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings.

C.6.1.14 SUBTASK 1-14 – IMPLEMENT TRANSITION-OUT PLAN

The contractor shall implement its Transition-Out Plan no later than (NLT) 90 calendar days prior to expiration of the TO.

C.6.2 TASK 2 – PROVIDE IT SERVICE STRATEGY SUPPORT

The contractor shall provide EPA with overarching IT Service Management strategic guidance and planning for obtaining and providing innovative and optimal service and performance delivery across the enterprise.

C.6.2.1 SUBTASK 2-1 - PROVIDE STRATEGIC PLANNING SERVICES

The contractor shall provide recommendations on the design, development, implementation, and maturation of IT service management, not only as an organizational capability, but also as a strategic asset. The contractor shall provide recommendations on the principles underpinning the

practice of IT service management to aid the development and maturation of OEI service management policies, guidelines, and processes.

The contractor shall assist OEI in translating IT strategic goals, commitments and objectives into actionable plans, tasks, activities, technology and/or process solutions, possible alternatives, the estimated costs for the various options, and the potential risks associated with each alternative.

The contractor shall develop and implement IT Service Management Plans, practices, and systems utilizing industry best practices to optimize enterprise-wide IT service delivery and improve operational performance with minimal impact on the IT enterprise.

C.6.2.2 SUBTASK 2-2 - PROVIDE SERVICE FINANCIAL MANAGEMENT

The EPA's Working Capital Fund (WCF) is an intra-agency revolving fund used for managing common administrative services and represents the Agency's IT Service Catalogue. Funding of the EPA WCF is provided by fees collected from other Agency appropriations and other federal agencies to offset costs incurred for providing Agency support. The contractor shall provide financial information and management for IT services delivered under this TO (see Section J, Attachment G for additional WCF billing details). The contractor shall identify charges to internal and external clients according to use (i.e. a functioning equitable and transparent service charge back mechanism in place across the enterprise). The contractor shall identify IT services assets and customers, assist with the valuation of services and once approved, report the costs by asset and customer.

C.6.2.3 SUBTASK 2-3 - PROVIDE SERVICE PORTFOLIO MANAGEMENT

The contractor shall assist EPA OEI in managing an enterprise-level IT service portfolio that provides customers with a pre-defined set of available EPA OEI products and services. The contractor shall identify, prioritize, and recommend service opportunities that create business value. The contractor shall manage the portfolio of services delivered under this TO. The contractor shall maintain a complete and accurate service pipeline list of all services under consideration or development; a service catalogue of all operational services and those available for deployment; and a repository containing information about services that are phased out or retired.

C.6.2.4 SUBTASK 2-4 - PROVIDE SERVICE DEMAND MANAGEMENT

The contractor shall perform activity-based demand management. The contractor shall assist EPA OEI with the analysis of business activity and user profiles that generate demand, and develop forecasts for expected changes in service demand and future IT resource capacity and availability requirements. The contractor shall recommend and develop business cases for new technologies to meet demand. The contractor shall recommend techniques to influence and manage demand in such a way that excess capacity is reduced but the business and customer requirements are still satisfied.

In response to capacity, workforce, or workspace changes, the contractor shall complete the following:

a. Conduct a trend analysis on historical data to assess future user IT provisioning needs.
b. Review license usage and availability to potentially reduce costs to EPA.

c. Perform capacity planning for workforce changes.
d. Review maintenance agreements to identify, address, and plan for pending termination dates.
e. Analyze changing needs across organizations and sites to make recommendations for allocation or reallocation of existing IT resources.
f. Summarize recommendations in the Service Improvement Plan.

C.6.2.5. SUBTASK 2-5 - PROVIDE COMPLIANCE MANAGEMENT

The contractor shall provide a well-defined review and reporting process that shall ensure compliance with all applicable laws, regulations, mandates, executive orders, directives, and contractual requirements stipulated by EPA and any other applicable compliance requirements stipulated by an issuing Governmental body. The contractor shall monitor and report proposed or pending new governmental, legal, regulatory, and contractual compliance requirements that will require any modification, alteration, or change in service delivery. The contractor shall analyze new or changed compliance requirements for impact and recommend appropriate alternative courses of action to facilitate compliance. The contractor shall identify, develop, and document detailed plans for implementing approved changes in service management and delivery.

C.6.3 TASK 3 -PROVIDE SERVICE DESIGN SUPPORT

The contractor shall provide EPA's OEI with service design support to include communication and material components in order to improve quality of the service and the productive interaction between service and end user. The contractor shall develop service design methodologies that align front and back office services to the needs of the end user so that the service is user-friendly, relevant, and sustainable. The scope of service design is not limited to new services. It includes the changes and improvements necessary to increase or maintain value to customers over the lifecycle of services, the continuity of services, achievement of service levels, and conformance to standards and regulations.

C.6.3.1 SUBTASK 3-1 -PROVIDE EMERGING TECHNOLOGY AND INNOVATION SERVICES

EPA OEI requires continual improvement within its enterprise to drive efficiencies while offering enhanced support to its diverse and increasingly mobile client base. EPA OEI has been tasked with achieving continual cost reductions in service through innovation, automation, and process refinement. EPA's OEI requires a methodology to enable piloting and testing to ensure that recommended technologies or enhancements do not disrupt or degrade operational services to its customers.

As part of the Emerging Technologies and Innovation Services, the contractor shall:

a. Develop and implement service design principles, practices, and methodologies to convert EPAOEI strategic objectives into actionable and supportable portfolios of well integrated IT services and service assets.
b. Innovate (create new) or improve (modify existing) services to make them more useful, usable, desirable for customers, and efficient as well as effective for the organization.

c. Research and evaluate new and emerging technologies within all areas of EPA OEI service delivery for integration into the EPA OEI operational environment upon request of the Government.
d. Report findings and make recommendations with emphasis on how the new technology innovations will enhance service or improve customer use while driving efficiencies in terms of cost or performance.
e. Document the engineering design of any recommended prototype so that it can be used to facilitate a pilot phase or detailed service design plan.
f. Develop and perform pilot programs to ensure recommended technologies or enhancements do not disrupt or degrade operational services to EPA OEI customers.
g. Provide strategy and design support for other Information Technology Service Management (ITSM) areas such as Service Operations.

C.6.3.2 SUBTASK 3-2-PROVIDE INFORMATION SECURITY MANAGEMENT SERVICES

The contractor shall provide system security support to maintain and enhance the security fabric of EPA's end user services by monitoring and managing security risks in cooperation with EPA OEI Security staff assigned to Information Security (IS). This includes coordination of regular updates of the Enterprise IT Infrastructure Security Plan as an overarching plan with the objective of ensuring that all appropriate EPA and Application System's plans, when examined together, provide the appropriate level of coverage of security appropriate to the overall EPA OEI infrastructure and Government requirements. The contractor shall coordinate and track responses to with the EPA Computer Security Incident Response Capability (CSIRC) (See Attachment H – EPA CSIRC Vulnerability Rankings). The contractor shall provide the following security and FISMA services:

a. Support the development, creation, and revision of any Interconnection Security Agreements and supporting Memorandum of Agreement/Understanding (MOA/U), completed in accordance with National Institute of Standard and Technology (NIST) 800-47, "Security Guide for Connecting Information Technology Systems," for existing and new interconnections. Per NIST 800-47, an interconnection is the direct connection of two or more IT systems for the purpose of sharing data and other information resources through a pipe, such as ISDN, T1, T3, DS3, Virtual Private Network (VPN), etc. Interconnections agreements shall be submitted as appendices to the System Security Plan for appropriate FISMA systems.
b. Provide updated status to assigned Information System Security Officer concerning the Plan of Action and Milestones (POA&M) of respective FISMA systems for mitigation and improvements on a quarterly basis.
c. Conduct security-related tasks using automated methods whenever possible, to minimize security risks, alert EPA to potential issues, and allow for regular scrutiny of operations for any abnormalities in coordination with IS staff, ISSOs and Information System Security Managers as requested.
d. Provide security services oversight and guidance related to hardening and Windows Group Policy Object (GPO) administration, basic intrusion detection, antivirus, and access control. The contractor shall also provide notification of security breaches and

implement corrective actions to rectify risks and secure resources and information and perform ongoing security diligence and recommendations to improve security monitoring to appropriate Government officials and offices.

e. Coordinate and assist EPA OEI in the necessary activities and in providing the necessary documentation to meet FISMA security requirements and EPA Policies for a Moderate Impact" system. This requirement includes support for the following activities:
    1. Authorization and Accreditation Support
    2. Risk Management Register Development, Management, and Maintenance
    3. System Remediation Support
    4. System Hardening Support
    5. System Scanning Support
    6. Policy Modification Support
    7. Process/Procedure Development Support
f. Coordinate and assist EPA OEI to ensure all systems are protected against external and internal security threats.
g. Coordinate and assist EPA OEI to ensure all systems have Authority to Operate (ATO).
h. Coordinate and assist EPA OEI to ensure new systems have Interim ATO at the appropriate time.
i. Coordinate and assist EPA OEI when obtaining the information required when a Authority to Test (ATT) is needed for conducting a proof of concept and/or pilot
j. Coordinate and assist EPA OEI to maintain authentication venues for the enterprise and appropriate business line applications.
k. Coordinate and assist EPA OEI to ensure security tasks comply with the latest version of all applicable regulations, policies, procedures and standards.

C.6.3.3 SUBTASK 3-3 SERVICE LEVEL MANAGEMENT

The contractor shall provide service level management to ensure EPA OEI services are delivered to the agreed upon service and quality levels and that they match the expectations and business needs of the customer in a cost-effective manner. Service levels will change throughout the life of the TO as the posture of EPA OEI changes.

The contractor shall manage, monitor, measure, and report on the ongoing overall service delivery performance across all IT service areas with the overall goal of improving them at an acceptable cost. Reports shall provide performance analysis and assessment of each individual IT service area, as well as incorporate an analysis and assessment of the overall end-to-end performance achievement obtained across all service areas.

The contractor shall report service level performance through the Enterprise IT Services Dashboard. The contractor shall review the current set of performance tools in use by EPA OEI and identify any gaps in capability to fulfill the requisite monitoring, measurement, management, analysis, and reporting requirements. The contractor shall document and report its findings, which shall include potential alternative courses of action to resolve the gaps.

The draft SLAs embedded in the DRAFT Award Fee Determination Plan (Section J, Attachment D) provides the areas that the Government views as important to the success of its operations.

Additionally, Section J, Attachment I provides a summary of high level historic minimum performance levels for service operations. OEI views this reference as representative of performance for the current environment (status quo). EPA is seeking to improve the service it provides to customers through more innovative methods or approaches that align with ITSM best practices and is interested in measures more accurately tied to the contractor's specific technical approach and that, when met or exceeded, provide unified, continuous, end-to-end service delivery that results in high customer satisfaction. The expectation is that the measurements and monitoring (possibly addressing more than one area of service in a single metric) will result in a more holistic approach and view of system performance.

The contractor shall develop and deliver Operational Level Agreements (OLA) within 60 calendar days of Project Start. OLAs will address all services provided by the contractor that require activities by EPA OEI staff and EPA contractors to support delivery of services under this PWS. The Government will provide feedback for incorporation into OLAs. OLAs shall be reviewed and updated quarterly to allow for incorporation of new services as they are deployed.

The contractor shall provide the following deliverables in accordance with Section F:

a. Service Quality Plan (SQP) - The contractor shall deliver a SQP that will serve as the master document for internal management of the services provided and contain detailed information on all the IT processes involved in providing the services.
b. Service Level Requirements (SLRs) - The contractor shall assist in developing SLRs that focus on EPA OEI customers and their business needs for new and existing services. The contractor shall document SLRs that include detailed information about the customer's needs and expectations in terms of performance and level of service.
c. Service Level Agreements (SLAs) - The contractor shall assist in defining key IT service performance indicators that clearly define the essential aspects of the service (such as description, availability, quality levels, recovery times, etc.) in a Service Level Agreement (SLA).
d. Service Improvement Plans (SIPs) - The contractor shall review, evaluate, and prepare reports on the quality of service and SIP when service delivery does not meet SLRs or when greater cost effectiveness is achievable. The SIP shall include clear milestones, which will enable EPA OEI to determine whether or not timely progress is being made.

C.6.3.4 SUBTASK 3-4 - ENTERPRISE IT SERVICE MANAGEMENT

This integrated solution directly supports EPA's business services and simplifies EPA OEI's management and provisioning of unified IT services across the enterprise, resulting in enhanced business performance while providing comprehensive visibility into the quality, costs, and risks associated with the services provided.

The contractor shall maintain a complete and accurate Service Catalogue for all services relevant to this TO. Currently, EPA OEI utilizes eBusiness for financial and physical asset management. The agency level tool for asset management is Sunflower. The contractor is expected to be able to share data between its proposed Service Catalogue and asset management solution with eBusiness and Sunflower.

The EPA currently uses a version of the Remedy ITSM v.8 system as its standard service management tool for all service desk functions. The Agency currently has 350 concurrent users

and 1,000 individual access licenses for oversight, viewing, and reporting. The Agency does not utilize all modules of the current ITSM Tool. The agency does not currently own this tool, and is looking to the contractor to provide an ITSM tool.

The modules currently used are:

a. Incident Management
b. Change Management
c. Knowledge Management
d. Request Fulfillment
e. Service Level Management

The historical data from the current system will be archived and maintained by the contractor. This archive must take place by the end of contract transition. In addition, EPA's existing Remedy ITSM information (such as open tickets, closed tickets, CSIRC tickets, CTIs, groups, asset information, etc.) will be provided to the contractor but does not need to be migrated to the proposed ITSM suite. Instead, the contractor is expected to start its' own Category, Types, and Items (CTI) groups and workflows. The successful contractor shall be required to provide a transition plan to stand up user profiles, incident management, and address open tickets in the proposed ITSM tool.

The contractor shall recommend a total solution and provide all technical requirements for implementation to support this contract. The contractor shall leverage the proposed ITIL methodology to the maximum extent practicable in the adoption of the primary ITSM tool and in the management and delivery of IT services.

The contractor shall provide the latest and most stable version and release of the proposed ITSM tool so that EPA can take advantage of the newest features and function of the application. The Government is open to an on premise or off-premise solution for this effort. The contractor shall also keep their instance of the proposed ITSM software and hardware up-to-date, no more than one (1) release behind (n-1) and the tool's most current stable released version. Specifically, the tool must have the following features.

The contractor shall provide Enterprise IT Services Dashboard services. The Enterprise IT Services Dashboard shall provide automated and OEI accessible enterprise-wide metrics, statistics, and real-time data on Critical Success Factors and Key Performance Indicators (KPIs) regarding the provisioning of IT services to support performance management objectives and decisions regarding the investment and management of IT resources.

The contractor shall develop, implement, and maintain, in a readily accessible and easy-to-use format, the capability to display (report) information critical to EPA OEI and EPA's customer base on an enterprise-wide basis including, but not limited to, system outages, applications issues, and call-center statistics, critical IT services health and performance, and Service Desk Ticket status.

The Enterprise IT Services Dashboard shall have a web-based interface and shall use open source development to the maximum extent practicable. The Enterprise IT Services Dashboard shall not have any corporate markings referencing the contractor.

The Government shall own the Enterprise IT Services Dashboard data.

C.6.3.4.1 Operational

a. Support Service Desk Processes, including:
    1. Incident Management
    2. Problem Management
    3. Knowledge Management
    4. Change, Configuration, and Release Management
    5. Request Fulfillment
    6. Asset Management
    7. Event Management
    8. Service Level Management
    9. Service Catalog
    10. Service Portfolio
b. Provide the capability to automatically deliver and manage surveys.
c. Have the ability to store customer information such as location, contact information, name, and position data (in other words customer profiles).
d. Have the ability to store and track EPA asset information.
e. Have the ability to create custom work flows that cross multiple disciplines.
f. Contain Self-help and self-service functions to support 20,000 users. Users should have the ability to track and view the status of their tickets.
g. Allow EPA two billing cycles to submit SLA missed claims.

C.6.3.4.2 Reporting

a. Reporting tool shall have embedded automatic reporting and querying capabilities with intuitive interface for administration and operational use. Reporting must have capability to generate output in PDF, XLS or CVS formats and be easily created by end-user.
b. Customizable web-based interfaces for multiple roles (i.e., system administrators, technicians, primary users and customers)
c. End user customizable dashboard with easy to create and manage widgets with live data and graphics.

C.6.3.4.3 Integration

a. Ability to import and migrate data from existing EPA systems to new system
b. Integrate with existing infrastructure
    1. Desktop – MS® Windows Server 2012, Active Directory, IE 11, Windows 7, Windows 10, Microsoft Office, etc.
    2. Single Sign-on capability, and/or Federation or new Identity Access Management System
    3. Integration with Oracle, MySQL, or Microsoft SQL Server
    4. Integration with Microsoft Office 365
    5. Integration with Microsoft Exchange.
    6. Integration with standard SMTP and Internet Message Access Protocol (IMAP) email servers to allow automatic processing of email by the system.

7. Integration with EPA standard Asset Management system.

c. Utilize industry-standard API/data integration layer so that the data can be extracted and integrated with other EPA applications and tools (i.e., eBusiness (Agency Service Catalog), Active Directory, LDAP)
d. Consumable web services for Rich Site Summary (RSS) and other data feeds such as Representational State Transfer (REST) or Simple Object Access Protocol (SOAP).
e. Mobile support solution for on-site or field teams including mobile device hardware independent applications.
f. The ability to create custom Data Objects and Business Processes that link directly to the ITSM Data Model allowing for highly modifiable environment for EPA to develop and configure.
g. 508 Compliant
h. Integration for hardware asset management tools such as barcode readers.

C.6.3.4.4 Security

a. NIST compliant
b. Redundant system failover capability, with geographical dispersed continuity of operations
c. Group level security access for each module.
d. Allow for granular security access for individual database fields

The contractor may recommend additional ITSM modules, APIs and licenses throughout the life of the TO to enhance performance and/or reduce operational costs.

The contractor shall provide operational and maintenance support for EPA OEI's IT system(s) to include:

a. Operate and maintain the ITSM system including software upgrades, system troubleshooting, and fulfilling access and applicable change requests.
b. Provide system administration, configuration, form tailoring, business process automation, and third-party integration and data import to support the development, test, and production environments. This is inclusive of ensuring previously developed customizations stay current with EPA's organizational and workflow changes.
c. Manage and maintain dashboards that integrate information from all components of EPA's IT system.
d. Maintain ITSM processes and workflows.
e. Complete lifecycle asset and configuration management including mapping the physical configuration and inventory data to the CMDB.
f. Maintain a comprehensive Service Catalogue of all operational IT services and those being prepared for production deployment.

The ITSM solution shall include high availability with automatic failover providing redundancy, including active and standby services for automated call distribution (ACD) and integrated voice response (IVR).This tool is required to be implemented upon award and completion of the transition period. The system should also include:

a. ACD call routing and priority queuing that can be tailored based on varying business needs and/or skill groups; with workflow capabilities.
b. Call forwarding to a 24 hour EPA NSOC (National Security Operations Center) after hours.
c. Historical reporting – graphical or tabular reports that allow supervisors and service desk managers to manage agents, measure customer experience, measure contract service queue performance and access detailed view for each contact made.
d. Voice menus and queued calls - programmable voice menus with the ability to customize queues and options to prompt and collect customer-entered information, as well as provision for callers to transfer to any other number or service, including voicemail.

C.6.3.5 SUBTASK 3-5 - IT SERVICE CONTINUITY MANAGEMENT

The primary objective of this task is to improve and maintain EPA's IT readiness response to planned and unplanned contingencies through exercise support and a viable COOP and Disaster Recovery (DR) Program for critical infrastructure and network security operations. COOP support for EPA Headquarters is located in Mt. Weather, VA. National Security Presidential Directive-51 (May 9, 2007) (NSPD-51)/ HSPD-20 (May 9, 2007), National Continuity Policy specifies certain requirements for continuity plan development, including the requirement that all Federal executive branch departments and agencies develop an integrated, overlapping continuity capability. The range of recovery services under this functional area covers the spectrum from partial loss of function or data for a brief amount of time to a "worst-case" scenario in which a man-made, natural disaster, or IT failure results in the loss of the entire IT enterprise. Services may be required during any timeframe from initial declaration of a disaster to final recovery of all business processes. The contractor shall provide services related to any and all methodologies pertaining to DR and business continuity to include:

a. Adhere to Agency COOP Plans and Mission Essential Playbooks.
b. Ensure standard and emergency processes and procedures are documented and submitted to the designated EPA authority and the EPA CO for approval before implementation.
c. Assist EPA in preparations necessary for recovery to an operational status and provide restoration services after each security event or incident as applicable.
d. Provide communications capability that permits management to coordinate recovery tasks across each of EPA's critical departments and the supporting functions for each of those departments.
e. Maintain a high level of readiness and be capable of implementation, both with and without warning.
f. Ensure that all support staff functions are designed such that no critical function poses a single point of failure.
g. Ensure timely and orderly recovery from an emergency and resumption of full service to reduce any complexity, confusion, or exposure to error that may occur.
h. Ensure the continuous performance of the agency's essential functions/operations during an emergency.
i. Be operational no later than 12 hours after activation. Take maximum advantage of existing agency field infrastructures.
j. Maintain sustained operations for up to 30 days.

k. Participate in response team deployments for on-site support requirements on an as-needed basis.
l. Research, evaluate, and propose IT infrastructure at the COOP sites(s) on an ongoing basis.
m. Engineer data redundancy systems to ensure that critical files are available (as defined by the COOP Plan).
n. Assist the Government in designing and coordinating installation of necessary site telecommunications that provide multiple, highly redundant communications links as defined by the COOP Plan requirement.
o. Ensure that all availability, resiliency, and recovery mechanisms are appropriately tested on a regular basis to ensure optimum ongoing service and system delivery continuity and reliability.
p. Execute annual internal EPA testing and exercising of COOP plans and procedures to ensure the ability to perform essential functions and operate from designated alternate facilities.
q. Perform quarterly testing of alert and notification procedures and systems for any type of emergency.
r. Support tests, pre-incident training, and exercises in order to demonstrate and improve the agency's ability to execute the plan.
s. Provide periodic training sessions and training aides to prepare EPA employees to use the specific technology and procedures during the COOP exercise.
t. Provide updated COOP plans and contingency plans as necessary and review and update the EPA OEI playbooks in accordance with Section F.
u. Provide reconstitution, planning and testing methodologies.

In situations where impending or predictable events are anticipated (such as weather emergencies or transit strikes) EPA may direct and the contractor shall place employees in temporary quarters near EPA sites so that operations can continue. See Section J, Attachment J for COOP and EOC Device and A/V Equipment details.

C.6.4 TASK 4 - PROVIDE SERVICE TRANSITION SERVICES

The contractor shall provide EPA with support for the full lifecycle of transition of service delivery technologies and end-user devices and equipment.

C.6.4.1 SUBTASK 4-1 - KNOWLEDGE MANAGEMENT SUPPORT

Knowledge Management includes the analysis, storage, sharing, and reuse of knowledge and information to improve efficiency by reducing the need to rediscover knowledge. The contractor shall perform knowledge management services to improve the quality of management decision-making by ensuring that reliable and secure information and data is available throughout the service lifecycle to include:

a. Assist EPA OEI infrastructure operations with defining and developing clear cradle-to-grave knowledge lifecycle management processes and procedures.

b. Develop a practical approach to organizing and implementing knowledge management in a support environment that encompasses operational objectives in a knowledge initiative as well as providing tactical and managerial guidance.
c. Align processes to support knowledge creation and use that ensures effective integration and easy linkages between IT processes, especially between incident, problem, and knowledge management.
d. Automate the knowledge lifecycle to ensure quality and relevant content is produced in a timely manner.
e. Identify and create reusable content that is relevant and reflects real customer demand in the form of incidents and problems.
f. Simplify knowledge retrieval to allow customers to access knowledge content in context of the situation and process where and when they need it.
g. Measure knowledge creation and utilization, identify gaps and exceptions, and measure overall outcomes of knowledge management.
h. Maintain and enhance the Enterprise IT Service Desk knowledge base. Ensure resolved incidents are recorded in a corresponding Knowledge Base article.

C.6.4.2 SUBTASK 4-2 - PROVIDE CHANGE MANAGEMENT

The contractor shall provide change management services to include all activities to ensure that standardized methods and procedures are used for efficient and prompt handling of changes on an enterprise-wide and local/regional scale. The goal of change management is to manage the lifecycle of all changes in order to minimize the impact of change upon service quality and consequently to improve the day-to-day operations of the EPA OEI infrastructure. Change Management covers all aspects of managing the introduction and implementation of changes affecting all services and in any of the management processes, tools, and methodologies designed and utilized to support service components. Change management processes are complementary to release management and configuration management, as well as incident management and problem management. The contractor shall work within the ITIL framework and follow EPA OEI procedures for changes and incidents affecting any EPA OEI system. In situations where OEI procedures are out of harmony with ITIL, the contractor shall identify such situations and suggest amendments to procedures to improve business processes as part of the TIIL transformation. The contractor shall perform the following key change management tasks under this subtask:

a. Participate in EPA change management process to include the all Advisory Boards (e.g. Change Advisory Board (CAB)).
b. Identify the change process owner, manager and develop a RACI matrix as they pertain to all types of changes.
c. Establish change documentation and tracking system.
d. Conduct, maintain and support a Request for Change (RFC) process to include:
    1. Initial review, recording and filtering of change requests.
    2. Establishment of a Core-CAB and ancillary members.
    3. Assess/Evaluate required changes based on impact, risk, resources and make a recommendation to the appropriate change authority.

4. Facilitate the change authorization process and maintain a change schedule and projected service outage register/report.
5. Monitor the release and deployment process and report issues to the CAB and Change Authority.
6. After Build/Testing is completed, ensure that formal authorization to deploy is granted and a remediation/back-out plan is in place before changes are released into production.
7. Conduct a Post Implementation Review and closure of the change to include a verification that all testing, configuration, asset and service related information is updated.

e. Establish a Change Proposal method for major or high impacting changes.
f. Conduct a periodic review of all changes in order to identify areas for process improvement as well as determine if certain change frequencies justify the establishment of a standard change.
g. Participation in IT service continuity and DR planning.
h. Integrate with EPA OEI change management policies, procedures, processes and training requirements per the change management process components outlined above, including CCB composition, activities, and the financial, technical, and business approval authorities appropriate to EPA OEI and business requirements.
i. Receive and document all RFC and classify proposed changes to the services, which shall include change cost, risk impact assessment, and system(s) security considerations.
j. Provide a change management plan to EPA OEI for review.
k. Develop and maintain a schedule of planned approved changes (Forward Schedule of Changes (FSC)) and provide to EPA OEI for review.
l. Provide change documentation as required, including proposed metrics as to how effectiveness of the change will be measured.
m. Participate in CCB meetings as EPA OEI deems appropriate or necessary.
n. Monitor changes, perform change reviews and report results of changes, impacts, and change effectiveness metrics.
o. Verify that change met objectives based upon predetermined effectiveness metrics and determine follow-up actions to resolve situations where the change failed to meet objectives.
p. Define and support the Emergency CAB process and ensure that emergency changes are fully documented after release.

C.6.4.3 SUBTASK 4-3 - RELEASE AND DEPLOYMENT MANAGEMENT

The contractor shall schedule, implement and control approved changes to software and components that are required to support the infrastructure (e.g., virus detection software, software required to manage the Storage Area Network (SAN), backup software, retention of prior versions of production Operating Systems (OS), etc.), release, and deployment management activities and take a holistic view of a change to a service, including all aspects, technical and non-technical, software, and hardware changes. These changes can be implemented by rolling out a combination of new applications, infrastructure software, upgraded or new hardware, or simply by making changes to the service hours or support arrangements. Release

and deployment management processes and activities are complementary to those of change management, configuration management, and problem management.

Releases typically consist of a number of problem fixes and enhancements to an existing service. A release consists of the new or changed software required and any new or changed hardware needed to implement the approved changes. Releases are generally divided into the following categories:

a. Major software releases and hardware upgrades or replacements, normally containing large areas of new functionality. A major upgrade or release usually supersedes all preceding minor upgrades, releases, and emergency fixes.
b. Minor software releases and hardware upgrades, normally containing small enhancements and fixes, some of which may have already been issued as emergency fixes. A minor upgrade or release usually supersedes all preceding emergency fixes.
c. Emergency software and hardware fixes, normally containing the corrections to a small number of known problems.

The contractor shall develop a Release and Deployment Management (RDM) Plan which will detail how the contractor will coordinate and deliver end-to-end release and deployment services in an ITIL-based framework.

The contractor shall provide the following key release and deployment management services:

a. Identify the RDM process owner and manager.
b. Establish standardized release management policies and procedures.
c. Develop, manage, update, and maintain formal release plans and schedules for all planned releases.
d. Provide release management plans and schedules to EPA OEI for review.
e. Establish and manage a release documentation and identification schema.
f. Validate that all releases have proper approval from change management prior to execution.
g. Conduct and manage the release design, build, and configuration processes.
h. Rollout planning including quality plans and regression plans.
i. Provide release communication, preparation, and training.
j. Manage the successful rollout/distribution and installation of all elements of a release.
k. Ensure that only correct, authorized, and tested versions are installed and that changes are traceable and secure.
l. Establish and administer the version control schema as it relates to release management of EPA OEI custom applications.
m. Develop quality plans and regression plans as appropriate for each release.
n. Ensure that any new software or support services required for the release are procured and available when needed.
o. Conduct and manage release testing and testing management.
p. Ensure that all necessary testing environments are available and properly configured to support release testing. Plan and manage the acceptance testing process for each release.

q. Ensure that thorough testing is performed prior to release and assess business risk related to any change that is not fully tested prior to implementation. (Submit a Test Plan for EPA OEI approval prior to the start of test.)
r. Schedule and conduct release management meetings to include review of planned releases and results of changes made.
s. Identify and document all Configurable Items (CIs) that need to be included in the release, as well as all system interdependencies.
t. Provide release documentation as required and update all required knowledge management systems.
u. Provide early life support to Operations as required
v. Review release management details and alter as appropriate to meet the needs of the EPA OEI (e.g., back-out plan, go/no go decision).
w. Notify EPA business unit affected applications "owners" of release timing and impact.
x. Implement release in compliance with change management requirements and adherence to detailed release plans.
y. Modify configuration database, asset management items, and service catalog (if applicable) to reflect changes to CIs due to the release.
z. Conduct post-mortem of releases that necessitated implementation of the regression plan and develop and implement appropriate corrective or follow-up actions to minimize future occurrences.

C.6.4.4 SUBTASK 4-4 - SERVICE VALIDATION AND TESTING

The contractor shall provide service validation and testing to include quality assurance and production control support services. The contractor shall automate validation and testing where feasible to gain efficiencies during the performance of the TO.

Service Validation and Testing (SVT) is planning and coordinating tests to ensure that specifications for the service design are met and validated through delivery of the service and to manage and limit risks that could result from insufficient utility and warranty of the service in operation. SVT shall not be performed by the same resources that build the release. The contractor shall provide service validation and testing to include:

a. Identify the SVT process owner and manager and ensure they are not involved with any of the RDM activities for the any release that is part of the service.
b. Ensure proper testing occurs for all changes released into the production environments.
c. Create and validate test plans.
d. Manage the test plans and test environments.
e. Conduct tests.
f. Verify the results.
g. Communicate the results to stakeholders.
h. Create test reports.
i. Evaluate the test according to exit criteria.
j. Conduct post-release testing to evaluate the change to ensure it delivers value to the business.

k. Validate and communicate results of testing activities.

C.6.4.5 SUBTASK 4-5 - SERVICE ASSET AND CONFIGURATION MANAGEMENT (SACM) SUPPORT

SACM may cover non-IT assets, work products used to develop the services, and configuration items required to support the service that are not formally classified as assets. The scope covers interfaces to internal and external contractors where there are assets and configuration items that need to be controlled, e.g., shared assets.

The contractor shall develop a SACM Management Plan which will include SOPs, a SACM Strategy and Roadmap, an Annual Physical Asset Inventory Plan with Schedule, and outline the delivery of SACM Deficiency Reports as stated in Section F.

The contractor shall provide Service Asset and Configuration Management (SACM) services to manage the full service lifecycle of EPA OEI assets and configuration items to include the following:

a. Develop and maintain a forward-looking SACM strategy and roadmap to mature EPA OEI's existing SACM program to achieve the following goals:
    1. Identify the SACM process owner and manager.
    2. Support efficient and effective service management processes by providing accurate and timely configuration information that aids decision making (e.g., to authorize change and release and resolve incidents and problems faster).
    3. Ensure the integrity between business requirements and configuration items by maintaining an accurate and complete Configuration Management System.
    4. Improve overall service performance and optimize the costs and risks caused by poorly managed assets (e.g., service outages, correct license fees, and failed audits).
b. Develop a SACM Management Plan that shall detail how the contractor will provide service asset and configuration management services in an ITIL-based framework.
c. Develop well-defined SACM processes and procedures with roles and responsibilities. Establish process interfaces between SACM and other processes; in particular, Change Management, Release and Deployment Management, and Knowledge Management (incidents and problems). Perform regular reviews of SACM processes, procedures, and associated techniques and methods to ensure continuous process improvement.
d. Establish procedures for auditing and verifying the accuracy of service assets and configuration items, adherence to SACM processes, and identifying process deficiencies. Audit and verify accuracy of service assets and configuration items and report deficiencies. Provide deficiency reports and recommendations on the steps to be taken to address the issues identified.
e. Establish appropriate authorization controls for modifying configuration items and verify compliance with software licensing. Develop procedures for establishing configuration baselines as reference points for rebuilds and provide ability to revert to stable configuration states.
f. Provide support for managing maintenance procurement activities, asset inventory control (including hardware and software license attributes), hardware and software asset lifecycle planning and management (e.g., timing of asset refresh, asset disposition), and

software version management, and identify opportunities for refresh or insertion of technology.

g. Manage lifecycle of all assets from identification, requisition ordering, inventory, installation, and maintenance to disposal. Update asset records related to all approved change activities (e.g., Install, Move, Add, Change (IMAC) activities, break/fix activities, and change management).
h. Develop, maintain, and update an Equipment Spares Inventory Management Plan and spare inventory according to Section F, including recommendations on appropriate levels of spares for each equipment type at each Government facility sufficient to support the specified service levels and availability requirements.
i. Identify, document, and report license compliance issues by end users and recommend solutions to resolve issues. Manage and perform audits and reconcile the number of software licenses to the number of installs.
j. Manage and maintain the Configuration Management System (CMS) within the IT system to include a logical model of the IT Service Areas' devices and their relationships by identifying, controlling, maintaining and verifying installed hardware, software, and documentation (e.g., maintenance contracts, SLA documents, etc.). The CMS shall account for all IT assets and provide accurate information on IT Service Area components and configurations and provide a sound basis for incident, problem, change, and release management and to verify configuration records against the infrastructure and correct any exceptions.
k. Work with the IT System team to define and configure SACM capability.
l. Evaluate existing SACM systems and the design, implementation, and management of new and improved systems for efficiency and effectiveness.
m. Recommend key performance indicators and critical success factors that align SACM with EPA business needs to create a customer-focused IT delivery environment.
n. Provide reports, including management reports, configuration item analysis reports, and asset inventory reports.
o. Ensure all data relating to SACM is available to the Government when required.
p. Perform annual physical inventory of EPA OEI assets in accordance with EPA policies.

C.6.5 TASK 5 - PROVIDE SERVICE OPERATIONS MANAGEMENT

The contractor shall provide service operations management of the EPA OEI end user applications to maintain ongoing service operations stability while allowing for changes in design, scope, scale of the services, and service levels with minimal disruption to service delivery.

The contractor shall deploy robust, end-to-end operational practices and shall execute and manage the lifecycle of the following operational-level activities in a manner consistent with the ITSM framework:

a. Request Fulfillment
b. Incident Management
c. Problem Management
d. Access Management

e. Event Management

C.6.5.1 SUBTASK 5-1 - PROVIDE ENTERPRISE IT SERVICE DESK (EITSD) SUPPORT

The contractor shall provide a structure capable of meeting the needs of EPAs varied user communities, fosters user confidence and security by providing the highest quality of service to address all registered concerns quickly and accurately, and follows through in a manner that considers the needs of the users and the agency. The contractor shall be responsible for fulfilling user requests, resolving service failures, performing routine operational tasks, performing administrative tasks (including Microsoft Windows, Office 365, Lotus Notes, Active Directory, and security management) and addressing and fixing problems and incidents to ensure a high level of efficiency and support.

The EITSD shall be located in contractor's facilities within CONUS. The EITSD must be available such that the contractor can ensure continual operations in the event of a power outage, man-made or natural disaster. The contractor shall provide a full description of the contractor's EITSD solution, to include but not limited to, facility, equipment and support systems redundancy, floor plan, total square footage, and any ATO that may be leveraged. The EITSD data provided shall enable the Government to clearly determine the contractor's ability to effectively manage and deliver service desk operations. The contractor's EITSD solution shall be subject to Government site survey and verification.

The contractor shall provide an EITSD solution with the following minimum capabilities:

a. Provide a consolidated call center and help desk service available agency-wide. Responsive, reliable, and consistent service delivery from 0600 - 2100 local time for each EPA location Monday through Friday, excluding Federal Holidays. Tier 1 and Tier 2 (remote support) consolidated EITSD services in accordance with ITIL practices. Provide after-hours support on an as-needed basis.
b. Provide after-hours Premier support (VIPs and executives). This includes Tier 2 remote support from 0900 – 1800 ET on Saturdays, Sundays, and holidays. This support includes remote support for all Agency standard software and services, including mobile devices.
c. Contractor-furnished facilities meeting security criteria and ATO necessary to obtain connectivity to EPA.
d. Multiple alternative communications channels, including voice, voicemail, e-mail, web chat, Short Messaging Service (SMS), collaboration tools, and internet/intranet.
e. Voice Communications Services that provide dynamic call routing, auto-attendant and call back, and the ability to post ad hoc outbound notifications for outages within minutes. The Interactive Voice System must allow for a prompt exit from the system and live communication with a service desk agent.
f. Demonstrated utilization of ITSM processes and industry best practices for customer service.
g. Processes that demonstrate service desk cradle-to-grave ownership for all service desk contacts from inception to closure, regardless of whether they are closed at the first level or passed to another service management group for resolution (see Section J, Attachment K for Combined Call Center and Help Desk Metrics for Ticket Volume by Location/Group Information).

h. Demonstrated use of automated processes, remote device and software management technologies, self-help and self-healing options, and detailed, searchable knowledge bases that increase first level resolution at the service desk and minimize incident escalations.
i. Provides channels for proactively communicating information to customers. This information should include details of current system outages, applications issues, and network performance issues, and might include known issues that are likely to cause future problems or service interruptions, forthcoming changes, forthcoming releases of software and maintenance activities.
j. Prompt and proficient call response, trained, qualified and cleared technical personnel, clear and courteous communications (English), and timely incident resolution, escalation as needed, and closeout.
    1. All EPA customers have a single point of contact for each incident and Service Request and resulting Service Desk Ticket.
    2. All EPA customers receive appropriate, prompt, and responsive support (see Section J, Attachment L for User Types Supported, Tiers, and Priority Levels).
k. Support services that are responsive to the time-sensitive needs of executives and COOP/EOC sites, to include prompt referrals to local IT support service.
l. Provides support to remote access users who are connecting to the EPA network using tools such as Pulse Secure, RSA Tokens, VDI, etc. in other than their primary business location.
m. Support to incidents and requests based on priority and impact.
n. User community easy access to a knowledge base to facilitate self-help and training resources for common IT problems/requests.
o. A full archive of service desk status and trouble ticket tracking information for the duration of the contract.
p. A managed, readily accessible, and actionable collection of recommendations for service improvements based on monitoring and identifying trends experienced at the service desk.
q. Utilize the Enterprise IT Services Dashboard to reduce reporting time on service desk metrics and analytics.

The contractor shall operate the EITSD as the enterprise-wide single point of contact (SPOC) for providing end-to-end responsibility for responding to and managing all end-user calls for incident and service request support. The contractor shall provide all aspects of end-user support through the SPOC service desk, followed by a desk-side support capability for those incidents and service requests that cannot be resolved and completed remotely (see Section J, Attachment K for Combined Call Center and Help Desk Metrics which includes historic metrics, contact volume, and transferred Tier 3 tickets).

The EITSD shall receive, coordinate, record, respond to, track, monitor, diagnose, resolve or escalate and manage all incidents and service requests. The contractor shall resolve incidents and service requests at the service desk level to the maximum extent practical. The contractor shall refer or escalate incidents and service requests to more-specialized entities for resolution if the incidents or Service Requests cannot be resolved at the service desk level.

The EITSD shall manage the entire incident and service request process and assume "cradle-to-grave" ownership of end-user issues through ticket closure. This shall include acceptance of user calls, chats, and emails, ticket creation, centralized queue management, and tracking, Tier 1 and 2 first-level resolution and/or escalation, follow-up with users and Tier 2 Deskside services as needed (see Section C.6.5.2) to expedite and confirm resolution, root cause identification, and ticket closure.

The contractor shall utilize the "parent" (i.e., the initial Service Desk Ticket) in reporting performance and determining the number of tickets being processed and counted toward the contractor's level of effort for any particular period. The contractor shall identify, manage, monitor, and report on all "child" tickets, work orders, etc. required in order to resolve the "parent" ticket.

The contractor may augment the system with additional modules, APIs and licenses if approved by the Government throughout performance of this TO. The contractor shall maintain the knowledge base to support the resolution of incidents and service requests.

The contractor shall implement and maintain Self-Help support capabilities that enable end-users to perform self-service including incident and service request status checking, password management and resets, a searchable knowledge base that includes self-help features such as Frequently Asked Questions (FAQ) and Questions and Answers (Q&A), common solutions and how-to instructions, connectivity instructions for teleworkers, search for service desk application support, and help tools (to include chat features).

As part of the EITSD solution, the contractor shall provide real-time how to and functional phone support on EPA standard applications, such as Office365. The EITSD shall provide enhanced executive level support for specifically designated senior executives and their immediate support staff via a Premier Support or Very Important Person (VIP) Hotline. For incidents related to EPA-designated executive users, the EITSD shall attempt to resolve on first contact and escalate by warm handoff to Deskside support or more-specialized entities for resolution.

The EITSD shall provide Tier 1 application support for EPA acquisition, financial, human resource, and administrative applications. The contractor is required to maintain the necessary service desk knowledge, skills, and abilities to ensure continuity of services post-transition and to effectively support EPA applications for the life of the TO.

The contractor shall provide Tier 0 support for EPA components, systems, and support applications that are not subject to coverage by the EITSD. Areas not subject to EITSD coverage may require Automatic Call Distribution automated routing, warm handoffs, referrals, or ticket creation and routing to other help desks.

The contractor shall support the EITSD shared services environment and provide mechanisms for warm handoffs between help desks, managing shared ticket queues, and coordinating service activities among the different help desks. These services often involve a separate contact number and support personnel, including contractor and Government application subject matter experts (SMEs). Additional service fulfillment or support organizations are likely to be added over the course of the TO.

The contractor shall utilize the existing EPA call center telephone numbers (1-866-411-4EPA (4372), 1-866-489-4900, and 703-889-1510). The contractor shall put into operation a telephone/queue tree for enhanced and streamlined call flow and routing for the service desk.

Following a major service incident or service outage, the contractor shall develop Incident Reports and Root Cause Analysis Reports as referenced in Section F.

C.6.5.2 SUBTASK 5-2 - PROVIDE DESKSIDE SERVICES

The contractor shall provide adequate Tier 2 deskside touch support services in support of the full lifecycle of activities associated with operational logistics, installation, configuration, and break/fix management of end-user computing devices and phones at each of the EPA locations specified in Section J, Attachment M. The contractor shall provide responsive, local, Deskside services to all on-site users to troubleshoot, diagnose, and resolve incidents and problems, and fulfill requests that require touch support that cannot be resolved at the first level by the EITSD.

In performance of this task, the contractor shall:

a. Provide responsive, local, Deskside services to all on-site users to troubleshoot, diagnose, and resolve incidents and problems, and fulfill requests that require touch support that cannot be resolved at the first level by the EITSD.
b. Provide Deskside support personnel on-site at all EPA HQ Locations (including Labs) identified in Section J, Attachment M during the core business hours of 0600 – 1800 local time for each location. Provide after-hours support on an as-needed basis.
c. Provide Deskside IT services that appropriately respond to the time-sensitive needs of Premier/VIPs and executives, to include prompt responses to Tier 1 service desk escalations. Premier on-site support shall be from 0600 - 2200 ET at Washington D.C. HQ Monday through Friday (see Section J, Attachment N for EPA Washington, D.C. Area Locations which includes locations for VIP support).
d. Provide full support remotely for additional field locations found in Section J, Attachment O where OEI devices are deployed. This includes dispatching technical support personnel to remote lab locations between normal business hours of 0600 and 1800 local time at the government's discretion.
e. Utilize the proposed ITSM tool to fully document all work performed in a timely manner.
f. Provide break/fix, asset inventory, spares/parts management, desktop administration, desktop applications, remote access, troubleshooting and upgrading of mobile devices, and security services for all end-user devices.
g. Present topics to the CCB for approval.
h. Provide Deskside services to include both hardware and software and include:
    1. Large and small scale IMACs to include technology refreshes (see Section J, Attachment K for historic IMACs by Location)
    2. Operational monitoring
    3. Problem determination and resolution
    4. Tier 2 technical support
    5. Break/fix services
    6. System and office productivity software deployment and management
    7. Remote access service support

8. Light training and testing support
9. Backup and restore
10. Cable management
11. Asset and inventory management
12. Copying and preserving data for litigation hold cases

i. Provide IT technical support for local special events, conferences, and meetings.
j. Provide on-site Video Teleconferencing (VTC), Audio/Visual, Telepresence support, video and audio broadcast support to include conference rooms, training rooms, auditoriums, senior leadership offices and workspaces, and Telepresence rooms. Support includes training end-users how to use equipment, equipment set-up, starting meetings, and troubleshooting issues. Deskside services also functions as the Video Communications Services Tier 2 technical experts.
k. Provide on-site support for a storefront solution that will be established in an EPA HQ facility. The storefront solution, known as the Walk-Up Service Desk, is a walk up location whereby customers can walk in and obtain assistance with IT issues or ask questions and get quick answers on "How do I?" type questions.
l. Provide technical support for small and large end-point deployments and equipment refresh cycles, to include support for distributed computing hardware resources, including networked and non-networked personal computer (PC) systems on the distributed computing environment personal/local printers, scanners, VOIP, VTC units and other peripherals; and tablet computers and other similar devices.
m. Provide technology refresh plan aligned with EPA planned refresh of 25% of the agency's serviced seats annually. Plan shall address 1) communications, 2) scheduling, 3) quality assurance, 4) deployment, 5) imaging, 6) data migration, 7) certification and sanitization/disposal, and 8) asset tracking.
n. Provide facilities-related services at Washington, D.C. HQ area locations (see Section J, Attachment N) to include cable and wiring installation from the core switch through the end points in locations with existing access, termination, testing, and maintenance; installs, removes, maintains, consolidates and enhances fiber optic/twisted pair/coaxial cabling to support the enterprise infrastructure; and servicing of wiring closets and related contents. The contractor must survey and supply the bill of material for the project, provide all materials and equipment required to complete the project, manage the full lifecycle of the cable project, and ensures personnel assigned to the project have the necessary certifications to meet project requirements and EPA standards.
o. The contractor shall report real time Deskside support operational and performance status through the Enterprise IT Services Dashboard.

C.6.5.3 SUBTASK 5-3 - PROVIDE ENGINEERING SERVICE SUPPORT

EPA OEI requires support for enterprise engineering and application support agency-wide and customized local engineering and application support for HQ (including labs) locations.

The contractor shall provide management of the desktop/laptop operating systems including drivers and patches, application, and configuration management. See Section J, Attachment P for tools supported and utilized. The contractor shall provide guidance, assistance, and expertise to

OEI offices (e.g. Hosting, Security, etc.) during the planning and implementation of new projects. The contractor shall provide the engineering services listed below:

a. Enterprise automated software deployment support.
b. Image creation and compatibility.
c. Security Compliance to include patching, encryption, configuration management, energy management, remote device management, and reporting/visibility.
d. Support for applications in the VDI and Citrix environments.

C.6.5.3.1 Enterprise Engineering and Application Support

The focus of the support is the system and desktop administrators rather than end users. The contractor shall create the images that support agency-wide EPA desktops/laptops that may connect directly to the EPA network. The contractor shall provide Tier 3 support for all end-user enterprise applications for desktops/laptops, and applications hosted in the VDI and Citrix environments. The contractor shall directly interface with, coordinate, and support the network, server services, and IT Security teams on issues that cross these functional areas while maintaining EPA Enterprise Architecture standards to ensure a consistent and compatible configuration for EPA enterprise infrastructure.

In support of enterprise engineering services, the contractor shall:

a. Provide Tier 3 technical support services across the EPA enterprise for agency-wide end-user computing platforms for desktops, laptops, and mobile devices; device configuration; technical refresh and customer data migration from one machine to another; and service activities processed in a seamless manner (cradle-to-grave) with a single point of contact with the customer for all activities. This should be from 6:00-9:00 pm EST.
b. Provide comprehensive support for EPA enterprise applications on agency-provided hardware while providing best-effort support for user-owned devices.
c. Provide automated software deployment to OEI user workstations via a standardized enterprise management solution.
d. Provides remote assistance service (currently via Bomgar) that provides administrators, tech support, and help desk technicians the ability to remotely assist users via screen sharing.
e. Take corrective actions to maintain service and quality levels.
f. Develop and maintain enterprise GPOs to enforce consistency.
g. Support testing of new hardware and software for possible deployment in the environment.
h. Create the quarterly “Gold” (Common Core Desktop) image that will be used on EPA’s physical client hardware and as the basis for the EPA VDI image. Although EPA attempts to maintain a single “Gold” image we may require support for multiple images for new Operating System versions, VDI requirements, and special needs. Provide quarterly update on the Gold image and monthly on the VDI image.
i. Develop software delivery packages for the removal, replacement, and/or upgrading of applications and patches required on 10 or more workstations up to the enterprise level (all workstations). It is incumbent upon the contractor to support all software on EPA

laptops and desktops and assist in the deployment, maintenance, and clean-up whether by retirement and or removal of software that does not have a migration path towards an EA approved list.

j. Provide effective management, monitoring, and metering of software inventory loaded on EPA hardware, to include agency-wide commercial and COTS software agreements and licenses per OMB mandates.
k. Create, support, and manage standard installation packages for centrally procured software that is not part of the common core desktop, such as Microsoft Visio, Project, Adobe Creative Cloud Suite, etc.
l. Work with EPA security operations to troubleshoot and resolve anti-virus and other security incidents and to ensure functionality of antivirus components.
m. Vendor shall administer a "laboratory" for testing all enterprise software, settings and configurations. This includes a small server room currently managed at an off-site location in RTP, NC. Vendor shall be responsible for re-locating the infrastructure to the EPA NCC during the Transition-In Period.
n. Create and maintain a library of IT Standard Configuration Documents, policies and procedures for publication on EPA's internal websites.

C.6.5.3.2 Local Engineering and Application Support

The contractor shall provide for the successful operation, maintenance, management, and enhancement of various aspects of EPA deployed desktops and laptops across supported HQ (including labs) sites as listed in Section J, Attachment O and associated technology. The contractor shall deploy software or settings directly to end-user, production desktops/laptops and mobile devices.

In support of local engineering and application support, the contractor shall support all activities listed above, but at a customized local level. Additional local engineering and application support includes:

a. Manage local user profiles on end points.
b. Provide Tier 3 support of other EPA teams on any issues that involves end-user hardware (e.g. BIOS upgrades and maintenance).
c. Further customize "Gold" image to create and manage local or site specific images requiring specialized software and/or settings.
d. Patching and updating non-standard applications.
e. Provide troubleshooting for desktop encryption, un-encryption, and for removing data from encrypted hard drives.

C.6.5.4 SUBTASK 5-4 – MOBILE DEVICES

EPA issues government furnished mobile devices to its employees and contractors; these devices include but are not limited to cell phones, smart phones, personal tablet computers, and other wireless internet devices (e.g., air cards/MiFi) (see Section J, Attachment O for Deployed Devices By Location and Type, includes Mobile Device Metrics). Mobile devices and accessories are procured by EPA under through a separate BPA and the carriers include Verizon, T-Mobile and AT&T services. The current devices are Apple or Windows-based. The contractor

shall provide an end to end mobile device management lifecycle solution that is platform-agnostic.

The contractor shall provide:

a. Mobile Device Management (MDM)
    1. Utilize the Agency's MDM application (MaaS360) to provide management, monitoring, and reporting and end-user support of the agency's mobile devices. This includes but is not limited to:
        i. Add/remove devices – utilize Apple's device enrollment program (DEP) to automatically enroll devices into MDM
        ii. Create and deploy IT configuration policies based on EPA security requirements
        iii. Handle theft/loss protection, including remote wipe, lock, and password resets
        iv. Application management
            1. Remove apps and add approved mobile apps to the EPA App catalog
            2. Manage the deployment of App updates
            3. Deploy approved apps directly to devices as requested
        v. Enforce policy settings, profile settings, certificate management, iOS updates
        vi. Perform system upgrades, fixes, log file analysis, and troubleshooting
        vii. Stay abreast of Apple and MDM system enhancements
        viii. Coordinate with Apple and MDM vendor when needed to address issues, functional questions, and implement new features
    2. Coordinate with local help desk POC's to assist with use of MDM tool to ensure protocols such as Active Sync are in place for Microsoft Office365 applications (email, calendar, contacts) to be available on mobile devices
b. Management of EPA's Apple Volume Purchase Program Portal
    1. Add, remove, transfer and cancel mobile app licenses for third party apps from the Apple App store (with a cost and free)
    2. Set license threshold
    3. Ensure portal works with MDM application
c. Mobile Device Processing
    1. Process new orders, cancellations, transfers, upgrades and replacements submitted via EPA's eBusiness system.
    2. Order mobile devices, accessories, and/or services from carriers via EPA's BPA
    3. Track, receive and check orders for accuracy, pack order with appropriate labels and instructions, test devices, ship equipment and notify customer
    4. Coordinate all mobile device services (such as service plans, coverage, features, equipment, promotions, accessories, etc.) with the carriers/vendors including any changes to their offerings
    5. Assist users in determining the appropriate service plan and/or equipment that will best suit their needs as well as ensuring compatibility with EPA's infrastructure and security policies

6. Provide support and administer loaner devices for users traveling internationally based on EPA International Travel Policy and Procedure and coordinate with carrier to request international rate plans
7. Support port and transfer requests with the carriers and coordinate these activities within 5 business days.
8. Coordinate arrangements with the carriers (with the (TPOC's approval) to obtain demo equipment (or zero cost equipment) of the latest devices, cell phones, smart phones, and air cards to ensure that proper testing is performed and to provide expertise on using this equipment within the EPA environment for EPA's customer base
9. Prepare and maintain system and user documentation (e.g. Quick Reference Guides, Frequent Asked Questions, memorandums, etc.)
10. Provide updates to eBusiness ordering catalog as required including rate plan offerings, special carrier promotions, inventory management, and the catalog. Catalog maintenance typically annually or when mobile devices offerings change.
11. Monitor usage of mobile devices and submit requests for suspension of service for devices that have zero utilization within a specified period to the carriers on a monthly basis. If the user does not respond to have service restored within 90 days after submitting the suspension request, the contractor shall submit a request to cancel the service with the carrier. The contractor shall ensure that eBusiness is also updated to reflect suspension and cancelation of the services with the carriers.
12. Provide Ad Hoc reports as needed along with the following specified reports:
    i. Provide an electronic inventory of activated devices as well as a report of the status of the MD orders received, processed, and outstanding.
    ii. Provide Program Offices with periodic analysis of usage, and recommend pooled plans or special plans upon request.
    iii. Provide less than 30% utilization reports for customers
    iv. Provide report for any overage of pooled plans (trending, anomaly reports)

C.6.5.6 SUBTASK 5-5 - ELECTRONIC MESSAGING AND COLLABORATION SERVICES

EPA's email and collaboration service is provided to approximately 24,000 users across the country. These users consist of EPA staff and approved contractors, as well as groups and test accounts. The Agency uses Microsoft Office365 platform (the G3 license in Microsoft's Government Community Cloud) as its primary email and collaboration solution. Previously, the Agency used Lotus Notes. At the time of the conversion to Office365 in 2013, the Agency chose to copy only 30 days of mail over from Lotus Notes to Office365. Currently, the Agency is working on completing the migration of older mail into the Office365 archives. The email and collaboration service is managed in accordance with EPA policy and to defined service levels for capacity, availability, performance and recovery.

The Microsoft Office365 solution includes email (Exchange and Outlook), SharePoint, Skype for Business, mobile device support, OneDrive, Security and Compliance and other services and solutions under the Microsoft Office365 umbrella. Microsoft's Office 365 Office Web App (OWA) and Outlook clients have replaced Lotus Notes client for email. OWA/Outlook provide

users with easy-to-use, uniform access to email, contacts, calendar, conference room, resource reservations, and tasks across PCs, virtually any browser, and mobile devices. Skype for Business client provides for instant messengering, web and video conferencing. OneDrive application provides for synchronization of data files between the desktop and the users dedicated cloud service.

The contractor shall support the Agency's implementation of Office365 by ensuring the solution shall provide the ability for users to reliably communicate and collaborate with internal and external users. In addition, the contractor shall provide support for legal requests that GSA is required to support to the EPA Legal Departments, Freedom of Information Act (FOIA) requests, and Inspector General (IG) requests.

Specifically, the contractor shall:

a. Provide daily operations support for Office365 production and test tenant. This task includes daily operations maintenance and escalation for onsite and remote issues related to issues such as profile/identity synchronization, access (identity & connectivity), service availability and serve as a contact source for engaging escalation support with Microsoft or other applicable vendor.
    1. Provide required support following the current EPA SOP or create/provide a more efficient process to complete the tasks. (Note: all new processes are to be approved by EPA).
b. Address and resolve issues. Immediately address and attempt to resolve all outage or reduction in service issues reported during the core hours (06:00 to 21:00 ET) upon notification or detection of a problem.
    1. The problem/outage should be reported to the Operational Lead, researched, and resolved within 30 minutes. If the problem cannot be resolved within 30 minutes, a report that provides the plan/proposed steps to be taken to resolve the problem is to be presented to the Operational Lead within 4 hours. The core hours of operation may change based on EPA requirements.
    2. The contractor shall escalate to Microsoft or other applicable vendor as necessary to ensure effective and timely resolution of issues.
c. Manage configuration and change. Office365 shall be set up and configured to align with EPA's unique business requirements and processes. Over time, this configuration shall be revised to include new features as they are released and to adapt to changing organizational needs. The contractor shall provide configuration support and testing of changes in test tenant prior to enabling the change in the production environment.
    1. Develop communications to end users about changes to the technical environment.
    2. Maintain the One EPA Workplace project page based on inputs provided by EPA.
    3. Participate in the Agency Change Control board.
    4. Participate and support the Agency's Microsoft Office365 Advisory Board designed to provide a forum for Agency stakeholders to participate in the governance and implementation process for new capabilities.
d. Manage content search, archive, and capacity. The Office365 service currently includes content storage and archival. The contractor shall support content archival, disposition, and monitoring of capacity used in all aspects of the Office365 services and ensure

compliance with email archiving and retention, records management, and other legal (FOIA, eDiscovery) requirements/retention policies.

e. Manage health and monitoring. The contractor shall support daily monitoring of services for outages and health. This shall include monitoring the hosted service and internal infrastructure supporting the framework, such as network traffic load, accessibility from different EPA regions, and suspicious activity.
f. Reporting and analytics. The contractor shall provide analytical reports on usage data and network traffic on a periodic basis. These reports are intended to enable the Agency to proactively forecast service disruption trends, mitigate risks, and create targeted campaigns for adoption or training opportunities.

The contractor shall:

a. Respond to standard move, add and change requests including provisioning new accounts and verifying, disabling and deleting the account following the current SOP. This includes:
    1. New Hire Request / Individual Mailbox
    2. Creating an email alias address of the mailbox
    3. Username Changes
    4. Saving data for departed employees and delegating access as appropriate
    5. Export/import of Office 365 account data
    6. Manage Partner Access Licenses (PALs)
    7. Create, delete, and manage mailing lists and groups
    8. Global Address List (GAL) administration and ensuring synchronizes with AD.
    9. Implement filtering in order to block unwanted emails or strip unwanted/prohibited types of attachments, types of email, or embedded code.
    10. Provide and support the ability to recover files, emails, calendar entries, etc., that are accidentally deleted, corrupted, or lost within 30 days or the specified time allowed.
    11. Administratively support the ability to easily, quickly and reliably collect data across all content (email, calendar, collaboration tools) that may require troubleshooting, analysis and resolution.
    12. Provide support to Tier 1 support in performing administrative tasks, e.g., resetting accounts, removing members, etc.
    13. Provide profile management that allows administrators to configure the fields in the user profiles in order to standardize information and facilitate searching.
    14. Provide administrative support to the end user to create contact/distribution list that can be used across all components of the Email/Collaboration solution.
    15. Ensure email reliably synchronizes mail, contact records, and calendar with information associated with mobile accounts.
    16. Create and delete calendars and resources, delegating users to shared calendar and resources and transferring ownership as appropriate.
b. Provide support for content management and retrieval efforts including FOIA, eDiscovery and Records activities.
    1. Manage the eDiscovery Center functionality to include, deployment, scripting and manage permissions.

2. Provide support for the Security and Compliance Center tool identified regarding requests relevant to Litigation hold, eDiscovery and Forensics.
3. Respond to requests from EPA's legal community, for Freedom of Information Act, for the Inspector General, for Congressional requests and for the Labor and Employee Relations office. Execute searches, download results and provide access to PST files as appropriate.
4. Collaborate with the Hosting Team to allocate storage as required/in response to request from Office of Inspector General (OIG) for confidential investigation data
5. Respond to requests to create .PST files. The .PST files will be collected at a central repository (NCC storage server). The contractor shall be responsible for the server organization (create folders by Program Offices/Regions) and access control configuration/ permission to customer submitting .PST requests.

c. In support EPA's SharePoint environment, the contractor shall:
   1. Maintain the Office365 landing pages
   2. Manage and respond to global support tickets
   3. Support SharePoint global administration
   4. Support AD SharePoint integration administration
   5. Monitor usage of SharePoint
   6. Work with SharePoint administers to troubleshoot issues and ensure adherence to governance model.
   7. Provide scripting support for databases in SharePoint
d. In support Skype for Business and One Drive, the contractor shall ensure the desktop client is updated and integrates with Cloud based version of Office365 component.

C.6.5.6 .1 Email Gateway Application

The conversion to the email gateway resulted in significant benefits to EPA email users by improving delivery times between the different email platforms (Office 365 and Legacy Lotus Notes and Domino) providing greater efficiency of the email gateways. The email gateway has been integrated with Secure Email Gateway (SEG) which has further enhanced the handling of email, spam, whitelisting, attachments, etc. with greater efficiency. The contractor shall administer and support EPA email system that today consists of six (6) Linux Simple Mail Transfer Protocol (SMTP), Message Transfer Agent (MTA) systems, two (2) Lotus Notes SMTP gateways, and one (1) Linux Spam quarantine. The contractor shall provide and implement a recommendation for a new secure email gateway methodology in light of the Lotus Notes migration.

The contractor shall provide:

a. Operation and maintenance of the email gateway application servers. This entails ensuring the servers are up and running, ensuring mail is flowing into the agency since they are the central point for all inbound external mail, patching servers as needed to adhere to CSIRC security vulnerabilities, and ensuring SMTP tables files are updated and mail routes to the correct domains (Notes, Office 365) by the next business day.

b. Email maintenance in addition to any and all work that must be performed on the email system. Maintenance must take place between 9:00 p.m. and 5:00 a.m. All services must be restored by 5:00 a.m. the next business day.
c. A recommendation for an email solution that provides the capability for government administrators to define and implement filtering, in order to block unwanted emails or strip unwanted/prohibited types of attachments, types of email, or embedded code. This functionality shall be available to EPA administrative personnel and shall be in addition to that normally administered by the contractor (such as spam filtering).
d. Management of the current applications including but not limited to configuration of software. Application servers listed: MINTRA11, MINTRA12, MINTRA13, MSEIVE11, MSEIVE12, MSEIVE13, MBLAST11, MBLAST12, MBLAST13.
e. Operation and maintenance of the AT&T Secure Email Gateway (SEG) console.
f. Monitoring of incoming spam volume.
g. Locking of keywords/attachments as requested by CSIRC.
h. Configuration of SEG for epa.gov email domains (normal epa.gov, listserv.epa.gov, etc.).
i. Troubleshooting mail routing issues.
j. Removal of attachments based upon EPA standard requirements.
k. Monitoring and processing of mail not received.
l. Management of undeliverable messages.
m. Provide support with configuring printers, fax machines, etc.
n. Root Cause Analysis (RCA) covering any outages.
o. Monitoring of email messages going to postmaster account to ensure mail flowing and there are no backlogs.
p. Manage the white listing of email addresses, servers, etc., as required.

C.6.5.6 2 Legacy Notes Support and Migration

The Lotus Notes Domino system is currently being phased out. The application is still available for use in the live environment, therefore it is critical that this application continue be supported until its planned decommissioning is complete. The contractor shall provide support and maintenance for the Lotus Notes Domino system and provide analysis and recommendations to support the migration of users from Notes to Office 365 and the preservation of legacy data that is required for storage and retrieval in accordance with data retention policies, regulations and statutes. The Lotus Notes Domino Legacy email system is currently comprised of the following:

a. Primary and Archive Email Databases
b. Lotus Domino Directory Name and Address Book (NAB)
c. Domino Applications
d. Coexistent Application Servers (coordinate with MDM and AD)
e. Reproduction of .NSF files
f. Provide .NSF files to OIG
g. HUB application servers
h. ID Vault Management
i. Management of NAB Certification Documents

There are a total of 22,000 Lotus Notes accounts containing 92,947 GBs/90.8 TBs of data that must be migrated.

The contractor shall:

a. Ensure compliance with Agency standards for the configuration of the email clients and the desktop configuration.
b. Maintain existing operational procedures, operator's guides, user support guides, and user how-to documents relative to EPA email use and other related Microsoft technologies where applicable. In addition, provide disaster recovery procedures, security guidelines, and security plans.
c. Maintain Tier 2 telephone and email support for agency administrators
d. Ensure compliance with email archiving and retention, backup (Schedules 161 and 165), records management, and other legal (FOIA, eDiscovery) requirements/retention policies.
e. Provide Notes administrator support to all regional offices, labs, etc., that do not have Notes administrators in addition to supporting administrators remaining in the various offices.
f. Provide support of migration period that encompasses the migration of Lotus Notes legacy email to Office 365 and the migration of applications to SharePoint
g. Communicate unscheduled outages to EPA within 30 minutes of outage. Upon restoration of service, conduct a RCA of outage and/or major issue and provide a report to the Operational Lead within 2 business days. The report should include a description of the issue, its duration/impact, corrective action taken for resolution, and the preventive action required to ensure the problem does not happen again.
h. Enable the ability for local Notes/Domino administrators to move users within their organization or outside of their organization.
i. Enable the ability for Help Desk and the local administrators to manage the process and validate the removal of terminated users from the EPA email system
j. Enable ability for Help Desk and local administrators to reset lost passwords and fully expired ID files, including the management of the Lotus Notes ID Vault.
k. Respond to the Office of Inspector General's (OIG), Office of General Counsel (OGC), and Human Resources (HR) requests
l. Install, upgrade, test, patch, and maintain system software on the Legacy Lotus Notes/Domino systems, as needed.
m. Submit change controls for scheduled outages no less than 10 days in advance to ensure ample time for approval and customer notification.
n. Ensure all email content is included in the migration.
o. Evaluate and present a discovery phase to identify the types of encryption used by EPA to determine if users IDs have been well managed are corrupt or lost.
p. Ensure e-mail messages are preserved with all message content intact and readable.
q. Manage, administratively support and assist with transferring of the Notes mail into the designated O365 Exchange containers or designated media.
r. Preserve the metadata fields for all email messages.
s. Metadata showing when mail was sent/received (sent date, received date, time stamps);
t. Metadata showing who sent/received e-mail (From, To, CC, BCC, Address);

u. Metadata demonstrating what was sent (attachments, subject line, is-part-of);
v. Any other email "header" metadata;
w. Ensure full email thread content is viewable and able to be imaged, not "collapsed";
x. Ensure collapsed email threads will migrate;
y. Ensure all email attachments are migrated and preserved with document metadata intact;
z. Document the treatment of any non-migrated attachments possibly requiring custom services;
aa. Calendar entries including metadata (meeting occurred (start date, end date, time, duration); Event location, Attendees).
bb. Administratively support configuration changes relative to continuing the integrity of the database .nst files.

C.6.5.7 SUBTASK 5-6 AUDIO, VIDEO, AND WEB CONFERENCING

The contractor shall operate, maintain and support EPA's audio, video, and web conferencing services. In addition to Office365, EPA current uses Reservationless-Plus for Audio Conferencing, Adobe Connect for Web Conferencing (and eLearning platform), and Tandberg for Video Conferencing. The contractor will support the continued integration of EPA's currently separate audio, video and web conferencing solution with its Email Collaboration Suite (Office365) while ensuring the continued availability of existing functionality. In support of these services, the contractor shall provide a best-in-class service to maintain these systems, recommend improvements and enhancements to the Government, and execute successful upgrades and transitions when approved and requested by the Government. Currently, EPA provides the video and web conferencing solutions but is looking for the contractor-proposed audio conferencing solution. The contractor shall work with EPA to provide better integration of and streamlining of its collaboration toolset while maintaining the services and capabilities needed by the Agency.

C.6.5.7.1 Video Teleconferencing (VTC) Services

The contractor shall:

a. Provide administrative level support for EPA OEI's Video Conferencing Solution, which is currently managed using Cisco Telepresence Management Suite. The system is made up exclusively of Cisco Telepresence products including Multipoint Control Units, Video Communications Servers, ISDN Gateways, Telepresence Content Servers, and Cisco endpoints.
b. Provide on-site equipment installation, equipment diagnosis and repair, and usage monitoring for EPA-acquired VTC systems (see Section J, Attachment Q for VTC Counts by Location, VTC Infrastructure, and VTC Lab Equipment).
c. Provide solutions for higher functionality conference rooms that provide a mix of video, audio, and data to include design, purchase, build-out, installation, testing, and user acceptance.
d. Provide support in planning, scheduling, and running of video bridging and video teleconferences services, including Video over Internet Protocol, Firewall Traversal solutions, and streaming video conferences on the Internet.

e. Operate and maintain the VTC technology lab in order to test and evaluate patches, upgrades and other changes prior to release and to assist with troubleshooting issues.
f. Provide support for the procurement of new devices and new technologies
g. Maintain inventory of VTC endpoints including a VTC Codec directory for EPA-wide, maintenance of critical event logs.
h. Monitor system performance and capacity status; assesses impact of LAN/WAN circuits on the VTS services.
i. Ensure continuity, and provide technical information and support for the EPA VTC Fail-Over Site. This is located at EPA's Potomac Yard location, with an additional failover site located at Region 8, Denver, Colorado.
j. Provide optimization support service including, but not limited to software, performance engineering and optimization and knowledge transfer and mentoring on service modules in support of CISCO and Avaya's Family of Communications products.
k. The contractor shall support the WCF business processes to ensure that systems ordered by customers (a) meet their needs, (b) are procured in a timely fashion and (c) are installed and configured per EPA configuration standards.
l. Maintain and support OEI's Video Bridge application (currently located at the NCC Facility at RTP, North Carolina.)
m. Maintain the Microsoft Outlook Scheduler for use in scheduling multi point call via the video bridge. This database will be an integral part of the reservation system and will be used to prevent scheduling conflicts. Operational settings will be stored for access to conference.
n. The contractor shall offer the following VTC bridge services:
    1. User-dialed (Meet-Me) multipoint video conferencing, with features controlled by the EPA conference chairman;
    2. Continuous presence monitoring; operator present at all times during video conference;
    3. Operator-dialed multipoint video conferencing, monitored for quality by conference operators;
    4. Protocol bridging (e.g., H.320 and H.323);
    5. Audio add-on to a multipoint video conference;
    6. Configurable windows showing multiple locations simultaneously during a video conference (sometimes called a continuous presence);
    7. When required, streaming service for the use of ISDN connection or VBrick application (Cisco IPTV replacement)
    8. Monitor and maintain video connectivity in all EPA locations on a daily basis where video systems are installed throughout EPA nationally.
    9. Respond to Customer issues and keep Service Manager and Operational Lead abreast on notification changes from Tandberg Management Suite.
o. Coordinate management and maintenance of gateway, VCS, gatekeepers, Tandberg Management Suite, border controller, all required servers, and other essential equipment, in order to support video conferencing services provided to EPA customers.
p. Provide Tier 3 level support to users.

q. Provide operations of the service including review and evaluation of upgrades, enrollment of customers, troubleshooting issues, monitoring security and availability of system, and coordinating with solution provider,
r. Recommend any future upgrades, modifications, or innovative alternative solution.
s. Provide communication on administration and management issues (i.e., outages, upgrades, etc.) for the EPA provided solution
t. Provide communications and training to ensure EPA end-user proficiency, awareness of inherent features and other capabilities that can enhance the EPA video conferencing
u. Establish and maintain user Self Service Library that will include, documentation to assist user in how to host and facilitate meetings/events and how to use EPAs tools most effectively.

C.6.5.7.2 Web Conferencing and Web Seminar Support

The contractor shall:

a. Provide administrative level support for EPA OEI's Web Conferencing Solution, currently Adobe Connect.
b. Provide Tier 3 SME level support to users. Coordinate resolution of issues with Tier 1/2 (deskside/helpdesk) or Tier 4 (solution provider).
c. Provide operations of the service including review and evaluation of upgrades, enrollment of customers, troubleshooting issues, monitoring security and availability of system, and coordinating with solution provider.
d. Recommend any future upgrades, modifications, or innovative alternative solution.
e. Provide communication on administration and management issues (i.e., outages, upgrades, etc.) for the EPA provided solution.
f. Provide communications and training to ensure EPA end-user proficiency, awareness of inherent features and other capabilities that can enhance the EPA web conference meeting or web seminar/classroom experience (e.g. audio, video, closed caption, "pod", etc.).
g. Provide web conference training, routine end-user outreach and informational forums; and customized professional services and support.
h. Establish and maintain user Self Service Library that will include, documentation to assist user in how to host and facilitate meetings/events and how to use EPAs tools most effectively.

C.6.5.7.3 National Audio Conferencing Service

The contractor shall provide a full service audio teleconferencing capability worldwide that offers audio conference options to the EPA users, which is easy, secure, and cost effective and provides the ability to collaborate with co-workers, partners, and customers locally and globally (see Section J, Attachment R for current EPA National Voice Metrics).

The contractor shall:

a. Provide a solution and support an automated state-of-the-art technology to connect meeting participants via audio technology that provides the following features.
    1. "Reservationless" access to conferences.

2. Muting options on the sender and listener's ends.
3. Operator assistance to conference leaders and participants available 24 hours a day, 365 days a year.
4. Services to record messages and capture participant responses.
5. Digital recordings of conferences. Record options should include providing recordings into MP3 or WAV files for websites, or on a CD/DVD.
6. Written or electronic transcriptions of the conference.
7. Other available features that will help personalize and provide an intuitive automated conferencing system for end users.
8. The ability to choose from automated, operator-assisted, or operator dial-out conference calls.
9. Integrated audio and data conferences.
10. An electronic routing device solution that allows the person leading the event to reach a range of participants; with some conferences which may require an automated bridge that can accommodate 1,000 or more participants.
11. Technical consultation support from the company providing the bridge should include availability to assist leaders and participants. For more formal presentations, operators should be available to help make sure that everything goes as expected. Making sure that everyone can access the common space, monitor calls, and respond to requests.

b. The contractor shall provide the following services in support of the National Audio Conferencing subtask.
   1. Conference scheduling, set up, variables, troubleshooting, billing, usage records, and audits.
   2. Call management support interfaced with Help Desk tickets and reports.
   3. Technical consulting and customer service.
   4. WCF business support.

C.6.6 TASK 6 - FIELD SITE COMMUNICATIONS SUPPORT

The Field Site Communications Support includes technical services required to provide field site support in EPA's Region 4, which is located in Atlanta, Georgia. The contractor shall make programming changes in the Avaya VoIP servers, gateways, and associated voice network gear. The contractor shall work with the respective service vendors to resolve maintenance and operational problems, software upgrades and periodic maintenance support.

The contractor shall install or relocate network cable and telephone desk sets, provide voice network programming to establish telephone station and voice mailboxes to the IP-based Avaya Communications Manager and Modular Messaging server, and provide training to regional office staff on usage of both systems. The contractor shall maintain a cellular phone provided by the EPA for easy access by the Operational Lead for problems that occur during and after normal business hours. The contractor shall maintain an accurate inventory database of all telephone equipment and its location, including all components of the VoIP network to include the voice mail system. The contractor shall execute program changes, and provide monthly reports on system usage and events. The contractor shall provide technical assistance to users of the Avaya IP-based voice network, to include answering questions and individual training on the use of this

service. This service may be requested through the CATS helpdesk (404-562-9982), and performed by the contractor without additional Operational Lead approval.

The contractor shall provide technical support for Disaster Recovery Planning for voice and video systems. This service shall be requested through the local work request system and approved by the Operational Lead. The contractor shall perform and monitor installation and maintenance of various telecommunications equipment for the benefit of EPA's voice network services, overhead paging network, facsimile, audio and video conferencing, TTY equipment, headsets, handsets, ACD equipment and all other acquired telecommunications equipment by EPA.

The contractor shall isolate, diagnose, and repair troubles or refer to appropriate vendor for repair. Any request for equipment service must be approved by the Operational Lead.

The contractor shall perform installation, maintenance, testing and documentation of wiring system (including data wiring). Documentation includes floor plans with office/cubical locations in (AutoCAD File Format). Any major planned changes will be secured by the Operational Lead.

For all activities, the contractor shall:

a. Document work actions, including keeping records and an Avaya VoIP network and voicemail system.
b. Provide programming, maintenance, installations, relocations, and IMACs.
c. Ensure that all telecommunications actions are ordered through the service order system specified by the Operational Lead.
d. Report on the performance and monitor the status of service.
e. Avaya Voice over Internet Protocol (VoIP) network.
f. Programming, maintenance, and administration of the region's audio and video conferencing systems, voicemail system (Avaya MMS), training/administration, facsimile installation and maintenance.
g. Maintain performance, installation of voice and data wiring and supports the Operational Lead in wireless communications applications.

C.6.6.1 SUBTASK 6-1 - VOIP SERVICES

The contractor shall support VOIP services as follows:

a. Install or relocate network cable and telephone desk sets, provide voice network programming to establish telephone station and voice mailboxes to the IP-based Avaya Communications.
b. Maintain an accurate inventory database of all telephone equipment and its location, including all components of the VoIP network to include the voice mail system.
c. Repair and test telephone sets that are currently in stock (cords, keypads, handsets, buttons etc.). If repairs cannot be made on site, a written fault diagnosis shall be attached to the equipment, and the contractor shall notify the Operational Lead.
d. Send equipment for repair as approved by the Operational Lead.
e. As approved by the Operational Lead, the contractor shall perform traffic and utilization studies of the VoIP network and voice mail system to ensure the integrity of the systems in coordination with EPA.

C.6.6.2 SUBTASK 6-2 - VOICE MAIL

The contractor shall support voice mail services as follows:

a. Execute program changes, and provide monthly reports on system usage and events. Any exceptions or recommendations on operation or configuration of the IP-based Avaya voice network shall be reported to the Operational Lead via E-mail for information requiring immediate attention, or via the monthly report.
b. Perform fault determination and shall place requests for repair from the appropriate maintenance vendors, where existing warranties or maintenance agreements are in place.
c. Provide technical assistance to users of the Avaya IP-based voice network, to include answering questions and individual training on the use of this service. This service may be requested through the CATS helpdesk (404-562-9982), and performed by the contractor without additional Operational Lead approval.
d. Provide technical support for Disaster Recovery Planning for voice and video systems. This service shall be requested through the local work request system and approved by the Operational Lead.

C.6.6.3 SUBTASK 6-3 - AUDIO AND VIDEO CONFERENCING

The contractor shall support audio and video conference requests. The work shall include:

a. Scheduling and setup of conferencing equipment, and provide connection support to participating locations.
b. Maintaining and arranging for repair of conferencing equipment.
c. Audio conferencing equipment is located throughout the Regional Office, in addition to a small audio bridge conference system, with connectivity through the VoIP network.
d. Maintaining both ISDN and IP connectivity to audio/video devices.
e. Performing authorized Audio/Video/VTC/CCTV related tasks as approved via the ticketing system or by the TM including AV cabling, troubleshooting and installation of displays, speakers, camera or other AV equipment.
f. Providing the above AV support for VTC rooms/systems, presentation and informational displays, digital signage, CCTV, cable satellite TV distribution and streaming video.
g. Performing and monitoring installation and maintenance of various telecommunications equipment for the benefit of EPA's voice network services, overhead paging network, facsimile, audio and video conferencing, TTY equipment, headsets, handsets, ACD equipment and all other acquired telecommunications equipment by EPA.
h. Performing installation, maintenance, testing and documentation of wiring system (including data wiring). Documentation includes floor plans with office/cubical locations.

C.6.6.4 SUBTASK 6-4 - COOP AND REGIONAL RESPONSE CENTER (RRC) SUPPORT

The contractor shall provide COOP site set up, testing, troubleshooting and repair of all telecommunications associated with an actual COOP event and all COOP drills and exercises. The contractor shall be available 24/7, if needed. The Regional Response Center (RRC) may have emergencies other than regional COOP emergencies for which contractor shall be expected to assist at the Athens, GA or Norcross, GA sites.

C.6.7.1 TASK 7 – PROVIDE ENTERPRISE END USER AS-NEEDED CAPABILITIES - SURGE.

The contractor shall support planned and unplanned surge support services. These support services may cross all task and subtask areas within the TO. The contractor shall account for surge activities and provide the resources necessary to accommodate them without burdening Government and contractor operational staff. During the life of the TO, the workload in any one area may grow significantly for a period of time. Some activities are recurring while others are not. Recurring activities include, but are not limited to, audit support, the annual physical inventory of IT assets, year-end procurements, and technology refresh cycles. Examples of non-recurring activities include major system rollouts, major office moves, COOP/DR events, unexpected increases in Federal staffing to meet EPA mandates, and implementation of new EPA programs and projects.

For project support work, the contractor shall develop project and design plans, and once the plans and scheduled dates are mutually agreed to between the Government and contractor, the contractor shall ensure actual implementation dates do not deviate from the planned schedule dates by more than 14 calendar days.

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E.1 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performance, reports, and other deliverables under this TO will be performed by the FEDSIM COR and the EPA TPOC.

E.2 SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy, and conformance to TO requirements by the FEDSIM COR and TPOC. Inspection may include validation of information or software through the use of automated tools, testing, or inspections of the deliverables, as specified in the TO. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables.

The Government requires a period NTE 15 workdays after receipt of final deliverable items for inspection and acceptance or rejection.

E.3 BASIS OF ACCEPTANCE

The basis for acceptance shall be in compliance with the requirements set forth in the TO, the contractor's proposal, and relevant terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

The final acceptance will occur when all discrepancies, errors, or other deficiencies identified in writing by the Government have been resolved, through documentation updates, program correction, or other mutually agreeable methods.

Reports, documents, and narrative-type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments on deliverables shall either be incorporated in the succeeding version of the deliverable, or the contractor shall explain to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, or improper format, or otherwise does not conform to the quality assurance requirements stated within this TO, the document may be rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR.

E.4 DRAFT DELIVERABLES

The Government will provide written acceptance, comments, and/or change requests, if any, within 15 workdays (unless specified otherwise in Section F) from Government receipt of the draft deliverable. Upon receipt of the Government comments, the contractor shall have ten workdays to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

E.5 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The FEDSIM CO/COR will provide written notification of acceptance or rejection (Section J, Attachment T) of all final deliverables within 15 workdays (unless specified otherwise in Section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

E.6 NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies shall be corrected, by the contractor, within ten workdays of the rejection notice. If the deficiencies cannot be corrected within ten workdays, the contractor shall immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within ten workdays.

If the contractor does not provide products or services that conform to the requirements of this TO, the Government will document the issues associated with the non-conforming products or services in the award fee determination report, and there will be an associated reduction in the award fee earned.

F.1 PERIOD OF PERFORMANCE

The period of performance for this TO is a one year base period, with four one-year option periods.

F.2 PLACE OF PERFORMANCE

The primary place of performance is contractor facilities with government site performance in the Washington, DC metro area, Research Triangle Park, Cincinnati, OH, and select Lab locations specified in Section J, Attachment M. Remote support is provided to regional offices and labs CONUS/OCONUS with possible travel to any of the EPA locations in support of the task order.

F.3 TASK ORDER SCHEDULE AND MILESTONE DATES

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this TO.

The following abbreviations are used in this schedule:

DEL: Deliverable
IAW: In Accordance With
NLT: No Later Than
TOA: Task Order Award
All references to days: Government Workdays

Deliverables are due the next Government workday if the due date falls on a holiday or weekend.

The contractor shall deliver the deliverables listed in the following table on the dates specified:

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
	Project Start (PS)			10 WD After Award	*N/A*
1	Kick-Off Meeting Agenda	X001	C.6.1.1	At least three workdays prior to the Kick-Off Meeting	Unlimited IAW 52.227-14(c)(1)
2	Kick-Off Meeting	X001	C.6.1.1	PS	*N/A*
3	Monthly Status Report	X001	C.6.1.2	Monthly (10th calendar day of the next month)	Unlimited IAW 52.227-14(c)(1)
4	Monthly Technical Status Meeting	X001	C.6.1.3	Monthly	*N/A*
5	Monthly Technical Status Meeting Minutes	X001	C.6.1.3	5 workdays of Monthly Technical Status Meeting	Unlimited IAW 52.227-14(c)(1)

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
6	Draft Project Management Plan	X001	C.6.1.5	Due at Kick-Off Meeting	Unlimited IAW 52.227-14(c)(1)
7	Final Project Management Plan	X001	C.6.1.5	10 workdays after receipt of Government comments	Unlimited IAW 52.227-14(c)(1)
8	Project Management Plan Updates	X001	C.6.1.6	As project changes occur, no less frequently than annually	Unlimited IAW 52.227-14(c)(1)
9	Trip Report(s)	X001	C.6.1.7	Within 10 workdays following completion of each trip (if requested)	Unlimited IAW 52.227-14(c)(1)
10	Updated Transition-In Plan	X001	C.6.1.8	Due at Kick-Off Meeting	Unlimited IAW 52.227-14(c)(1)
11	Final Transition-In Plan	X001	C.6.1.8	5 workdays after receipt of Government comments	Unlimited IAW 52.227-14(c)(1)
12	Draft Transition-Out Plan	X001	C.6.1.13	NLT 6 Months prior to expiration of the TO	Unlimited IAW 52.227-14(c)(1)
13	Final Transition-Out Plan	X001	C.6.1.14	10 workdays after receipt of Government comments	Unlimited IAW 52.227-14(c)(1)
14	Copy of TO (initial award and all modifications)	X001	F.4	Within 10 workdays of award	*N/A*

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
15	IT Service Management Plan To include: -Operational Level Agreements -Service Quality Plan -Service Level Requirements -Service Level Agreements -Service Improvement Plans - Release and Deployment Management Plan - SACM Management Plan -Change Management Plan	X001	C.6.2.1 C.6.3.3 C.6.3.3 C.6.3.3 C.6.3.3 C.6.3.3 C.6.4.3 C.6.4.5 C.6.4.2	PS + 6 Months – Updated PS + 12 Months, then updated annually	Unlimited IAW 52.227-14(c)(1)
16	Enterprise IT Security Plan	X001	C.6.3.2	NLT 30 calendar days after TOA and annual update	Unlimited IAW 52.227-14(c)(1)
17	Enterprise IT Services Dashboard Plan	X001	C.6.3.4	PS + 90 WD	Unlimited IAW 52.227-14(c)(1)
18	Enterprise IT Services Dashboard	X001	C.6.3.4	PS + 6 Months	Unlimited IAW 52.227-14(c)(1)
19	Test Plan	X001	C.6.4.3 C.6.4.4	As Needed	Unlimited IAW 52.227-14(c)(1)
20	*Incident Reports	X001	C.6.5.1	Within 4 hours of incident identification	Unlimited IAW 52.227-14(c)(1)
21	*Root Cause Analysis reports	X001	C.6.5.1	Within 24 hour of incident/ problem resolution	Unlimited IAW 52.227-14(c)(1)
22	Technology Refresh Plan	X001	C6.5.2	As Needed	Unlimited IAW 52.227-14(c)(1)
23	Ad Hoc Drawings, Diagrams, and Reports	X001		Ad Hoc	Unlimited IAW 52.227-14(c)(1)

**These deliverables/reports are anticipated to be required as stated in the table, however, the frequency or need for the report may be adjusted over time, or replaced by the Enterprise IT Services Dashboard automated reporting in Section C.6.3.4.*

The contractor shall mark all deliverables listed in the above table to indicate authorship by contractor (i.e., non-Government) personnel; provided, however, that no deliverable shall contain any proprietary markings inconsistent with the Government's data rights set forth in this TO. The Government reserves the right to treat non-conforming markings in accordance with subparagraphs (e) and (f) of the FAR clause at 52.227-14.

F.4 PUBLIC RELEASE OF CONTRACT DOCUMENTS REQUIREMENT

The contractor agrees to submit, within ten workdays from the date of the FEDSIM CO's execution of the initial TO, or any modification to the TO (exclusive of Saturdays, Sundays, and Federal holidays), a portable document format (PDF) file of the fully executed document with all proposed necessary redactions, including redactions of any trade secrets or any commercial or financial information that it believes to be privileged or confidential business information, for the purpose of public disclosure at the sole discretion of GSA. The contractor agrees to provide a detailed written statement specifying the basis for each of its proposed redactions, including the applicable exemption under the Freedom of Information Act (FOIA), 5 United States Code (U.S.C.) § 552, and, in the case of FOIA Exemption 4, 5 U.S.C. § 552(b)(4), shall explain why the information is considered to be a trade secret or commercial or financial information that is privileged or confidential. Information provided by the contractor in response to the contract requirement may itself be subject to disclosure under the FOIA. Submission of the proposed redactions constitutes concurrence of release under FOIA.

GSA will carefully consider all of the contractor's proposed redactions and associated grounds for nondisclosure prior to making a final determination as to what information in such executed documents may be properly withheld.

F.5 DELIVERABLES MEDIA

The contractor shall deliver all electronic versions by electronic mail (email) and removable electronic media, as well as placing in the EPA's designated repository. The following are the required electronic formats, whose versions must be compatible with the latest, commonly available version on the market.

a. Text	MS Word, Google Docs
b. Spreadsheets	MS Excel, Google Sheets
c. Briefings	MS PowerPoint, Google Slides
d. Drawings	MS Visio, Google Drawings
e. Schedules	MS Project,

F.6 PLACE(S) OF DELIVERY

Copies of all deliverables shall be delivered to the FEDSIM COR at the following address:

GSA FAS AAS FEDSIM
ATTN: Kent Taylor (QF0B)
1800 F Street, NW

Washington, D.C. 20405
Telephone: (202) 480-7302
Email: kent.taylor@gsa.gov

Copies of all deliverables shall also be delivered to the EPA TPOC. The TPOC name, address, and contact information will be provided at award.

F.7 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT (PNR)

The contractor shall notify the FEDSIM COR via a Problem Notification Report (PNR) (Section J, Attachment U) as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery, and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including, but not limited to, termination.

G.1 CONTRACTING OFFICER'S REPRESENTATIVE (COR)

The FEDSIM CO appointed a FEDSIM COR in writing through a COR Appointment Letter (Section J, Attachment A). The FEDSIM COR will receive, for the Government, all work called for by the TO and will represent the FEDSIM CO in the technical phases of the work. The FEDSIM COR will provide no supervisory or instructional assistance to contractor personnel.

The FEDSIM COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the Contract or the TO. Changes in the scope of work will be made only by the FEDSIM CO by properly executed modifications to the Contract or the TO.

G.1.1 CONTRACT ADMINISTRATION

Contracting Officer:

Laurel Weiskopf
GSA FAS AAS FEDSIM (QF0B)
1800 F Street, NW
Washington, D.C. 20405
Telephone: 703-216-1498
Email: laurel.weiskopf@gsa.gov

Contracting Officer's Representative:

Kent Taylor
GSA FAS AAS FEDSIM (QF0B)
1800 F Street, NW
Washington, D.C. 20405
Telephone: 202-480-7302
Email: kent.taylor@gsa.gov

Technical Point of Contact:

Provided after award.

G.2 INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in General Services Administration Acquisition Manual (GSAM) 552.232-25, PROMPT PAYMENT (NOV 2009), to be considered proper for payment. In addition, the following data elements shall be included on each invoice:

Task Order Number: *(from GSA Form 300, Block 2)*
Paying Number: (ACT/DAC NO.) (From GSA Form 300, Block 4)
FEDSIM Project Number: EP00802
Project Title: ITS EPA III Task Order 1

The contractor shall certify with a signed and dated statement that the invoice is correct and proper for payment.

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category.

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Assisted Services Shared Information SysTem (ASSIST) to submit invoices. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

https://portal.fas.gsa.gov

Log in using your assigned ID and password, navigate to the order against which you want to invoice, click the Invoices and Acceptance Reports link in the left navigator, and then click the *Create New Invoice* button. The AASBS Help Desk should be contacted for support at 877-472-4877 (toll free) or by email at AASBS.helpdesk@gsa.gov. By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. However, the FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment. A paper copy of the invoice is required for a credit.

G.3 INVOICE REQUIREMENTS

The contractor shall submit a draft copy of an invoice to the client POC for review prior to its submission to GSA. The draft invoice shall not be construed as a proper invoice in accordance with FAR 32.9 and GSAM 532.9. The contractor shall submit simultaneous copies of the invoice to both GSA and the client POC. Receipts are provided on an as requested basis.

If the TO has different contract types, each should be addressed separately in the invoice submission.

The final invoice is desired to be submitted within six months of project completion. Upon project completion, the contractor shall provide a final invoice status update monthly.

Regardless of contract type, the contractor shall report the following:

a. GWAC Contract Number
b. Task Order Award Number (NOT the Solicitation Number)
c. Contractor Invoice Number
d. Current period of performance.
e. Amount of invoice that was subcontracted.
f. Amount of invoice that was subcontracted to a small business.

G.3.1 COST-PLUS-AWARD-FEE (CPAF) CLINs (for LABOR)

The contractor may invoice monthly on the basis of cost incurred for the CPAF CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B), by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

a. Employee name (current and past employees)
b. Employee company
c. Employee Alliant labor category
d. Exempt or non-exempt
e. Monthly and total cumulative hours worked
f. Corresponding negotiated ceiling rate
g. Effective hourly rate
h. Any cost incurred not billed
i. Labor adjustments (from any previous months (e.g., timesheet corrections))
j. Current approved billing rates in support of costs billed

All cost presentations provided by the contractor shall also include Overhead charges and General and Administrative charges at a minimum at the cost center level and shall also include the Overhead and General and Administrative rates being applied.

The contractor may invoice after accepting the modification which includes the award fee determination and any corresponding deobligation of unearned fee. See the Award Fee Determination Plan in Section J, Attachment D for additional information on the award fee determination process.

G.3.2 TOOLS AND OTHER DIRECT COSTS (ODCs)

The contractor may invoice monthly on the basis of cost incurred for the Tools and ODC CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

a. Tools and/or ODCs purchased
b. Consent to Purchase number or identifier
c. Date accepted by the Government
d. Associated CLIN
e. Project-to-date totals by CLIN
f. Cost incurred not billed
g. Remaining balance of the CLIN

All cost presentations provided by the contractor shall also include Overhead charges, General and Administrative charges and Fee in accordance with the contractor's Defense Contract Audit Agency (DCAA) cost disclosure statement.

G.3.3 TRAVEL

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

a. Joint Travel Regulation (JTR) - prescribed by the GSA, for travel in the contiguous U.S.
b. Federal Travel Regulation (FTR) Volume 2, Department of Defense (DoD) Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.

c. Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas" - prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the JTR. The invoice shall include the period of performance covered by the invoice, the CLIN number and title. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN/Task Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN/Task. The current invoice period's travel details shall include separate columns and totals and include the following:

a. Travel Authorization Request number or identifier, approver name, and approval date
b. Current invoice period
c. Names of persons traveling
d. Number of travel days
e. Dates of travel
f. Number of days per diem charged
g. Per diem rate used
h. Total per diem charged
i. Transportation costs
j. Total charges
k. Explanation of variances exceeding ten percent of the approved versus actual costs
l. Indirect handling rate

.

All cost presentations provided by the contractor shall also include Overhead charges and General and Administrative charges in accordance with the contractor's DCAA cost disclosure statement.

G.4 TASK ORDER CLOSEOUT

The Government will unilaterally close out the TO six years after the end of the TO period of performance if the contractor does not provide final DCAA rates by that time.

H.1 KEY PERSONNEL

The following are the minimum personnel who shall be designated as "Key." The Government does not intend to dictate the composition of the ideal team to perform this TO.

a. Program Manager (PM)
b. Service Delivery Manager
c. Service Desk Manager

The Government desires that Key Personnel be assigned for the duration of the TO. All Key Personnel must possess excellent oral and written communication skills and be fluent in English.

H.1.1 PROGRAM MANAGER

The contractor shall identify a full-time, single PM to serve as the Government's primary POC and to provide overall leadership and guidance for all contractor personnel assigned to the TO. The PM is ultimately responsible for the quality and efficiency of the TO, to include both technical issues and business processes. The PM shall be an employee of the prime contractor. This PM shall have the authority to commit the contractor's organization and make decisions for the contractor's organization in response to Government issues, concerns, or problems. This individual will direct, plan, organize, control and manage the project/program to ensure that all contractual obligations are fulfilled in an efficient and timely manner. The PM will be assigned to complex programs involving multiple tasks, multiple performing organizations, and complex responsibilities. This person shall be readily available to respond to Government questions, concerns, and comments, as well as be proactive in alerting the Government to potential contractual or programmatic issues including situations that may comprise the contractor's ability to provide services.

It is required that the PM has the following qualifications:

a. Certified Project Management Professional Certification (Project Management Professional (PMP) or Program Management Professional (PgMP)) at the time of proposal Part III submission.

It is desired that the PM has the following qualifications:

a. A minimum of 3 years of experience with the management of an Enterprise IT Service Delivery and Management Program similar in size, scope, and complexity to the requirements of this Task Order Request (TOR).
b. ITIL® Foundation Level Certification (or better).
c. A minimum of 10 years' experience managing large projects with organizational complexity.
d. Experience with the management, manpower utilization, and supervision of employees (including subcontractors) of various labor categories and skills in projects similar in size and scope as proposed for this TOR.
e. Familiarity with the administration of cost-type contracts.

H.1.2 SERVICE DELIVERY MANAGER

The Service Delivery Manager shall manage all service delivery-related processes and the delivery of projects from engineering to operation; shall be the service owner for all end user and customer-facing IT services and solutions; and shall ensure end-to-end delivery of services based on Government-approved ITSM processes consistent with industry best practices.

It is desired that the Service Delivery Manager has the following qualifications:

a. Experience in providing Enterprise IT Services similar in size, scope, and complexity to the requirements of this TOR, including implementation of ITIL best practices.
b. Certified Project Management Professional Certification (Project Management Professional or PgMP) at the time of proposal Part III submission.
c. ITIL® Intermediate Level Certification (or better).
d. Demonstrated success improving, optimizing, standardizing, and streamlining customer support processes that yielded improvements in customer satisfaction and resulted in cost reductions.
e. Five years' experience managing IT service delivery requirements similar in size, scope and complexity to this TOR.
f. Five years' experience managing service desk teams supporting the requirement similar in size, scope, and complexity to this TOR.
g. Demonstrated experience providing performance-based customer service support against multiple performance metrics in the Federal Government.
h. Experience in communicating with Government personnel, including agency executives.

H.1.3 SERVICE DESK MANAGER

The Service Desk Manager shall manage the performance of service desk and deskside services to users. The Service Desk Manager will provide users efficient and timely first and second level support to ensure that service levels are achieved in line with the TO and that customer expectations are met or exceeded.

It is desired that the Service Desk Manager has the following qualifications:

a. Certified ITIL® Intermediate Level Certification (or better).
b. Certified Project Management Professional Certification (Project Management Professional or PgMP)).
c. Five or more years of related technical and managerial experience in an end-to-end service desk and deskside service delivery environment similar in terms of size, scope and complexity to that of this TOR
d. Help Desk Institute or Service Desk Institute Service Desk Manager Certification.
e. Demonstrated success improving, optimizing, standardizing, and streamlining customer support processes that yielded improvements in customer satisfaction and resulted in cost reductions.
f. Demonstrated experience and proven success implementing changes, processes, and standards to improve an enterprise-wide service desk.
g. Demonstrated experience with service desk technologies proposed by the contractor.

h. Demonstrated experience providing performance-based customer service support against multiple performance metrics in the Federal Government.
i. Demonstrated in-depth experience with the implementation and customization of service desk tools and automation technologies.

H.1.4 NON-KEY PERSONNEL REQUIREMENTS

All personnel assigned to the TO and who have access to EPA systems must meet the necessary security standards required before they can be given badges or passwords (see H.4). It is desired that the non-key Project Managers have an active certification in accordance with Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK) as a Project Management Professional. In addition, all personnel must be knowledgeable of and adhere to all EPA policies and procedures, including the maintenance of all certifications, training, and licenses specific to their job function. All personnel must complete all required EPA training.

H.1.5 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the CO. Prior to utilizing other than personnel specified in proposals in response to a TOR, the contractor shall notify the Government CO and the COR of the existing TO. This notification shall be no later than ten calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute personnel qualifications shall be equal to, or greater than, those of the personnel being substituted. If the Government CO and the COR determine that a proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6 Termination (Cost Reimbursement).

H.1.6 CONTRACTOR PERSONNEL REMOVAL AND REPLACEMENT

The Government CO and COR may require the contractor to remove and/or replace contractor personnel during the life of the TO for cause.

H.2 GOVERNMENT-FURNISHED PROPERTY (GFP)

GFP provided may change throughout the life of the TO. The Government envisions furnishing the contractor with the following equipment:

a. Work space [laptop and phone] will be provided for individuals assigned full time to EPA. a. In addition, onsite performance will include containers for document storage and access to network multifunction printers.
b. Laptop computers and mobile devices (smart phones) as needed.
c. Passwords and access cards and/or tokens (upon completion of security requirements) to systems, tools, and devices required for performance of the work.
d. For contractor personnel not located in Government space, EPA will provide remote access to the EPA network.

e. The Government will provide an EPA-owned email account, and service desk toll-free and international numbers.
f. Government will initially furnish tools for remote assistance and endpoint management (see Section J, Attachment P for Tools Supported and Utilized)

H.3 GOVERNMENT-FURNISHED INFORMATION (GFI)

The Government will provide the historical data from its current ITSM Tracking Tool, Remedy ITSM v.8 that must be transferred to and used by the incoming service desk tool. The Government will also furnish the contractor with the documentation available for existing hardware and software in use as part of EPA's operations. In addition, detailed descriptions of EPA's current IT platforms, customers, locations, and other technical information not provided in Section J that is needed to perform the TO will be provided during the Transition-In period.

H.4 SECURITY REQUIREMENTS

Work cannot begin on a contract requiring unescorted physical access to an EPA-controlled office or facility until after the contractor employee investigation process has been initiated. Prior to starting work at an EPA facility, contractors must submit all applicable paperwork, as identified in the contract, and have that paperwork reviewed and approved by the EPA Personnel Security Branch (PSB). In addition, contractor employees must be fingerprinted by the EPA and receive favorable results. Once these requirements have been met, contractor employees may begin work while OPM conducts the background investigation.

TPOCs are the focal point for processing contractor security applications and are responsible for ensuring the investigative process is initiated in a timely manner. Prior to implementation, PSB will provide TPOCs with training materials and detailed instructions.

The following are basic steps for the investigative process:

a. Contractor company point of contact logs onto the secure EPA-identified portal iBOARD, creates an account, and submits complete employee information (name, Social Security Number, date of birth, citizenship, etc.). The processing time will vary depending on the number of employees the contractor submits.
b. TPOC reviews and approves the data using the iBOARD utility in EPASS. Again, the amount of processing time necessary will vary depending on the number of employees submitted.
c. TPOC completes risk designation by answering five questions in EPASS. Based on the answers to the questions, a risk designation is automatically assigned.
d. Local/regional security representative approves or changes the position's risk designation. On average, this could take up to three business days.
e. PSB performs a reciprocity check for prior investigations. Equivalent background checks from other agencies are considered acceptable. On average, this could take up to two business days.
f. Contractor personnel access OPM's Electronic Questionnaires for Investigations Processing (e-QIP) system to complete required standard investigative forms. This is only necessary for contractor employees who need access for more than six months.

g. All contractor employees must be fingerprinted and provide two forms of ID, at a time and location to be specified by Security Management Division (SMD). Those needing access for more than six months must also be photographed. CORs will be copied on all notifications sent to contractor employees. The amount of processing time necessary will vary depending on the location. At headquarters, fingerprinting can be done without an appointment during normal business hours. Security offices collecting electronic fingerprints, like headquarters, can expect results in two to three business days. Collecting fingerprints on paper can take five or more business days.

H.4.1 INFORMATION ASSURANCE

The contractor may have access to sensitive (to include privileged and confidential) data, information, and materials of the U.S. Government. These printed and electronic documents are for internal use only and remain the sole property of the U.S. Government. Some of these materials are protected by the Privacy Act of 1974 (AMENDED) and other applicable laws. .

H.4.1.1 SAFEGUARDING SENSITIVE DATA AND INFORMATION TECHNOLOGY RESOURCES

During the course of performing the work stated within this SOW, contractor employees and staff may come in contact with Confidential Business Information (CBI), Law Enforcement information or other information considered sensitive. Examples of sensitive information include the following:

a. Identity of product inert ingredients.
b. Identity of product ingredient sources.
    1. Description of manufacturing or quality control processes and corresponding impurities.
c. Product chemistry registration data.
d. Information about pending registration actions.
e. Sales, production or other commercial or financial information. The contractor shall protect all sensitive information from unauthorized disclosure. Neither the contractor nor any of its employees or affiliates shall disclose or disseminate any sensitive information that could result in, or increase the likelihood or possibility of, a breach of EPA's policies regarding its handling. The contractor shall ensure all sensitive information it comes in contact with during the performance of this Task Order is handled in accordance with EPA policy and procedures relating to sensitive information and the National Environmental Information Systems Engineering Center (NEISEC) security plan as it relates to the handling of sensitive information. Even if the COR decides no confidential information will be accessed on this Task Order, the contractor must ensure all Agency information is safeguarded during the performance of this project in accordance with EPA information security policy and procedures, the security plan for this Task Order, and the NEISEC security plan as it relates to protecting EPA information resources. The contractor shall also adhere to all physical and logical security requirements as identified in EPA Order 3210 - Physical Security Program. This requirement includes dissemination of information that might result in a negative impact to the government's reputation.

The following EPA policies must be followed. These policies can be found at: https://www.epa.gov/irmpoli8/current-information-directives

a. CIO 2104.0 Software Management and Piracy Policy
b. CIO 2130.1 Section 508: Accessible Electronic and Information Technology
c. CIO 2134.0 Information Collection Policy
d. CIO 2135.0 Enterprise Information Management Policy (EIMP)
e. CIO 2150.1 Interim Agency Network Security Policy
f. CIO 2150.3 Environmental Protection Agency Information Security Policy
g. CIO 2150.4 Mobile Computing Policy
h. CIO 2151.1 Privacy Policy
i. CIO 2155.1 Records Management Policy
j. CIO 2171.0 Information Access Policy
k. CIO 2180.1 Web Governance and Management
l. CIO 2181.0 Posting Copyrighted Works on EPA Web Site
m. CIO 2184.0 Social Media Policy

H.4.2 SECURITY CLEARANCES

All contractor personnel participating in the design, development, operation, and/or maintenance of sensitive systems/applications, or having access to sensitive information are required to have an appropriate level of background screening. The contractor must follow the procedures to obtain local access badges and/or EPA Personnel Access and Security System (EPASS) badges.

The level of screening required under OMB Circular A-130 varies from minimal checks (SF 85P, Questionnaire for Public Trust Positions) to full background investigations (SF 86, Questionnaire for National Security Positions depending on the sensitivity of the information to be handled, and the risk and magnitude of loss or harm that could be caused by the individual.

The contractor's Information Security Office (ISO) shall review all SF 85, for Public Trust positions or SF 86, National Security Positions for accuracy and completeness and deliver these form(s) to EPA's Technical Information Security Staff, OTOP, OEI within 10 workdays after award of the TO or change in personnel. The contractor shall identify those individuals with a change in status (i.e., transferred, terminated, resigned, etc., within 10 workdays to the COR. The contractor shall identify those individuals not specifically identified by the SOW, if needed, (i.e., Human Resources representative), and request their background investigations be adjudicated. Additional background checks (SF 86s) will be performed on all contractor and subcontractor employees who have access to Confidential Business Information (CBI, EPA financial data, (e. g., payroll) and data related to FIFRA, TSCA, and RCRA CBI. Upon completion of the investigations, the TJSS shall provide written authorization to the contractor authorizing contractor and/or subcontractor employees' access to sensitive information, including CBI via the contractor's ISO.

Costs for conducting the required personnel investigations will be paid by EPA. Investigations will be conducted in accordance with Office of Personnel Management minimum investigations requirements.

Homeland Security Presidential Directive 12 (HSPD-12), entitled "Policy for a Common Identification Standard for Federal Employees and Contractors," calls for a mandatory, government-wide standard for the issuance of secure and reliable forms of identification to executive branch employees and employees of federal contractors for access to federally-controlled facilities and networks. Consequently, EPA initiated the EPASS project to meet the objectives and requirements of HSPD-12, as well as to ensure the security of EPA employees and personnel, facilities, and systems.

EPAAG Appendix 4.13.1-A entitled, "Agency Access Badge Requirements for On-site Contractor Personnel," shall be included in all new contracts, that require contractor employees to have unescorted on-site access to an EPA-controlled facility, awarded on December 1, 2011 and after (including simplified acquisition purchase orders, orders placed against General Services Administration Multiple Award Schedule Contracts, Government-Wide Acquisition Contracts, and Multi-Agency Contracts).

H.5 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

a. If a contractor is currently performing work, has performed or anticipates performing work that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI to GSA in accordance with FAR Subpart 9.5. The nature of the OCI may involve the prime contractor, subcontractors of any tier, or teaming partners.

b. The contractor is required to complete and sign an OCI Statement (see Section J, Attachment V). The contractor must represent either that (1) It is not aware of any facts which create any actual or potential OCI relating to the award of this contract, or (2) It has included information in its proposal, providing all current information bearing on the existence of any actual or potential OCI and has included a mitigation plan in accordance with paragraph (c) below.

c. If the contractor with an actual or potential OCI believes the conflict can be avoided, neutralized, or mitigated, the contractor shall submit a mitigation plan to the Government for review.

d. In addition to the mitigation plan, the FEDSIM CO may require further information from the contractor. The FEDSIM CO will use all information submitted by the contractor, and any other relevant information known to the Government, to determine whether an award to the contractor may take place, and whether the mitigation plan adequately avoids, neutralizes, or mitigates the OCI.

e. If any such conflict of interest is found to exist, the FEDSIM CO may determine that the conflict cannot be avoided, neutralized, mitigated or otherwise resolved to the satisfaction of the Government and the contractor may be found ineligible for award. Alternatively, the FEDSIM CO may determine that it is otherwise in the best interest of the United States to contract with the contractor and include the appropriate provisions to avoid neutralize, mitigate, or waive such conflict in the contract awarded.

H.5.1 NON-DISCLOSURE REQUIREMENTS

If the contractor acts on behalf of, or provides advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall execute and submit a Corporate Non-Disclosure Agreement (NDA) Form (Section J, Attachment W) and ensure that all its personnel (to include subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO:

a. Are listed on a signed Addendum to Corporate Non-Disclosure Agreement (NDA) Form (Section J, Attachment W) prior to the commencement of any work on the TO.
b. Are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.
c. Are instructed in FAR Part 9 for third-party disclosures when acting in an advisory capacity.

All proposed replacement contractor personnel also must be listed on a signed Addendum to Corporate NDA and be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this TO or obtained from the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

H.6 SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all Electronic and Information Technology (EIT) products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 United States Code (U.S.C.) 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 Code of Federal Regulations (CFR) 1194. The contractor shall identify all EIT products and services provided, identify the technical standards applicable to all products and services provided, and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

H.7 SECTION 504 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, Section 504 requires agencies to provide individuals with disabilities an equal opportunity to participate in their programs and benefit from their services, including the provision of information to employees and members of the public. Agencies must provide appropriate auxiliary aids where necessary to ensure an equal opportunity. Types of auxiliary aids may include brailed or large print versions of materials, electronic diskettes, audiotapes, qualified interpreters or readers, telecommunications devices for deaf persons (TDDs), captioning of video, and other methods of making information available and accessible to persons with disabilities. In considering what type of auxiliary aid to provide, agencies must give primary consideration to the request of the individual with a disability and shall honor that request, unless it can demonstrate that another effective means of communication exists. All products and services proposed shall fully comply with Section 504,

and the contractor must ensure that the auxiliary aids are accessible by typical users beginning at time of award.

H.8 COST ACCOUNTING SYSTEM

The adequacy of the contractor's accounting system and its associated internal control system, as well as contractor compliance with the Cost Accounting Standards (CAS); affect the quality and validity of the contractor data upon which the Government must rely for its management oversight of the contractor and contract performance. The contractor's cost accounting system shall be adequate during the entire period of performance and shall permit timely development of all necessary cost data in the form required by the contract.

H.9 PURCHASING SYSTEMS

The objective of a contractor purchasing system assessment is to confirm it is a Government-approved purchasing system and evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting. A Government audited and approved purchasing system (e.g. approved by DCAA or DCMA) is mandatory for the prime contractor.

When and if reviews are conducted of the purchasing system, the contractor shall provide the results of the review to the FEDSIM CO within ten workdays from the date the results are known to the contractor.

H.10 TRAVEL

H.10.1 TRAVEL REGULATIONS

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

a. Federal Travel Regulations (FTR) - prescribed by the GSA, for travel in the contiguous U.S.
b. Joint Travel Regulations (JTR), Volume 2, Department of Defense (DoD) Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.
c. Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas" - prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

H.10.2 TRAVEL AUTHORIZATION REQUESTS

Before undertaking travel to any Government site or any other site in performance of this TO, the contractor shall have this travel approved by, and coordinated with, the FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long-distance travel, the contractor shall prepare a TAR (Section J, Attachment X) for Government review and approval. Long-distance travel will be reimbursed for cost of travel comparable with the FTR.

Requests for travel approval shall:

a. Be prepared in a legible manner.
b. Include a description of the travel proposed including a statement as to purpose.
c. Be summarized by traveler.
d. Identify the TO number.
e. Identify the CLIN associated with the travel.
f. Be submitted in advance of the travel with sufficient time to permit review and approval.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

H.11 TOOLS (HARDWARE/SOFTWARE) AND/OR ODCs

The Government may require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified at the time a TOR is issued or may be identified during the course of a TO by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the FEDSIM COR a Request to Initiate Purchase (RIP). If the prime contractor is to lose an approved purchasing system during the period of performance, the contractor shall submit to the CO a Consent to Purchase (CTP). The RIP and CTP (see Section J, Attachments Y and Z) shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the COR or an approved CTP from the CO and without complying with the requirements of Section H.12, Commercial Supplier Agreements.

H.12 COMMERCIAL SUPPLIER AGREEMENTS

H.12.1 The Government understands that commercial software tools that may be purchased in furtherance of this TO as described in Section C.6 and as contemplated in the Tools and ODC CLINs in Section B.4 may be subject to commercial agreements which may take a variety of forms, including without limitation licensing agreements, terms of service, maintenance agreements, and the like, whether existing in hard copy or in an electronic or online format such as “clickwrap” or “browsewrap” (collectively, “Software Agreements”). For purposes of this TO, the Software Supplier Agreements are “collateral agreements” within the meaning of the FAR clause at 52.227-14(c)(2).

H.12.2 The contractor shall ensure that any proposed Supplier Agreements allow the associated software and services to be used as necessary to achieve the objectives of this TO. The contractor shall provide all applicable Supplier Agreements to the FEDSIM CO prior to purchase and shall cooperate with the Government, including negotiations with the licensor as appropriate, to ensure compliance with this Section. Without limiting the generality of the foregoing, a compliant Supplier Agreement shall permit all of the following at no extra charge to the Government: (a) access and use by support contractors, including a successor contractor upon termination or expiration of this TO. The above rights constitute “other rights and limitations” as contemplated in subparagraph (d) of the FAR clause at 52.227-14, Rights In Data – General (May 2014), Alternate III (Dec 2007).

H.13 NEWS RELEASE

The offeror shall not make any news release pertaining to this procurement without prior Government approval and only in coordination with the FEDSIM CO.

H.14 INTELLECTUAL PROPERTY RIGHTS

The existence of any patent, patent application or other intellectual property right that encumbers any deliverable must be disclosed in writing on the cover letter that accompanies the delivery. If no such disclosures are provided, the data rights provisions in FAR 52.227-14 apply. The Software Agreements referenced in section H.12, amended as contemplated therein, shall be deemed to constitute such disclosure with regard to their associated commercial software tools and shall prevail over any inconsistent provision in FAR 52.227-14 to the extent of such inconsistency.

H.15 AWARD FEE

See the Award Fee Determination Plan in Section J, Attachment D.

I.1 TASK ORDER CLAUSES

All applicable and required provisions/clauses set forth in FAR 52.301automatically flow down to all Alliant task orders, based on their specific contract type (e.g., cost, fixed-price, etc.), statement of work, competition requirements, commercial or not commercial, and dollar value as of the date the TO solicitation is issued.

I. X FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This TO incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request the FEDSIM CO will make their full text available. Also, the full text of a provision may be accessed electronically at the FAR website:

http://www.acquisition.gov/far/

52.203-14	Display of Hotline Poster(s) https://www.epa.gov/sites/production/files/2016-05/documents/_epaoig_2016_hotlineposter_draft2_85x11_flat.pdf	OCT 2015
52.204-2	Security Requirements	AUG 1996
52.204-9	Personal Identity Verification of Contractor Personnel	JAN 2011
52.204-13	System for Award Management Maintenance	JUL 2013
52.204-14	Service Contract Reporting Requirements	JAN 2014
52.215-22	Limitations on Pass-Through Charges - Identification of Subcontract Effort	OCT 2009
52.216-7	Allowable Cost and Payment	JUN 2013
52.227-14	Rights in Data – General	MAY 2014
52.227-14	Rights in Data – General Alternate II and III	DEC 2007
52.227-15	Representation of Limited Rights Data and Restricted Computer Software	DEC 2007
52.227-17	Rights In Data Special Works	DEC 2007
52.232-20	Limitation of Cost	APR 1984
52.232-22	Limitation of Funds	APR 1984
52.232-40	Providing Accelerated Payments to Small Business Subcontractors	DEC 2013
52.239-1	Privacy or Security Safeguards	AUG 1996
52.246-5	Inspection of Services—Cost-Reimbursement	APR 1984
52.247-14	Contractor Responsibility for Receipt of Shipment	APR 1984
52.247-67	Submission of Transportation Documents for Audit Fill-in: COR, see Section G	FEB 2006

I. X.1 FAR CLAUSES INCORPORATED BY FULL TEXT

FAR 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days of the end of the period of performance.

(End of clause)

FAR 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

a. The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.
b. If the Government exercises this option, the extended contract shall be considered to include this option clause.
c. The total duration of this contract, including the exercise of any options under this clause, shall not exceed 66 months.

(End of clause)

I.X GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM), CLAUSES INCORPORATED BY REFERENCE

The full text of a provision may be accessed electronically at the GSAM website:

https://www.acquisition.gov/gsam/gsam.html/

GSAM	TITLE	DATE
552.204-9	Personal Identity Verification Requirements	OCT 2012
552.212-4	Contract Terms and Conditions-Commercial Items (Alternate II) (FAR Deviation)	JUL 2015
552.215-70	Examination of Records by GSA	JUL 2016
552.228-5	Government as Additional Insured	JAN 2016
552.232.25	Prompt Payment	NOV 2009
552.232-39	Unenforceability of Unauthorized Obligations (FAR Deviation)	JUL 2015
552.232-78	Payment Information	JUL 2000
552.239-70	Information Technology Security Plan and Security Authorization	JUN 2011

J.1 LIST OF ATTACHMENTS

The following attachments are attached, either in full text or electronically at the end of the TOR.

Attachment	Title
A	COR Appointment Letter
B	Acronym List
C	Incremental Funding Chart (electronically attached .xls) (Attached at TO award)
D	DRAFT Award Fee Determination Plan
E	EPA OEI and OITO Organization Chart
F	Monthly Status Report Template (Sample)
G	Draft Working Capital Fund Billing Information
H	EPA CSIRC Vulnerability Rankings
I	Historical Minimum Levels of Performance
J	COOP & EOC Device and A/V Equipment
K	Call Center and Help Desk Metrics and Trends
L	User Types Supported, Tiers, and Priority Levels
M	Deskside Services Locations By User Base and Deployed Devices
N	EPA Washington D.C. Area Locations
O	Deployed Devices by Locations Supported (HQ Locations Including Labs) and Type
P	Tools Supported and Utilized List
Q	VTC Counts by Location, Infrastructure, and Lab Equipment
R	National Voice Metrics
S	Matrix of End User Services by Location
T	Deliverable Acceptance/Rejection Report
U	Problem Notification Report (Sample)
V	OCI Statement
W	Corporate Non-Disclosure Agreement (NDA) Form
X	Travel Authorization Request (Sample)
Y	Request to Initiate Purchase Template
Z	Consent to Purchase Template (electronically attached .xls)
AA	CLIN X001 Cost Workbook (to be removed at TOA)
BB	CLIN X002 SURGE Cost Workbook (to be removed at TOA)
CC	Key Personnel Qualification Matrix (To be removed at TOA)
DD	Project Staffing Plan Template (To be removed at TOA)
EE	Corporate Experience Template (To be removed at TOA)
FF	Offeror Q&A Template (To be removed at TOA)

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L.1 FAR 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the FEDSIM CO will make the full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation of offer. Also, the full text of a solicitation provision may be accessed electronically at this address:

https://www.acquisition.gov/far

FAR	TITLE	DATE
52.215-1	Instructions to Offerors-Competitive Acquisition	JAN 2004
52.232-38	Submission of Electronic Funds Transfer Information with Offer	JUL 2013

L.1.1 SOLICITATION PROVISIONS PROVIDED IN FULL TEXT:

FAR 52.215-20 Requirements for Certified Cost or Pricing Data and Data Other Than Certified Cost or Pricing Data – Alternate IV (OCT 2010)

(a) Submission of certified cost or pricing data is not required.

(b) Provide data described below:

All data required to be submitted as part of the offeror's proposal is described in Sections L.5, L.6, and L.7 of this solicitation. The offeror must use the formats for submission of data prescribed in these sections. By submitting a proposal, the offeror grants the FEDSIM CO or an authorized representative the right to examine records that formed the basis for the pricing proposal. That examination can take place at any time before award. It may include those books, records, documents, and other types of factual data (regardless of form or whether the data are specifically referenced or included in the proposal as the basis for pricing) that will permit an adequate evaluation of the proposed price.

L.2 GENERAL INSTRUCTIONS

a. The offeror is expected to examine this entire solicitation document including the Master/Basic Contract. Failure to do so will be at the offeror's own risk.

b. The Government may make award based on initial offers received, without discussion of such offers. Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments listed in Section J). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

c. An offeror submitting restrictive data shall mark it as follows in accordance with the FAR 52.215-1, Instructions to Offerors - Competitive Acquisition, which is incorporated by reference. FAR Clause 52.215-1(e) states: "Restriction on disclosure and use of data. Offerors that include in their proposals data that they do not want disclosed to the public for any purpose, or used by the Government except for evaluation purposes, shall –

(1) Mark the title page with the following legend:

This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed--in whole or in part--for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of--or in connection with--the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets *(*insert numbers or other identification of sheets*)*; and

(2) Mark each sheet of data it wishes to restrict with the following legend:

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal."

d. The Government assumes no liability for disclosure or use of unmarked data and may use or disclose the data for any purpose. Unless restricted, information submitted in response to this request may become subject to disclosure to the public pursuant to the provisions of the Freedom of Information Act (5 U.S.C. 551).

e. This procurement is conducted under the procedures of FAR Subpart 16.5. The policies and procedures of FAR Subpart 15.3 do not apply.

L.3 GENERAL INFORMATION

The total estimated CPAF of the TO is between $187 million and $207 million. The estimate does not include Surge, Materials and Equipment, ODCs, Long-Distance Travel, and CAF. Any proposal that is not within this range shall include an explanation that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range.

Proposals shall be valid for a period of not less than 120 calendar days from the date of delivery. **For proposal purposes only**, offerors shall use a Project Start date of March 31, 2017.

L.3.1 AVAILABILITY OF EQUIPMENT AND SOFTWARE

All commercial hardware and software proposed in response to this solicitation document shall have been formally announced for general release on or before the closing date of the solicitation. Failure to have equipment or software announced prior to submission of proposal may render the offeror's proposal unacceptable.

L.3.2 CONTRACTOR SUPPORT DURING TECHNICAL EVALUATION

The Government expects to have contractor support during the evaluation from E3 Federal Solutions, LLC. The prime offeror is encouraged to sign a Non-Disclosure Agreement (NDA) with E3 Federal Solutions, LLC for its submission that addresses the written and oral technical proposals (see GSAM 503.104-4). An offeror who chooses to enter into an NDA with E3 Federal Solutions, LLC shall submit its corporate NDA to the POC listed below specifically referencing this solicitation. If an NDA is signed, the NDA shall be submitted with the proposal Part I submission. E3 Federal Solutions, LLC is prohibited from proposing on any work related to ITS EPA III.

E3 Federal Solutions, LLC

POC: Will Fortier

Telephone: 202.321.7011

Email: wfortier@e3federal.com

L.4 SUBMISSION OF OFFERS

Each offer shall be provided to the Government in four separately bound Parts and shall contain the following:

a. Part I – Preliminary Written Cost/Price Proposal Information
b. Part II – Remainder of Written Cost/Price Proposal
c. Part III – Written Technical Proposal
d. Part IV – Video Technical Proposal Presentation

The offeror shall submit each Part on the due dates indicated on the Cover Letter.

Unless otherwise specified, one page is one side of an U.S. Letter size (8.5" x 11") piece of paper. All electronic files shall be in Microsoft Word or Excel formats. Any documents provided in Section J, List of Attachments shall be submitted using the same file format (e.g., Project Staffing Plan shall be submitted in Excel file format using the Excel template provided). Printed pages must maintain one inch margins, 12 point Times New Roman font, and be single spaced. Headers and footers may be of a font larger than 12 point, but shall not be smaller than ten point font. Charts/Graphics/Tables embedded in the proposal will count toward page limitations. Charts/Graphics/Tables must maintain a minimum of ten point Times New Roman font, including in the Part IV slides. Ledger size (11" x 17") paper may be used in the staffing plan when providing charts/graphics/tables. A single side of an 11" x 17" piece of paper will be counted as two pages where page limitations apply. Items such as a Title Page, Table of Contents, Cover Letter, List of Figures, and Acronym Lists are excluded from the page counts below, unless they are inclusive of a document (e.g., a Table of Contents within the Draft Transition-In Plan), in which case it would count toward the stated page limitations. PDF files will be allowed for executed documents such as Letters of Commitment.

Any pages submitted beyond the page limitations will be removed and not evaluated.

L.5 SUBMISSION OF THE WRITTEN COST/PRICE PROPOSAL (PARTS I and II)

Audits may be performed by Defense Contract Audit Agency (DCAA) on the offeror and all subcontracts. Cost/Price Proposals shall meet the DCAA audit submittal requirements. The offeror shall fully support all proposed costs/prices. An offeror's proposal is presumed to represent the offeror's best efforts in response to the solicitation. Any inconsistency, whether real or apparent, between promised performance, and cost/price, shall be explained in the proposal.

The offeror shall provide adequate information, which will allow the Government to perform a Cost Realism analysis. Pursuant to FAR 15.404-1(d)(1), Cost Realism analysis is defined as:

> "…the process of independently reviewing and evaluating specific elements of each offeror's proposed cost estimate to determine whether the estimated proposed cost elements are realistic for the work to be performed; reflect a clear

understanding of the requirements; and are consistent with the unique methods of performance and materials described in the offeror's technical proposal."

As indicated in Section L.1.1 under FAR Clause 52.215-20, a description of the data required to be submitted with the offeror's proposal in order to facilitate the Cost Realism analysis is provided below in Section L.5.2.3.

The preliminary Written Cost/Price Proposals (Part I) shall be submitted as one electronic copy. Written Cost/Price Proposals (Part II) shall be submitted as one original printed version, two paper copies, and one electronic copy. The offeror shall submit all proposed costs/prices using Microsoft Excel software utilizing the formats without cells locked and including all formulas. All electronic submissions shall be separated per tab as an individual electronic file (e.g. Volume I shall contain five separate electronic files). The offeror shall include adequate information, which will allow the Government to perform the required Cost Realism analysis.

The offeror shall not include any cost/price data in Parts III and IV of the proposal.

L.5.1 PRELIMINARY WRITTEN COST/PRICE PROPOSAL INFORMATION (PART I)

Part I contains the Preliminary Written Cost/Price Proposal information. This volume shall contain the following:

a. Organizational Conflict of Interest Statement (Tab A)
b. Contract Registration (Tab B)
c. Current Forward Pricing Rate Agreements or Recommendations (Tab C)
d. Management Systems (Adequate Cost Accounting and Approved Purchasing Systems) (Tab D)
e. Cost Accounting Standards (CAS) Disclosure Statement (D/S) (Tab E)

L.5.1.1 ORGANIZATIONAL CONFLICT OF INTEREST (OCI) STATEMENT (TAB A)

The offeror and each subcontractor, consultant, and teaming partner shall complete and sign an OCI Statement. All information pertaining to OCI is outlined in Section H.5.

If an offeror enters into an NDA with E3 Federal Solutions, LLC the offeror may include the signed agreement in Tab A.

L.5.1.2 CONTRACT REGISTRATION (TAB B)

The offeror shall submit a statement that the contract vehicle under which this proposal is being submitted has been registered in ASSIST and that all information in ASSIST is up-to-date. ASSIST can be accessed by visiting the following webpage:

https://portal.fas.gsa.gov/assist-web/registration/contractor/search

L.5.1.3 CURRENT FORWARD PRICING RATE AGREEMENTS OR RECOMMENDATIONS (TAB C)

The offeror shall submit all forward pricing rate agreements including that of the prime contractor.

L.5.1.4 MANAGEMENT SYSTEMS (ADEQUATE COST ACCOUNTING AND APPROVED PURCHASING SYSTEM) (TAB D)

a. The offeror shall describe all applicable management systems (e.g., accounting, estimating, purchasing, Earned Value Management System (EVMS)).
b. The offeror shall specifically include the date of the last DCAA/DCMA (or other designated responsible Government agency) cost accounting system and purchasing system audits, a copy of the results of the audits, audit report number, and date determined adequate. This shall include verification in a form acceptable to the Government of the currently determined adequate systems (e.g., copy of most recent Government purchasing system approval and Government Cost Accounting System adequacy letter).
c. The offeror shall include the name, office, and phone number of its cognizant DCAA/Government audit agency and DCMA/Government Administrative Contracting Officers (ACO) who are responsible for any cost accounting and purchasing system reviews of the contractor.

L.5.1.5 COST ACCOUNTING STANDARDS (CAS) DISCLOSURE STATEMENT (D/S) (TAB E)

The offeror shall include a copy of the CAS D/S. Also, the offer shall state the adequacy of D/S, date audited, audit report number, date determined adequate by ACO, and include any non-compliances with CAS.

L.5.2 REMAINDER OF WRITTEN COST/PRICE PROPOSAL (PART II)

Part II is the Remainder of Written Cost/Price Proposal and shall contain the following:

a. Solicitation, Offer and Award (SF33) (Tab F)
b. Section B – Supplies or Services and Prices/Costs (Tab G). Do not include cost/price for six-month extension period authorized by FAR clause 52.217-8.
c. Cost/Price Supporting Documentation (Tab H)
d. Subcontractor Supporting Documentation (Tab I)
e. Cost/Price Assumptions (Tab J)
f. Representation of Limited Rights Data and Restricted Computer Software (Tab K)
g. Pass/Fail elements (Tab L)
h. OCI Management Plan (Tab M)
i. SubContractor Current Forward Pricing Rate Agreements or Recommendations (Tab N)

L.5.2.1 SOLICITATION, OFFER, AND AWARD (SF 33) (TAB F)

When completed and signed by the offeror, Standard Form (SF) 33, “Solicitation, Offer, and Award,” constitutes the offeror’s acceptance of the terms and conditions of the proposed TO. Therefore, the form must be executed by representatives of the offeror authorized to commit the offeror to contractual obligations. The offeror shall sign the SF 33 in Block 17.

The authorized negotiator or the signatory of the SF 33 will be notified of the date and time of the Oral Question and Answer (Q&A) session. The offeror shall provide the name of the individual, the position title, telephone number, fax number, and email address of that individual.

L.5.2.2 SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS (TAB G)

The offeror shall indicate the cost/price to be charged for each item in **Section B** rounded to the nearest whole dollar. The offeror shall insert not-to-exceed indirect/material handling ceiling rates in accordance with B.5.1

As a supplement to the summary information provided in Section B, the offeror shall provide full back-up documentation for the Labor CLINs for each period of performance and each task area using the provided Cost/Price Excel Workbooks (Section J, Attachment AA and Attachment BB). The offeror shall complete all worksheets in the Cost/Price Excel Workbook in accordance with the instructions provided in the Cost/Price Excel Workbook. **The offeror shall not lock any cells and the offeror shall ensure all calculation formulas are included in order to effectively show the cost build up in the Cost/Price Excel Workbook.** The back-up documentation shall include a summary total for each element of cost (e.g., direct labor, overhead, General and Administrative (G&A), Facilities Capital Cost of Money (FCCM), fee, etc.).

L.5.2.3 COST/PRICE SUPPORTING DOCUMENTATION (TAB H)

The cost/price supporting documentation is required to enable the Government to perform cost or price analysis. The offeror shall provide the following cost/price supporting documentation:

a. Cost Narrative:
    1. The offeror shall provide a detailed cost narrative, which explains the processes and methodologies used to develop its cost/price proposal. This includes, but is not limited to, the estimating methodology used by the offeror to estimate direct labor and subcontractor labor, explanation of the application of indirect rates, planning assumptions used in the development of the cost estimate, etc.
    2. The offeror shall also include a crosswalk of its labor categories, basis of cost element, weightings, and explanations to those in the solicitation.
    3. The offeror shall specifically indicate in its narrative any applicable Uncompensated Overtime Policy and how such policy affects the hourly direct labor rates and Full-Time Equivalent (FTE) hours being proposed during any TO year.
b. Indirect Rate Information:
    1. The offeror shall break out all proposed indirect rates (Overhead, Fringe, General and Administrative, etc.) by CLIN, by each applicable TO period, and by task area.
    2. The offeror shall clearly identify the cost base from which each proposed indirect rate is being applied.
    3. Historical indirect rates (unburdened) shall be provided (Overhead, Fringe, General and Administrative, etc.) for the last five years inclusive of appropriate explanations for any major increases and decreases in the rates between years.
c. Direct Labor Rate Information:

1. The offeror shall provide the base direct labor rate (unburdened) for all proposed labor categories (Key and non-Key) and all projected rates (factoring in escalation) for all option years. The Key Personnel labor rates shall be supported by evidence of actual rates currently being paid and/or the basis for specific rates being proposed.
2. The offeror shall identify all direct labor escalation factors and basis for any escalation index being utilized for all option years.
3. The offeror shall also submit a Position Classification Plan, which identifies the classes of labor employed by the offeror and the guidelines for determining the title and pay level of each position.

d. Fee Review:

1. The offeror shall break out all proposed fees and clearly delineate the cost base in which the fee percentages are applied.

L.5.2.4 SUBCONTRACTOR SUPPORTING DOCUMENTATION (TAB I)

The offeror shall also provide supporting cost/price documentation for all proposed subcontractors, to include the total value of the proposed subcontract, the proposed type of subcontract, the rationale and/or justification for this type of subcontract type, and how fee will be determined and paid. Additionally, the offeror shall provide a narrative detailing the processes used to evaluate the subcontracts it is proposing, including cost and/or price analysis conducted as appropriate for each subcontract. In addition to the supporting cost back-up documentation, DCAA contact information and relevant cost/pricing data shall be provided for all cost type subcontractors. Failure to provide complete supporting documentation may result in no further consideration of the offeror's proposal. Subcontractors may submit proprietary data directly to the FEDSIM CO or through the prime contractor in a separate, sealed envelope. **The prime contractor shall specifically state whether the estimated costs of any proposed subcontractor will be in excess of $10M over the life of the TO for Government accomplished Equal Employment Opportunity (EEO) verification purposes.**

The prime offeror is responsible for ensuring that all cost type subcontractors include the same type of cost detail in the same format as required in Section L.5.2.3. All non-cost subcontractors shall provide the following information: the total value of the proposed subcontract, the proposed type of subcontract, the rationale and/or justification for this type of subcontract type. In addition for all non-cost subcontractors (with the exception of Firm-Fixed Price subcontracts) the Government requires supporting pricing documentation. This may include for example; the subcontractors Alliant Pricing, GSA Schedule Pricing, OASIS Pricing (all matched to appropriate Labor Categories). If the proposed subcontractor does not possess one of these established vehicles the subcontractor shall provide payroll/invoices and or Commercial Catalogs for labor rate verification

L.5.2.5 COST/PRICE ASSUMPTIONS (TAB J)

The offeror must submit all (if any) assumptions upon which the Cost/Price Proposal is based.

L.5.2.6 REPRESENTATION OF LIMITED RIGHTS DATA AND RESTRICTED COMPUTER SOFTWARE (TAB K)

The offeror shall complete and provide the remainder of FAR 52.227-15(b), Representation of Limited Rights Data and Restricted Computer Software, paragraph representing that it has reviewed the requirements for the delivery of technical data or computer software.

L.5.2.7 PASS/FAIL ELEMENTS (TAB L)

A failure on any single Pass/Fail criteria will make the proposal ineligible for award, with no further evaluation of the Technical and Cost/Price proposal accomplished by the Government. The offeror shall provide:

a. Named Key Personnel: Each proposed Key Person shall be named at the time of proposal Part II submission. The offeror shall provide a list of Key Personnel, including position title and name (Section H.2, Key Personnel, and additional Key Personnel positions, if any). This list shall be consistent with the information provided in the Section J, Attachment CC, Project Staffing Plan Template and Section J, Attachment DD, Key Personnel Qualification Matrix (KPQM) in the Written Technical Proposal. A proposal that states, "To Be Determined" (TBD) for a proposed Key Person, or omits a Key Person, will be rejected by the Government.

b. Letters of Commitment: The offeror shall provide a Letter of Commitment for each proposed Key Person, at the proposal Part II submission due date. To meet this Pass/Fail criterion, the letter shall be signed by the proposed Key Person and shall state that (1) the proposed Key Person named is employed by the offeror or subcontractor, or has an offer of employment from the offeror or subcontractor that the Key Person intends to accept in the event of an award being made to the offeror; and (2) the proposed Key Person is available and committed to begin work on the Project Start Date designated in Section F.3.

c. Section 508 Compliance: The offeror's written proposal shall include a statement, provided at the time of proposal Part II submission, indicating its capability to comply with Section 508 requirements throughout its performance of this TO in compliance with Section H.6.

d. Awardee of the Master Contract: The offeror shall represent that it is an awardee of the master contract.

e. Approved Purchasing System: The offeror shall represent that as the prime they possess an approved purchasing system. The Government will reject any proposal from the prime contractor that does not have a Government-approved purchasing system at the time of the proposal Part I submission due date. If the Prime is a Joint Venture on the Alliant master contract, the possession of an approved purchasing system by one of the individual members of the Joint Venture team is acceptable, provided that the firm possessing the approved purchasing system is actually being proposed, at a minimum, to provide such purchasing services under this acquisition.

L.5.2.8 OCI MANAGEMENT PLAN (TAB M)

The offeror shall complete and submit an OCI Management Plan, which shall disclose all projects that meet the following criteria:

a. Offeror assisted with the development of a possible competitor's proposal for this EPA TO itself or any EPA ITS III TOs; *or*
b. Offeror reviewed the performance of a possible competitor; *or*
c. Offeror was or is aware of a possible competitor's proprietary information, such as its overhead rates or proprietary technology or methods; *or*
d. Offeror or the offeror's current staff had access to networks or systems that presented an opportunity for the offeror or staff to access competitors' information to gain an advantage; *or*
e. Offeror was involved in any of the items 1 through 4 above with respect to any acquisition outside EPA ITS III, any of the participating EPA offices supported by this or any of their components in this TO; *or*
f. Otherwise created an actual, potential, or perceived conflict of interest.

The offeror's OCI Management Plan shall address the mitigation, avoidance, or neutralization of any actual, potential, or perceived OCI. In addition to the management of OCI for this TO, each offeror's OCI Management Plan shall address how the offeror plans to manage potential or actual EPA ITS III program-wide OCI(s) that may arise across the span of multiple TOs issued by FEDSIM or EPA in support of ITS III or from other related contractual relationships or vehicles.

The OCI Management Plan shall address at a minimum:

a. Physical separation or barriers between the Alliant Prime and subcontractors involved in acquisition package preparation and evaluation, and any members of those applicable firms who are responsible for submitting a response to the competitive acquisition package. Physical separation includes office space and buildings, as applicable.
b. Geographic separation or barriers.
c. Organizational and management separation or barriers.
d. Corporate separation.
e. Financial separation.
f. Communications separation.
g. Information technology and cybersecurity separation.
h. OCI staff training.
i. Corporate ethics or rules of behavior.
j. Any other structures or processes not already covered above which serve to avoid a conflict of interest with respect to the competitive acquisition of Ancillary Products and Services.

L.5.2.9 SUBCONTRACTOR FORWARD PRICING RATE AGREEMENTS OR RECOMMENDATIONS (TAB N)

The offeror shall submit Current Forward Pricing Rate Agreements or Recommendations for any cost-type subcontractors, and/or proposed Joint Venture. Subcontractors may submit proprietary

data directly to the FEDSIM CO or through the prime contractor in a separate, sealed envelope.

L.6 SUBMISSION OF THE WRITTEN TECHNICAL PROPOSAL (PART III)

Each offeror shall submit all information described in the following paragraphs. The offeror shall provide one original printed version, six paper copies, and one electronic copy, containing all required sections of this Part. The Project Staffing Plan (Section J, Attachment DD) shall only be provided as one original printed version and one electronic copy; additional hard copies shall not be provided.

Part III is the written Technical Proposal and shall contain the following:

a. Project Staffing Plan (Tab A)
b. Project Staffing Rationale (limited to 10 pages) (Tab B)
c. Key Personnel Qualification Matrix (KPQM) (limited to 3 pages for each Key Person) (Tab C)
d. Draft Transition-In Plan (limited to 10 pages) (Tab D)
e. Draft Operating Level Agreement (limited to 25 pages) (Tab E) Quality Assurance Quality Control Plan (limited to 5 pages) (Tab F)
f. Technical Assumptions (if any) (Tab G)
g. Corporate Experience (limited to 10 pages) (Tab H)
h. Service Level Agreements (SLAs) and Performance Metrics (Tab I)
i. Video Technical Proposal Presentation Slides (Tab J).

L.6.1 PROJECT STAFFING PLAN

The offeror shall provide a Project Staffing Plan in accordance with the Project Staffing Plan Template contained in Section J, Attachment DD. The submission shall contain all proposed individuals that will be working on this effort. All Key Personnel proposed shall be identified in the Project Staffing Plan and available to begin work immediately on the Project Start Date indicated in Section L.3 of this solicitation.

All non-Key Personnel shall meet the requirements of the Alliant Contract. If the names of all non-Key Personnel are not known prior to offer submission, the offeror may indicate to be determined (TBD) in the Project Staffing Plan. The names of non-Key Personnel are the only identifiers that may remain unspecified in the Project Staffing Plan. The offeror shall supply all requested information for all proposed personnel regardless of whether a name or TBD is provided. The names of all non-Key Personnel that can be provided shall be provided. Information in the Project Staffing Plan provides a basis for the Government to determine the efficacy of the Project Staffing Plan in relation to the offeror's Technical Approach. If TBD is indicated for any non-Key Personnel, the offeror shall supply the offeror's proposed experience/certifications that would be needed to perform the proposed Technical Approach in that role. All qualification sections of the proposed Project Staffing Plan shall be completed uniquely for each person or TBD role provided.

The offeror shall include all proposed personnel in each performance period of the Project Staffing Plan, regardless of whether there are hours proposed for that person in that period to maintain consistency between each period of performance.

The offeror shall ensure there is consistency in the level of effort between the Project Staffing Plan provided in Part III and the Written Cost/Price Proposal provided in Parts I and II, being cognizant of rounding issues.

L.6.1.1 PROJECT STAFFING RATIONALE

The offeror shall provide a Project Staffing Rationale for the proposed project staffing solution presented in the Project Staffing Plan. The offeror shall describe its rationale for the proposed labor mix and level of effort to support each TOR task. The offeror shall also describe what factors drove its proposed labor mix and how its proposed staffing solution will accomplish the Government's objectives and requirements.

L.6.2 KEY PERSONNEL QUALIFICATION MATRIX (KPQM)

The offeror shall submit a KPQM Section J, Attachment CC for each Key Person proposed relating the specialized experience identified in Section H.1 of this solicitation and the qualifications of the person or persons being proposed for that position. For those additional Key Personnel proposed, the offeror shall identify the specialized experience and the corresponding qualifications for this experience. The offeror shall represent the following:

a. All Key Personnel meet the requirements of the Alliant Contract.
b. All Key Personnel meet the requirements of the TO.

L.6.3 DRAFT TRANSITION-IN PLAN

The offeror shall provide a Draft Transition-In Plan that aligns with the requirements in Section C.6. The offeror shall include in the Draft Transition-In Plan an approach that provides for a seamless transition from the incumbent to the new contractor (hereafter referred to as the offeror).

The Draft Transition-In Plan shall identify the roles and responsibilities of the offeror including proposed schedule(s) and milestones to ensure no disruption of service, as defined in C.6.1.8. The Draft Transition-In Plan shall also identify and discuss the roles and responsibilities of the incumbent contractor and information expected from the incumbent. The offeror shall also identify any actions contemplated on the part of the Government.

L.6.4 DRAFT OPERATING LEVEL AGREEMENT

The offeror shall provide a Draft Operating Level Agreement that aligns with the requirements in Section C.6.3.3. The offeror shall include in the Draft Operating Level Agreement an approach that provides a general overview of responsible stakeholders across the ITS EPA III portfolio. Each offeror shall disclose if they plan to submit a proposal in parallel with other ITS EPA III task orders released through GSA FEDSIM. The offeror shall also disclose if the same Key Personnel will be proposed on the other parallel efforts. If so, how will the offeror ensure that the Key Person will be able to matrix time to each awarded task order. At a minimum, the plan shall identify a high-level description of service agreements, service provider roles and responsibility to include work requests, ad-hoc requests, and service change requests. In addition, the offeror shall describe management methodologies and technical approaches to resolving normal and major incidents, escalation procedures, and problem management across a diverse stakeholder environment. The offeror shall propose methodologies to ensure that coordination

and collaboration is emphasized across the TO, as well as the ITS EPA III portfolio, to ensure a coordinated service delivery, build synergies, promote knowledge sharing, and drive efficiencies.

The Draft Operating Level Agreement shall also identify and discuss the roles and responsibilities of other contractor(s) supporting ITS EPA III, and the level of information expected to be shared across the enterprise. The offeror shall also identify any actions contemplated on the part of the Government. The Government expects a minimal acceptable level of performance for EPA end users under this TO, and is seeking industry best practices to manage performance to hold each contractor accountable as part of the ITS EPA III portfolio to ensure that performance exceeds expectations.

L.6.5 TECHNICAL ASSUMPTIONS

The offeror shall identify and address any assumptions affecting the technical proposal citing the component(s) of the proposal to which they pertain. All technical assumptions and Basis of Estimate assumptions shall be included in the technical volume. This shall include any non-Cost/Price information that serves as the basis of a Cost/Price assumption identified in the offeror's Written Cost/Price Proposal.

The Government reserves the right to reject any proposal that includes any assumption that adversely impacts the Government's requirements.

L.6.6 QUALITY ASSURANCE QUALITY CONTROL PLAN (QAQC)

The offeror shall identify its approach to ensure quality control in meeting the requirements of each Task Area of the TO (i.e., not just the corporate generic quality control process). The offeror shall describe its quality control methodology and approach for determining and meeting performance measures identified.

The QAQC shall contain at a minimum the following:

a. Performance Monitoring Methods
b. Performance Measures
c. Approach to ensure that cost, performance, and schedule comply with task planning.
d. Methodology for continuous improvement of processes and procedures, including the identification of service metrics that can be tracked in the TO.
e. Government Roles
f. Contractor Roles

L.6.7 CORPORATE EXPERIENCE

The offeror shall provide Corporate Experience for three projects performed within the last five years by the business unit that will perform this effort. One of the Corporate Experience references shall be the offeror's direct experience as the prime contractor; the remaining two references may be augmented by team members. These three projects must be similar in size scope, and complexity to the requirements identified in Section C. The offeror shall discuss the scope of work, the period during which the work occurred, the dollar value of the work performed, the client and project, the specific responsibilities of the offeror, major deliverables produced, performance measures/service levels applied, any awards that were received for superior performance (only include awards in past performance and if applicable, include any

technical platforms, languages, operating systems, etc.) and any problems or issues that occurred and the corrective action taken. Please identify the percentage of similar work performed by the associated business unit as part of the Corporate Experience reference. The Corporate Experience information must be submitted in the format provided in Section J, Attachment EE. The offeror shall ensure that all of the points of contact are aware that they may be contacted.

All three projects shall be contracts or orders for the performance of actual technical requirements. Master contract vehicles (e.g., Blanket Purchase Agreements, Indefinite Delivery/Indefinite Quantity contracts) do not satisfy the Corporate Experience requirement unless submitted together with a TO similar in size, scope, and complexity to this requirement and awarded and performed under the vehicle as specified above.

L.6.8 SERVICE LEVEL AGREEMENTS (SLAs) AND PERFORMANCE METRICS

In addition to the Government's draft SLAs (See DRAFT Award Fee Determination Plan with government-provided SLAs in Section J, Attachment D) the offeror shall provide an additional five SLAs as appropriate to its proposal for a total of 10. The offeror shall also provide performance metrics for each of the Government's SLAs and the offeror's proposed SLAs.

L.6.9 VIDEO TECHNICAL PROPOSAL PRESENTATION SLIDES

The offeror shall submit one original printed version, five paper copies, **and one electronic copy** of the Video Technical Proposal Presentation slides in advance of the Video Technical Proposal Presentation. **The Video Technical Proposal Presentation slides shall be separately bound from all other parts of the written proposal.** If the slides are not submitted by the proposal due date specified in the Cover Letter, they will not be evaluated. The Video Technical Proposal Presentation (Part IV) requirements are described in Section L.7.

Unobtrusive company logos or names can be inserted in any or all slides. Slides should be sequentially numbered in the lower right corner. Transition effects shall not be used. Each slide shall reference in the top right corner, the Section/subsection number from Section C and the Section F deliverable that is being described/discussed on the slide, where applicable.

L.7 SUBMISSION OF THE VIDEO TECHNICAL PROPOSAL PRESENTATION (PART IV)

Each offeror determined to have passed all Pass/Fail requirements shall submit six electronic copies of the Video Technical Proposal Presentation containing the information required herein Section L.X. The Video Technical Proposal Presentation will be used to assess the offeror's capability to satisfy the requirements set forth in the TOR.

While there will be a separate oral Q&A session scheduled (Section L.7.4), the offeror shall present its initially submitted proposal in a manner that is clear and complete.

L.7.1 VIDEO TECHNICAL PROPOSAL PRESENTATION PARTICIPATION AND CONSTRAINTS

The offeror shall identify all authors of the video presentation by name and association with the offeror in the opening credits. Key Personnel introductions may be integrated into the video opening credits for clarity. Participation in the Video Technical Proposal Presentation shall be limited to the offeror's Key Personnel and no more than three additional corporate

representatives of the offeror. An offeror's Key Personnel includes only those persons who will be assigned to the TO as Key Personnel as described in Section H.2. The three additional corporate representatives (e.g., CEOs, company presidents, or contract representatives) from the offeror may appear for an introductory role, but will not be allowed to deliver the content of the offeror's video presentation. Introductory remarks by any corporate representatives will not be evaluated, but will count towards the offeror's allotted Video Technical Proposal Presentation time. For the remainder of the video presentation, only Key Personnel shall present. Content presented by any non-Key Personnel will not be evaluated.

The offeror's video presentation shall not exceed 60 minutes. There is no limit to the number of slides that can be presented during the Video Technical Proposal Presentation within the allotted timeframe. Only those video presentation slides presented as part of the Video Technical Proposal Presentation will be evaluated. Any content presented after the time limit is reached and any slides over and above those presented during the video presentation will not be evaluated.

L.7.2 VIDEO TECHNICAL PROPOSAL PRESENTATION MEDIA

The Video Technical Proposal shall be in a presentation format. Generally, the visual of the Key Personnel presenting the content shall be visible and not obscure the slide. Limited use of graphics will be allowed, such as zooming in to parts of the offeror's technical solution. During this time, the visual of the Key Personnel may be replaced with the name of the speaker. Limited use of animation for technical diagrams is allowable. While this will not be evaluated, the Government discourages the use of advanced video graphics or cinematic features.

The offeror shall provide the presentation in one of three formats:

a. BluRay quality: H.264, 24 megabits per second (Mbps), file type: .MP4
b. Digital Video Disk – Read Only Memory (DVD-ROM) High Definition (HD) video quality: H.264, 24 Mbps, file type: .MP4
c. DVD (regular) quality: H.222/H.262, 9 Mbps, file type .MP4

Please note, the Government does not have a preference as to which format offerors elect to use. Video Resolution is up to the offeror. Resolution quality is not rated in the technical evaluation. Submission on the entire presentation on a single, playable disk is preferred.

GSA FEDSIM uses Azend Group Corp Model#BDP-M1061, Sony Model#BDP-SX1000, and Blu-Ray Combo Model#SBC-06D2X-U video players to view video media. Offerors are encouraged to test video playback and compliance using the same models. As an alternative, the offeror may contact the FEDSIM CS at least one week prior to the due date of Proposal Part IV, Video Technical Proposal Presentation, to schedule a time in which the offeror can utilize one of FEDSIM's players to assess playability themselves. The FEDSIM CS will provide the video player to the offeror and the offeror will have no longer than 30 minutes to assess playability.

L.7.3 TECHNICAL PROPOSAL ORAL Q&A SESSION

The purpose of the oral Q&A session is to allow the Government to ask questions, as deemed necessary, that will serve to clarify to the Government, for evaluation purposes, the offeror's methodologies and approaches as proposed. It is the Government's intent to ask clarifying questions only to the extent deemed minimally necessary for the evaluators to sufficiently understand what is being proposed. The offeror shall be prepared to answer questions about the

Video Technical Proposal Presentation and the Written Technical Proposal in the oral Q&A session. The oral Q&A session will be held at the unclassified level.

Attendance at the oral Q&A session is limited to the offeror's proposed Key Personnel and no more than three additional corporate representatives of the offeror. The offeror's Key Personnel shall be prepared to answer questions about Parts III and IV in the Q&A session.

L.7.4 TECHNICAL PROPOSAL ORAL Q&A SESSION SCHEDULING

The FEDSIM CO will schedule the oral Q&A session with the authorized negotiator or the signatory of the SF 33. Each offeror's oral Q&A sessions will be preliminarily scheduled by the FEDSIM CO and/or FEDSIM CS after receipt of Part I and will be confirmed after Part II is received and the FEDSIM CO determines that the offeror passed all of the Pass/Fail requirements.

The oral Q&A session will be held at facilities designated by the FEDSIM CO. The exact location and any other relevant information will be provided when scheduled. Time slots will be assigned randomly and may not be changed or traded. The Government reserves the right to reschedule any offeror's oral Q&A session at its sole discretion.

L.7.5 TECHNICAL PROPOSAL ORAL Q&A SESSION FORMAT

The offeror shall address any clarification questions posed by the FEDSIM CO or the TEB Chairperson. Although no stated time limit for the duration of the Q&A session will be imposed, for planning purposes, it is anticipated that the session should not last more than one hour. The CO and the TEB Chairperson will be responsible for ensuring the schedule is met and that all offerors are given the same opportunity to answer clarification questions.

The offeror shall bring bound printed copies of its Technical Proposal Parts III and IV to refer to throughout its oral Q&A session. The offeror shall not present any information to the Government other than answering the clarification questions posed. **Proposal revisions are not expected and will not be allowed.** The offeror may briefly caucus to coordinate responses to specific requests for clarifications. These brief caucuses may not last longer than five minutes before presenting the coordinated response.

The entire session will be documented by the Government. Upon completion of the Q&A session, the Government may caucus to formulate any additional clarification questions regarding the technical proposal**.**

L.7.6 PROHIBITION OF ELECTRONIC RECORDING OF THE TECHNICAL PROPOSAL ORAL Q&A SESSION

The offeror may **not** record or transmit any of the oral Q&A session. All offeror's electronic and recording devices shall be removed from the room during the oral Q&A session. The offeror is permitted to have a timer in the room during the oral Q&A session.

L.8 VIDEO TECHNICAL PROPOSAL PRESENTATION TOPICS

Within the Video Technical Proposal Presentation, the Government does not expect the offeror to provide a restatement of the information already submitted in writing in Part III instead, the

offeror shall address this information under the topics provided. The Video Technical Proposal Presentation shall include the following topics, and be organized in the following order:

a. Topic 1: Technical Approach and Project Staffing
b. Topic 2: Management Approach and Key Personnel

L.8.1 TECHNICAL APPROACH AND PROJECT STAFFING (TOPIC 1)

The offeror shall identify and describe the methodology and analytical techniques to be used in fulfilling the technical requirements identified in the TOR. The offeror should tailor the technical approach to achieve the requirements as identified in Section C, F, H, and J. The offeror's proposal shall be relevant to this TOR and demonstrate an effective understanding of TOR requirements. The Technical Approach shall describe the following:

a. The offeror's technical approach for meeting the requirements of each task area focusing on the requirements. The methodology shall clearly identify the technical approach and how it will address the goals, objectives, conditions, and task requirements.
b. The offeror's technical approach to meet the goals of EPA to achieve the desired future state (c.4).
c. The offeror's technical approach to mitigate risk for contract transition with a solution to support user profiles, incident management, and open tickets (C.6.1.8), to include the draft Transition-In Plan (L.6.3).
d. The offeror's project staffing approach for hiring, retaining, replacing, qualified and cleared personnel to support the technical approach throughout the life of the TO.

These elements are not subfactors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating.

L.8.2 MANAGEMENT APPROACH and KEY PERSONNEL (TOPIC 2)

The offeror shall identify the Management Approach, techniques, and tools that the offeror shall use to accomplish the objectives and requirements identified in this TOR. The offeror shall tailor the management approach to achieve the requirements as identified in Section C. The Management Approach shall describe the following:

a. The offeror's rationale for proposing the Key Personnel in terms of matching qualifications to proposed roles of the offeror's solution and the requirements/objectives of the TOR. The offeror's proposed Key Personnel roles are relevant to Government's requirements and the offeror's solution, and possess qualifications relevant to their roles on the project.
b. The offeror's approach to managing its team as a single integrated service delivery organization in meeting the requirements, to include the use of small businesses.
c. The offeror's approach to transition EPA to adoption and maturation of ITIL standards-based processes over the period of performance, including a cultural strategy for agency adoption.
d. The offeror's approach in coordinating and managing an IT solution while collaborating with Government stakeholders and other contractors, including an approach to risk and technical management as described in the draft Operating Level Agreement (L.6.4). All planned actions to mitigate or eliminate risks should be discussed.

These elements are not sub factors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating.

L.9 SUBMISSION OF QUESTIONS

Offerors are requested to submit questions grouped by solicitation Section and make reference to the particular Section/Subsection number. Questions must be received before the date specified for receipt of questions using the format in Section J, Attachment FF. **Questions or requests for extension submitted after the cut-off date will not be considered.**

Any information given to a prospective offeror concerning this solicitation will be furnished promptly to other prospective offerors as an amendment to the solicitation.

L.10 DELIVERY INSTRUCTIONS

The offeror shall deliver written proposals and receive acceptance from:

Laurel Weiskopf, Contracting Officer
Aaron Sannutti, Contract Specialist
GSC-QFOB-17-33058
FEDSIM Project Number EP00802
GSA FAS AAS FEDSIM (QF0B)
8281 Greensboro Drive
McLean, VA 22102

Proposals not received by the time and the date(s) stated in the Cover Letter will not be considered.

M.1 METHOD OF AWARD

The Government anticipates awarding a TO to the offeror whose proposal is the most advantageous to the Government, price and other factors considered. Technical proposals will be evaluated based on the factors described in Section M.7. A price evaluation will be done for all offerors; a cost evaluation will only be done for offerors with a technical proposal receiving an overall technical rating of ACCEPTABLE or higher. All evaluation factors other than cost or price, when combined, are significantly more important than cost. Award may be made to other than the lowest priced technically acceptable proposal.

This acquisition is being conducted under FAR 16.5. Principles and procedures of Subpart 15.3 do not apply. Accordingly, the Government reserves the right to do any or all of the following:

a. Award on initial proposals, without discussion.

b. Ask clarifying questions during the question and answer period of the presentations if needed. Clarification questions may include asking the offeror to clarify statements made during video presentations, if the contents of the video presentations warrant clarification. Clarification questions may include asking the offeror to clarify its written technical proposals. As a result, the Government may have communications with some, but not all, offerors; these communications, however, will be clarifications and not discussions. In these situations, the Government will consider the offeror's clarifying response(s) without allowing proposal revisions.

c. After an offeror has been selected for award based upon a best value determination, the Government may negotiate a final reduced price. The negotiations will include reductions in profit/fee with the offeror selected for award in order to achieve the absolute best value for the Government. The Government may make award based on initial offers received or the Government may make award after clarifications of some aspects of the proposal or discussions relative to price only.

d. Have communications; ask clarifying questions, request corrections relative to minor errors in the cost/price proposal, or request cost/price substantiating documentation to facilitate the Government's final evaluation of cost proposals with one or some offerors. These communications, clarifications, or requests for corrections or substantiating documentation will not materially change the offeror's proposal in terms of conformance to TOR requirements, constitute discussions such as the removal of an unacceptable assumption, or materially change pricing.

Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

M.2 PASS/FAIL ELEMENTS

The Government will evaluate the following pass/fail elements. **A failure on any single Pass/Fail criteria will make the proposal ineligible for award, with no further evaluation of the technical and cost proposal accomplished by the Government.**

Pass/Fail Elements:
The following will be evaluated on a Pass/Fail basis in accordance with L.5.2.7:

a. The Government will reject any proposal that does not provide a name for each Key Person proposed at the proposal submission due date. A proposal that states, "To Be Determined" or TBD for a proposed Key Person, or omits a Key Person, will be rejected by the Government (Section L.6.2).
b. The Government will reject any proposal that does not provide a Letter of Commitment, signed by each proposed Key Person at the proposal submission due date (Section L.6).
c. The Government will reject any proposal that does not provide a Section 508 Compliance Statement (Section L.5.2.7).
d. The Government will reject any proposal where the offeror is not an awardee of the master contract.
e. The Government will reject any proposal where the offeror does not provide documentation that as the prime they possess an approved purchasing system.

M.3 COST/PRICE PROPOSAL EVALUATION

The offeror's cost proposal (Section L.5, Parts I and II, Tabs A through N) will be evaluated to assess for cost realism and price reasonableness. Cost analysis will be performed on all prime contractors and major subcontractors with contract values over ten percent of the total contract value. The six-month extension period, authorized by FAR clause 52.217-8, will not be included in the total evaluated cost; however, it will be evaluated to ensure that the option is available for the unilateral exercise of the Government should an extension become necessary. The offeror shall not propose a price for the six month extension. The CAF is not included in the price evaluation.

Costs that are excessively high or low (without sufficient justification) may be considered unrealistic and unreasonable and may receive no further consideration. Any proposal that is not within the total estimated CPAF cited in Section B and in Section L.3 shall include an explanation that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range.

The Government will reject any proposal from the prime contractor that does not have a Government-approved purchasing system at the time of the proposal Part I submission due date. If the Prime is a Joint Venture, the possession of an approved purchasing system by one of the individual members of the Joint Venture team is acceptable, provided that the firm possessing the approved purchasing system is actually being proposed, at a minimum, to provide such purchasing services under this acquisition. The Government will determine a prime contractor as non-responsible (and therefore ineligible for award) if the firm does not possess an adequate cost accounting system as determined by the cognizant Federal agency, applicable to the offeror's most current organizational structure, for properly allocating costs applicable to this cost-type contract at the time of the proposal Part I submission due date.

M.4 ORGANIZATIONAL CONFLICT OF INTEREST

Tab A will be evaluated to assess whether or not an actual or potential OCI exists as defined by FAR Part 9.5. If an actual or potential conflict of interest is identified that cannot be feasibly mitigated, avoided, or resolved in accordance with FAR Part 9.5, that offeror may be ineligible for award.

Note: OCI determinations can only be assessed at time of proposal submission when complete information is present.

M.5 COST ASSUMPTIONS

The Government reserves the right to reject any proposal that includes any cost assumptions that may adversely impact satisfying the Government's requirements.

M.6 OVERTIME AND EXTENDED BILLING HOUR PRACTICES

The Government reserves the right to reject any proposal that includes overtime or extended hours billing practices that adversely impact or affect the Government's requirements.

M.7 TECHNICAL EVALUATION FACTORS

The Government will evaluate technical proposals (Section L.6, Parts III and IV) based on the following factors:

Factor 1: Technical Approach and Project Staffing to include the written SLAs and Performance Metrics (Section L.6.8), the written Project Staffing Plan Table and rationale as well as the information presented under the technical approach topic (Section L.8, L.8.1) as part of the offeror's video technical presentation.

Factor 2: Management Approach and Key Personnel to include the Operating Level Agreement (Section L.6.4) and Key Personnel qualifications (Section H.1, Section L.6.2), as well as information presented under the management approach (Section L.8.2) topic as part of the offeror's video technical presentation.

Factor 3: Corporate Experience (Section L.6.7)

The technical proposal evaluation factors are listed in descending order of importance. All three technical factors combined are significantly more important than cost. The Government will combine the results of the written and video submissions, including the Q&A responses, to arrive at a rating for the technical evaluation factors as a whole. The receipt of an evaluation rating of Not Acceptable in any single Factor will result in the overall proposal being determined Not Acceptable and therefore ineligible for award.

M.7.1 FACTOR 1: TECHNICAL APPROACH AND PROJECT STAFFING

The Government will evaluate the Technical Approach and Project Staffing factor based on the clarity and completeness of the approach and the degree to which the proposal meets the requirements of the TOR Section L.8.1 and includes innovative and efficient methodologies.

The Project Staffing Plan will be evaluated to assess the degree to which it complies with the requirements outlined in Section L.6.1including the estimated hours and labor mix for personnel and the experience, skill, and qualifications of the personnel proposed.

The offeror's SLAs and performance metrics will be evaluated based on the degree to which they completely and comprehensively quantify, measure, track, and report operational performance relating to both systems and management performance, as well as the degree to which they achieve the agency's objectives/requirements. The SLAs and performance metrics will also be evaluated to assess the degree to which they comply with Section L.8.1.2 and reflect:

a. A level of service with respect to each performance area.
b. A link of incentives and measures to the requirements of the TO.

These elements are not subfactors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating.

a. The relevancy and comprehensiveness of the offeror's proposed technical approach for meeting the requirements of each task area focusing on the requirements. The methodology shall clearly identify the technical approach and how it will address the goals, objectives, conditions, and task requirements.
b. A clear and comprehensive understanding of the missions and the operational and technical environments of EPA OEI to meet the goals of EPA to achieve the desired future state (C.4),
c. A comprehensive, effective, and efficient technical approach to mitigate risk for contract transition with a solution to support user profiles, incident management, and open tickets (C.6.1.8), to include the draft Transition-In Plan (L.6.3).
d. The offeror's project staffing approach for hiring, retaining, replacing, qualified and cleared personnel to support the technical approach throughout the life of the TO.

M.7.2 FACTOR 2: MANAGEMENT APPROACH and KEY PERSONNEL

The Management Approach will be evaluated to assess the degree to which it reflects an effective, efficient, feasible, and practical level of understanding of the operating environment in accomplishing the tasks and deliverables of this TO from a management perspective, in particular those areas described in Section L.8.2 with minimal risk and innovative and cost effective ideas. The Government will also evaluate the project management strategy including indicators showing how the project will be implemented and the offeror's ability to manage resources.

The Key Personnel Matrix will be evaluated to assess the appropriateness and completeness of the experience, skill and qualifications of the proposed Key Personnel identified in Section H.1 Key Personnel will also be evaluated to assess the currency and applicability of experience as it relates to Section H.1

The following are not sub-factors and will not be separately evaluated. The offeror's Management Approach will be evaluated based on the degree to which it reflects:

a. The degree of relevance, comprehensiveness, and effectiveness of the stated qualifications, experience, skills, and roles of each of the named Key Personnel offeror's rationale for proposing the Key Personnel in terms of matching qualifications to proposed roles of the offeror's solution and the requirements/objectives of the TOR. The offeror's proposed Key Personnel roles are relevant to Government's requirements and the offeror's solution, and possess qualifications relevant to their roles on the project.
b. The effectiveness and comprehensiveness of the offeror's approach to managing its team as a single integrated service delivery organization in meeting the requirements, to include the use of small businesses.
c. The relevancy and effectiveness of the offeror's approach to transition EPA to adoption and maturation of ITIL standards-based processes over the period of performance, including a cultural strategy for agency adoption.

d. The degree of effectiveness and comprehensiveness of the offeror's approach in coordinating and managing an IT solution while collaborating with Government stakeholders and other contractors, including an approach to risk and technical management as described in the draft Operating Level Agreement (L.6.4). All planned actions to mitigate or eliminate risks should be discussed.

M.7.3 FACTOR 3: CORPORATE EXPERIENCE

The Corporate Experience factor will be evaluated based on an overall (i.e., taken as a whole) consideration of the following (these elements are not sub factors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating):

a. Corporate experience reflects/identifies experience on projects that are similar in size, scope, and complexity to the requirements contained in Section C of the TOR.

b. Corporate experience reflects current experience and the offeror's roles and responsibilities are similar in size, scope, and complexity to the requirements contained in Section C of the TOR.

c. Corporate experience reflects the offeror's approach to client support to include quality assurance, risk management, and maintaining effective lines of communication.

M.8 TECHNICAL ASSUMPTIONS

Offeror assumptions will be reviewed in the context of the technical factor to which they apply. The Government reserves the right to reject any proposal that includes any assumption that may adversely impact satisfying the Government's requirements.

TASK ORDER REQUEST (TOR)

GSC-QF0B-17-33058

ITS EPA III
End User Services

in support of:

Environmental Protection Agency

Issued to:
All contractors under the General Services Administration (GSA)
Alliant GWAC
Multiple Award Contracts

Conducted under Federal Acquisition Regulation (FAR) 16.505

Issued by:
The Federal Systems Integration and Management Center (FEDSIM)
1800 F Street, NW (QF0B)
Washington, D.C. 20405

December 16, 2016

FEDSIM Project Number EP00802

B.1 GENERAL

The work shall be performed in accordance with all Sections of this Task Order (TO) and the contractor's Basic Contract, under which the resulting TO will be placed. An acronym listing to support this Task Order Request (TOR) is included in Section J, Attachment B.

B.2 CONTRACT ACCESS FEE (CAF)

The General Services Administration's (GSA) operating costs associated with the management and administration of this contract are recovered through a CAF. For GSA-issued TOs, the CAF shall be 0.75% of the total TO value with a cap of $100,000 per year per order (when order is in excess of $13.3M per order year). This TO shall have a separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at TO award.

B.3 ORDER TYPES

The contractor shall perform the effort required by this TO on a Cost-Plus Award Fee basis for CLINs 0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, and 4002 and on a Not-to-Exceed basis for CLINs 0003, 0004, 0005, 0006, 1003, 1004, 1005, 1006, 2003, 2004, 2005, 2006, 3003, 3004, 3005, 3006, 4003, 4004, 4005, and 4006. The work shall be performed in accordance with all Sections of this TO and the offeror's Basic Contract, under which the resulting TO will be placed.

B.4 SERVICES AND PRICES/COSTS

Long-distance travel is defined as travel over 50 miles from the primary place(s) of performance (Section F.2). Local travel will not be reimbursed.

The following abbreviations are used in this price schedule:

CLIN	Contract Line Item Number
CPAF	Cost-Plus-Award-Fee
FFP	Firm-Fixed-Price
NSP	Not Separately Priced
NTE	Not-to-Exceed
ODC	Other Direct Cost

B.4.1 BASE PERIOD:

MANDATORY SEVERABLE LABOR CLINs

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
0001	Tasks 1 - 6	$	$	$

OPTIONAL SEVERABLE LABOR CLIN

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
0002	Task 7 – Provide Enterprise End User As-Needed Capabilities - Surge	$	$	$5,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total NTE Price
0003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 400,000.00
0004	Tools Including Indirect Handling Rate _____%	NTE	$ 15,000,000.00
0005	ODCs Including Indirect Handling Rate _____%	NTE	$ 6,500,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
0006	Contract Access Fee	NTE	$100,000.00

TOTAL BASE PERIOD MANDATORY SEVERABLE CLINs: $_____

TOTAL BASE PERIOD OPTIONAL SEVERABLE CLINs: $_____

TOTAL BASE PERIOD CLINs: $_____

B.4.2 FIRST OPTION PERIOD:

MANDATORY SEVERABLE LABOR CLINs

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
1001	Tasks 1 - 6	$	$	$

OPTIONAL SEVERABLE LABOR CLIN

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
1002	Task 7 – Provide Enterprise End User As-Needed Capabilities - Surge	$	$	$5,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total NTE Price
1003	Long-Distance Travel Including Indirect Handling Rate _____ %	NTE	$ 400,000.00
1004	Tools Including Indirect Handling Rate _____ %	NTE	$ 15,000,000.00
1005	ODCs Including Indirect Handling Rate _____ %	NTE	$ 6,500,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
1006	Contract Access Fee	NTE	$100,000.00

TOTAL FIRST OPTION PERIOD MANDATORY SEVERABLE CLINs: $_____

TOTAL FIRST OPTION PERIOD OPTIONAL SEVERABLE CLINs: $_____

TOTAL FIRST OPTION PERIOD CLINs: $_____

B.4.3 SECOND OPTION PERIOD:

MANDATORY SEVERABLE LABOR CLINs

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
2001	Tasks 1 - 6	$	$	$

OPTIONAL SEVERABLE LABOR CLIN

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
2002	Task 7 – Provide Enterprise End User As-Needed Capabilities - Surge	$	$	$5,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total NTE Price
2003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 400,000.00
2004	Tools Including Indirect Handling Rate _____%	NTE	$ 15,000,000.00
2005	ODCs Including Indirect Handling Rate _____%	NTE	$ 6,500,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
2006	Contract Access Fee	NTE	$100,000.00

TOTAL SECOND OPTION PERIOD MANDATORY SEVERABLE CLINs: $_____

TOTAL SECOND OPTION PERIOD OPTIONAL SEVERABLE CLINs: $_____

TOTAL SECOND OPTION PERIOD CLINs: $_____

B.4.4 THIRD OPTION PERIOD:

MANDATORY SEVERABLE LABOR CLINs

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
3001	Tasks 1 - 6	$	$	$

OPTIONAL SEVERABLE LABOR CLIN

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
3002	Task 7 – Provide Enterprise End User As-Needed Capabilities - Surge	$	$	$5,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total NTE Price
3003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 400,000.00
3004	Tools Including Indirect Handling Rate _____%	NTE	$ 15,000,000.00
3005	ODCs Including Indirect Handling Rate _____%	NTE	$ 6,500,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
3006	Contract Access Fee	NTE	$100,000.00

TOTAL THIRD OPTION PERIOD MANDATORY SEVERABLE CLINs: $_____

TOTAL THIRD OPTION PERIOD OPTIONAL SEVERABLE CLINs: $_____

TOTAL THIRD OPTION PERIOD CLINs: $_____

B.4.5 FOURTH OPTION PERIOD:

MANDATORY SEVERABLE LABOR CLINs

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
4001	Tasks 1 - 6	$	$	$

OPTIONAL SEVERABLE LABOR CLIN

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
4002	Task 7 – Provide Enterprise End User As-Needed Capabilities - Surge	$	$	$5,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total NTE Price
4003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 400,000.00
4004	Tools Including Indirect Handling Rate _____%	NTE	$ 15,000,000.00
4005	ODCs Including Indirect Handling Rate _____%	NTE	$ 6,500,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
4006	Contract Access Fee	NTE	$100,000.00

TOTAL FOURTH OPTION PERIOD MANDATORY SEVERABLE CLINs: $_____

TOTAL FOURTH OPTION PERIOD OPTIONAL SEVERABLE CLINs: $_____

TOTAL FOURTH OPTION PERIOD CLINs: $_____

GRAND TOTAL ALL CLINs: $_____

B.5 SECTION B TABLES

B.5.1 INDIRECT/MATERIAL HANDLING RATE

Long-Distance Travel, Tools, and ODC costs incurred may be burdened with the contractor's indirect/material handling rate in accordance with the contractor's disclosed practices.

a. If no indirect/material handling rate is allowable in accordance with the contractor's disclosed practices, no indirect/material handling rate shall be applied to or reimbursed on these costs.

b. If no rate is specified in the Basic Contract, no indirect rate shall be applied to or reimbursed on these costs.

c. If no rate is specified in the schedule of prices above, no indirect rate shall be applied to or reimbursed on these costs.

The indirect handling rate over the term of the TO shall not exceed the rate specified in the schedule of prices above.

B.5.2 DIRECT LABOR RATES

Labor categories proposed shall be mapped to existing Alliant labor categories.

B.6 INCREMENTAL FUNDING

B.6.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION

Incremental funding in the amount of $XXX, XXX, XXX for CLINs __*__ through __*__ is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs will be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the mandatory CLINs is from award through _____, unless otherwise noted in Section B.X. The TO may be modified to add funds incrementally up to the maximum of $***, ***, *** over the performance period of this TO. These allotments constitute the estimated cost for the purpose of Federal Acquisition Regulation (FAR) Clause 52.232-22, Limitation of Funds, which applies to this TO on a CLIN-by-CLIN basis.

Incremental Funding Chart for CPAF

See Section J, Attachment C - Incremental Funding Chart (Excel Spreadsheet).

B.7 AWARD FEE PLANNED VALUE/RESULTS REPORTING TABLE

The Award Fee Determination Plan (AFDP) establishes award fee. See Section J, Attachment D – DRAFT Award Fee Determination Plan (Word document).

C.1 BACKGROUND

The Environmental Protection Agency ‘s (EPA) Office of Environmental Information (OEI) is responsible for managing, operating and evolving EPAs secure information technology (IT) infrastructure and is charged with ensuring this infrastructure provides EPA with IT solutions that support mission success. Building upon EPA’s history of scientific and technological expertise, the Agency seeks out technological advances that have the greatest potential to achieve multiple environmental goals. EPA engages stakeholders to speed the design, development, and deployment of the next generation of environmental technologies, while focusing on a clean environment.

In addition, OEI is charged with IT investment management which entails annual reviews of the IT portfolio of the Agency, maintenance of the enterprise architecture, and development of policies and standards to guide IT expenditures. OEI also leads the Agency's Security Program which is charged with ensuring the Agency has secure IT infrastructure. OEI’s vision is to advance the creation, management and use of information as a strategic resource. This effort is underneath the Office of Information Technology Operations (OITO), within OEI.

The OITO is responsible for the implementation and management of a secure information technology (IT) infrastructure and IT solutions in support of EPA’s mission. EPA continually seeks better ways to solve environmental problems. From research to technology to regulation, community programs, and external partnerships, EPA demands creative ideas to achieve results. These key directions intersect with the Agency’s strategic plan, the OEI vision and the President’s Management Agenda for establishing citizen-centered, results oriented and market based IT management and provisioning infrastructure and product suite.

OITO provides a broad range of information and technology services and solutions to enable secure information exchange, data analysis, scientific investigation, and informed decision-making across government and the environmental community. OITO provides local technology services in its Headquarters facilities and Agency-wide in the areas of voice and data. This support is categorized into five areas: Voice, Campus Network Management, Call Center, and Standard Desktop and Support Services. OITO also provides Agency-wide IT support in hosting, wide area network, geospatial, high performance computing, and operational security.

OEI will continue to move toward an agency-wide, enterprise-based IT model with the upcoming task orders (TOs) in the ITS EPA III program. ITS EPA III is preceded by ITS EPA I and ITS EPA II. ITS EPA I was awarded by the General Services Administration (GSA) and ITS-EPA II was awarded by the EPA Office of Acquisition Resource Management (OARM) contracting personnel. The services acquired under ITS EPA II assisted OEI in meeting its goals for stable, reliable, and responsive IT and telecommunication infrastructure and related services. ITS EPA II has also been successful in moving EPA toward an efficient mobile environment through improved mobility solutions such as implementing cloud email and productivity applications. . The aforementioned program is now in its final term of performance and OEI is seeking the next generation of service solutions.

To assist in meeting its strategic objectives, OEI recently underwent a reorganization (see EPA OEI and OITO Organization Chart in Section J, Attachment E) to improve its IT operations, streamline activities, and focus on delivering improved services and lowering costs.

OITO is now organized into six divisions:

1. Desktop Support Services Division
2. Endpoint and Collaboration Solutions Division
3. Enterprise Hosting Division
4. Network and Security Operations Division
5. Service and Business Management Division
6. Washington DC Operations Division

To appropriately align with its new structure and to meet its goals for improved customer services at lower costs, OITO seeks to award the next iteration of EPA's enterprise IT support through the ITS EPA III program. This TO will specifically focus on providing support to OEI end users, both current and future, and end user devices and applications through an Information Technology Infrastructure Library (ITIL) IT Service Management (ITSM) customer-focused framework.

C.1.1 PURPOSE

The purpose of this task order (TO) is to deliver and maintain secure, stable and effective IT services that increase productivity by minimizing down time while enhancing the work environment for users in the office and working remotely. With the utilization of the ITSM framework, OITO strives to improve IT service management and implementation by integrating IT tools, resources and services that will allow users, support staff, and contractors to share real time information, in support of the Agency's mission.

C.1.2 AGENCY MISSION

The EPA's mission is to protect human health and the environment. Since 1970, EPA has worked for a cleaner, healthier environment for the American people. EPA has 20,000 users that will receive support from this Task Order. EPA has offices across the country, including offices in Washington, D.C.; 10 regional offices; and more than a dozen laboratories and other locations. EPA users come from a variety of disciplines; more than half are engineers, scientists, and policy analysts. In addition, many employees are legal, public affairs, financial, information management, and computer specialists. EPA is led by its Administrator, who is appointed by the President of the United States and confirmed by the United States Senate.

OEI manages the life cycle of information to support EPA's mission of protecting human health and the environment. OEI's mission is to identify and implement innovative information technology and information management solutions that strengthen EPA's ability to achieve its goals. OEI is focused on the quality, efficiency, and reliability of the technology used to execute the mission of EPA.

C.2 SCOPE

The scope of this TO includes delivering, managing, and evolving end user IT services, communication and collaboration tools, and end user devices and applications for the entire EPA enterprise. The EPA enterprise consists of approximately 20,000 users. EPA requires an ITIL-based, flexible, and highly integrated and increasingly cloud solution. OITO's IT services must support a mobile workforce with a consistent user experience. While this TO primarily supports

government furnished equipment (GFE) end-user devices, IT services and solutions are provided to other devices either by a secure remote access solution or virtual desktop solution (VDI).

At the program level, OITO has a requirement to acquire contract support to provide innovative, agile, and scalable cost effective solutions to assist in the provisioning of quality IT services to the Agency. By aligning IT services with agency business goals, the IT infrastructure remains reliable, allows for flexible levels of service, improves operational efficiency and agility, and provides for cost effective solutions. The following overall objectives that apply to all technical and engineering solutions under the ITS EPA III program:

a. Strengthen technology support and services delivery provided to Agency customers through the use of a process driven approach of the Information Technology Infrastructure (ITIL) framework. Utilizing this framework should result in enhanced IT service quality and service delivery while lowering total cost of IT ownership.
b. Provide reliable contact for OEI's customers to facilitate restoration of normal operation services with minimal business impact on the customer within agreed to service levels and business priorities.
c. Track and communicate IT service availability, performance, and infrastructure capacity from the high, strategic level all the way down to the granular level; providing a holistic mechanism for clarity, insight and better decision making on important IT driven business issues.

As a key part of the Information Technology Services (ITS) EPA III program, this TO will be responsible for interfacing with end users and supporting end user functions. The overall scope of this TO specifically covers end-user devices and associated services, including workstations, laptops, printers, mobile devices, desktop operating systems (OSs), and applications. Specifically excluded from the scope are servers (physical and virtual servers and associated storage, and OSs optimized for multiple simultaneous use, application platforms and Middleware); identity and access management; high-performance computing servers and storage; Arc-Sight and FireEye systems and the infrastructure directly connected with them; and public cloud computing.

The successful delivery of these services requires cooperation and coordination between the contractor, the Government, and third party contractors.

The contractor shall assist the Government in coordinating with the following groups:

a. Other ITS EPA TOs, specifically TO2, Hosting and Infrastructure Support;
b. EPA-internal contracts such as those for network support services and voice services; and
c. EPA regional O&M and local support contracts.

C.3 CURRENT INFORMATION TECHNOLOGY (IT) ENVIRONMENT

EPA operates and maintains a complex network of devices and services with the goal of providing optimal end-user support across the agency. The coordination and communication across tasks and TOs is paramount to the agency's success. The customer base consists of EPA Headquarters, field offices, regional offices, and labs.

OEI provides support to all EPA offices and locations through a Working Capital Fund (WCF) reimbursement-based process. Many of the services offered by OEI are utilized enterprise-wide, but EPA regions provision some IT services through regional contracts.

Under ITS II, IT system and network interdependencies that crossed TO boundaries often resulted in compromised accountability. It is often the case in IT systems that a problem can be solved in multiple ways, and the tendency is for stakeholders to characterize the problem as belonging to another party and to suggest that the other party fix it. Where available approaches to problem solving also cross TO lines, this requires agency management to step in and adjudicate disputes, leading to lost time while draining management resources. In worst case, the actions of one contractor have the ability to negate the accomplishments or benefits achieved by a different contractor.

One of the major overarching goals of the ITS EPA III program is to improve the customer experience by ensuring a consistent face to the customer through a single contractor that manages the high-touch technical support for end users as well as the devices, applications, and collaboration tools that end users most frequently interact with.

For ITS EPA III TO1 – End User Services, customers of the services to be provided include essentially all EPA employees and all on-site EPA support contractors that use EPA systems. While most services provided in the FEDSIM-awarded TO will be utilized EPA-wide, some services will initially be utilized by EPA HQ and Labs only (e.g. Desktop services includes approximately 12,500 deployed desktops/laptops, but OEI recognizes that EPA regional office locations could begin to fully utilize these services and the numbers may increase incrementally up to 25,000 deployed desktop/laptop units). The General Public is a user of the services to the extent that the help desk will refer inquiries from the public to appropriate EPA Program Offices, however, this is estimated at less than 1% of the calls received annually. Users include alternative work-site users, mobile users, and users on national and international travel. Executive users (premier support) receive specific support services.

The EPA maintains both the EPA call center and a separate help desk to provide IT and related support to EPA's end users. The call center is the single point of contact for EPA end-users and customers to report incidents, submit requests, seek advice, and register complaints about EPA's IT infrastructure, applications, and programs supported in the environment. The EPA call center provides Tier 1 support to users of EPA's internal infrastructure as well as applications and systems owned by various EPA Offices. The call center also provides an interface for users to other service management functions, such as change management, problem management, configuration management and release management. The help desk, currently known as EZ Tech, supports approximately 11,500 EPA and contract staff. These users are disbursed throughout Headquarters and EPA labs.

The EPA Call Center toll-free number (1-866-411-4EPA (4372)) is published across EPA websites as well as listed under the help menu for various applications. EPA is currently transitioning ownership of this phone number to the Government. Additionally, the EPA Call Center and help desk uses the following EPA-owned mailboxes for email request: epacallcenter@epa.gov and eztech@epa.gov. These email addresses are published on EPA web pages as either a direct link or an aliased link which auto-routes the "contact us" emails to the EPA Call Center. The EPA Call Center also has a toll-free TDD number (1-866-489-4900), and international phone number (703-889-1510).

The following is a snapshot of OITO's current user base, end points, software/applications, and activities as it relates to end user support:

EZTech Help Desk Support

a. PC Help Desk Support for 11,000 users located onsite at EPA locations in the Washington DC area, Cincinnati, OH, Research Triangle Park, NC and remote EPA labs and field sites. Includes provisioning, support, management and de-provisioning of laptops, desktops, accounts and software for end users. Providing remote assistance (using Bomgar), deskside support and a "walk up center."
b. Processed nearly 90,000 requests annually for Enterprise Service Desktop/Call Center Support Services.
c. IT Service Desk utilizes Interactive Voice Response system and Remedy system.
d. "How to Help Center" telephone support (Vitalyst) providing just in time help for users on standard applications and tools.
e. Assistive Technology Center (ATC) to provide evaluation of IT tools prior to deployment and support for assistive technology users

Enterprise Desktop Hardware and Software

a. Dell Desktop Computers: 1,737
b. Dell Laptop/Notebooks: 10,846
c. Dell Venue Tablets (Windows 8 currently to be replaced by Windows 10)
d. Monitors: 15,729 (1 monitor for each computer + 25% estimate for users with dual monitors)
e. Printers: 2,213 (network attached), 470 (local printers)
f. Operating Systems (Windows 7, migrating to Windows 10 in 2017)
g. Tivoli Endpoint Manager (BigFix) to manage endpoints and distribute patches
h. Microsoft Deployment Toolkit (MDT) and Zero Touch deployment of images for desktops
i. Symantec EndPoint Protection (converting to McAfee in 2017)
j. Bomgar, BitLocker, and Beyond Trust support tools.
k. Virtual Desktop Infrastructure (VDI) – Pilot was completed and implementation of permanent infrastructure in progress. Implementation, completion and service initiation targeted for mid-2017. OEI anticipates using VDI to provide remote access to EPA for off-site contractor staff.

Mobile Devices

a. Approximately 4500 iPhones, 300 iPads and 1000 other cellular devices (MiFi devices, non-smart phones, monitoring devices)
b. Approximately 100 Windows phones (standardizing on iOS devices)
c. Currently use MaaS360 MDM, Apple and Office365 tools to manage secure mobile devices.

Collaboration Solutions

a. Microsoft Office365 Government Community Cloud – Exchange, OneDrive, SharePoint, Skype
b. OfficePro Plus – Outlook, Word, PowerPoint, Excel, OneNote

c. IBM Lotus Notes – Legacy email and database applications. Migrating remaining email by end of 2017. Eliminating, archiving and migrating Notes applications in 2017. They are working with other contractors to support Lotus Notes, and working to migrate email. Assisting with archiving and removing Notes.
d. Audio conferencing – currently use InterCall Reservationless-Plus as well as Avaya conferencing capability for small audio conference calls.
e. Video conferencing – approximately 900 Cisco Tandberg units (500 desk units and 400 conference units). Support video bridging capability within and outside of the Agency and provide call assistance for over 4000 calls per year. Migrating away from desk units starting 2017 toward use of Skype at the desktops. Evaluating Skype Conference Room options as well as tools to integrate Tandberg with Skype (Pexip)
f. Web conferencing – Use Adobe Connect Seminar rooms as well as basic web conferencing features in addition to Microsoft Skype. Anticipate transitioning to Skype for basic web conferencing over the next year.

For the future environment, coordination and communication across tasks and separate task orders is paramount. Interfaces include, but are not limited to other divisions within OITO, customers, contractors, Agency Teams, and other technology experts required to deliver the services specified in this task order.

C.4 FUTURE STATE IT ENVIRONMENT

EPA seeks tangible, outcome-oriented opportunities to catalyze and support technology innovation across the range of the Agency's work. OEI has reorganized to align IT services to be more efficient and responsive to customer business needs. In addition to OEI's reorganization, OITO decided to realign IT services from disparate contracts into the ITS EPA III portfolio. This Task Order seeks to improve and standardize service delivery, end user support, and promote an integrated IT environment. EPA seeks cost-effective, innovative technology solutions that eliminate or significantly reduce adverse impacts to natural resources in a manner that promotes environmental health and sustainability, and solves current and emerging environmental and public health problems.

EPA has designed policies, regulations, standards, and procedures to leverage technology innovation across the organization. OEI requires information systems that are aligned with emerging technologies, and through this effort seeks to facilitate public-private partnerships that bring new technologies into EPA to provide optimal support for end users.

Specifically, OEI is interested in a comprehensive IT solution focused on process reengineering to integrate EPA policies and processes to an ITIL framework. OEI is currently supported by disparate IT services, and hopes to realign to a consolidated service implementation. Over the life of this task order, EPA must continue service operations in a consistent, reliable manner without detrimental impact to the end user as the transformation to ITIL occurs. This consolidated approach aligns with EPA's strategic goal to improve technologies, focused on novel solutions to replace, rather than incrementally improve the status quo of existing systems and approaches.

OEI recognizes that transforming services to a comprehensive full lifecycle ITIL Service delivery model requires an organization to make significant changes to its current business processes, and service delivery policies and practices. Any level of transformation at an

enterprise level also requires significant user adoption and cultural awareness, which OEI recognizes as part of this transition process. OEI has turned to industry partners to examine EPA current standards, policies, and processes to provide integrated solutions, recommendations, and a performance roadmap to support the transition to an ITIL framework.

C.4.1 IT Service Management

a. Create and maintain value for EPA end users through an enhanced service delivery model that is focused on operational excellence, innovation, and repeatable processes.
b. Ensure high quality services are delivered effectively and efficiently.
c. Contain costs to the Agency by utilizing industry best-practices in providing support and services.
d. Minimize EPA Government staff's hands-on intervention and involvement in operations.
e. Resolve incidents and problems rapidly and effectively.
f. Continually measure and improve processes and IT services to increase efficiency and effectiveness.
g. Provide a recommended structure for a tiered service desk approach based on segments of the EPA's employee population (e.g. role based such as On-Scene Coordinators, Administrative Staff, & Executive Staff and/or service levels such as bronze, silver and gold)
h. Provide recommendations for an OITO billing model (e.g. seat vs. ticket) to clients that are scalable and cost efficient. The proposal shall not include the billing for abandoned calls or different rates based on the type of call.
i. Service Desk should be a single point of contact for responding to all issues, incidents, or how-to requests. EPA would like to transition away from a break/fix help desk model to a Service Desk that provides end-to-end customer support and just-in-time training.

C.4.2 Mobility and Collaboration Solutions

a. Provide a secure, stable, and customer-oriented user experience enabling access to applications and information while working remotely on any device, GFE or non-GFE.
b. Improved management of mobile devices (laptops, iPhones and iPads) including easier updates and improved security of EPA data.
c. Unify and simplify the work and collaboration experience through a unified communications platform primarily based on Office365
d. This may expand to more users than the current number of users supported
e. In the future, EPA is interested in using a mobile device management (MDM) for devices other than mobile devices, such as laptops (PC and MAC, etc.). For mobile device management, EPA currently uses MaaS360. As part of continuous service improvement, the contractor shall provide suggested areas to improve performance including replacement of existing GFE software to ensure the highest levels of performance to our customers.

C.4.3 End-User Support Services

a. Provide a consolidated call center, PC help desk and "how to" service available agency-wide (i.e. Enterprise IT Service Desk).

b. Provide a secure, stable, and customer-oriented desktop support experience that provides end users the tools and services necessary to achieve the mission of the Agency.
c. Support multiple PC configurations including Windows OS, Apple OS (MACs), Linux OS, and Virtual Desktops. Support commercially available software (previously referred to as Commercial Off the Shelf (COTS)) as well as EPA standard applications.
d. Incorporate a technology refresh cycle as part of regular operations. The new contractor will be required to develop a plan for refreshing computer hardware on an on-going basis as warranties expire. This will reduce the risk of hardware failures and eliminate the need to replace thousands of equipment units within a short period of time. This is to include not only end user devices (e.g. laptops and desktops) but also coordination with back end infrastructure systems.
e. Implement solutions to engage and empower customers in order to improve productivity and their interaction with the service desk. This should include providing multiple methods for customer access such as, but not limited to, phone, email, messaging, and walk-in center. This should also include support for just in time "how to" assistance and Tier 0/Self Service.
f. Ensure effective ticketing methods and processes that map to customer credentials (e.g., O365, Active Directory, etc.) to allow for easy ticket tracking, reduced repeat calls and effective trend analysist.
g. Provide an IT service support management tool to manage the support and delivery of IT services. The system will enable the tracking of all incidents, problems and tasks for each user from start to end; will enable effective trend analysis; will enable prioritization of work based on criticality and user identity; will provide for appropriate escalation of issues and problems and improve root cause isolation and resolution.
h. Provide an asset management capability that can share data with EPA's Oracle based financial system, eBusiness and/or the Agency's Property Management System, Sunflower.
i. Provide onsite support for all COOP exercises and in the event of an actual COOP activation at either the primary site in Mt. Weather, VA or at another failover site, if necessary.
j. Provide expansion capabilities able to accommodate increases in user base or advances in technology.

C.4.4 Enterprise Desktop Software

a. Provide a centralized model for deploying, managing, patching and upgrading EPA standard OS and software, maintain and manage security of EPA endpoints and EPA data and continually work to improve the security while maintaining operational accessibility.
b. Software Asset Management of enterprise endpoint software to ensure cost optimization, efficient utilization and appropriate disposition of software assets
c. Provide support for Office365, OfficePro Plus, and endpoint management tools to provide an exceptional user experience with the basic toolkits for all employees.
d. Provide support for Lotus Notes, consolidating and eventually eliminating Lotus Notes completely.

C.4.5 Agency Standard Support Times

a. Tier 1 remote support shall be from 0600 – 2100 (Local Time), M-F
b. Tier 2 (On-site) Deskside Support shall be from 0600 – 1800 (Local Time), M-F
c. Tier 3 (SME) remote support shall be from 0600 – 2100 (Eastern Time), M-F
d. Scheduled outages and maintenance may occur only between the hours of 2100 – 0500 (ET)
e. Premier Support remote shall be provided remotely from 0600 – 2100 (ET), Weekends and Holidays
f. Premier Support shall be provided on-site (Headquarters only) from 0600 – 2200 (ET), M-F
g. After hours and emergency on-site and/or remote support shall be provided as needed

C.5 OBJECTIVE

The overall objective of the ITS EPA III program is to consistently deliver IT services that are reliable, well-coordinated, and highly available across all IT service areas, with the ability to rapidly scale in response to EPA OEI's dynamic, customer-focused environment. OEI would like to achieve transformative solutions that improve IT service delivery through the leverage of it ITIL framework.

This TO provides support to end users throughout the EPA, with offices across the continental United States as well as overseas.

OITO's high-level objectives for this TO are as follows:

a. Highly responsive and consistent end user support to all applicable EPA users, both current and future;
b. Effective and insightful ITSM customer-focused framework to ensure value to end users;
c. Improved IT services that reduce costs to EPA;
d. Coordination among all task areas to deliver a fully integrated and coordinated solution for EPA users; and
e. Communication and coordination with other EPA offices and TOs that are delivering network support services, voice services, and hosting and infrastructure support, and are critical to the success of OITO and the customers it serves.

C.6 TASKS

C.6.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Performance Work Statement (PWS). The contractor shall identify a Program Manager (PM) by name that shall provide management, direction, administration, quality assurance, and leadership of the execution of this TO.

C.6.1.1 SUBTASK 1-1 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule, coordinate, and host a Project Kick-Off Meeting at a location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include Key contractor Personnel, representatives from the directorates, other relevant Government personnel, and the FEDSIM COR. The contractor shall provide the following at the Kick-Off Meeting:

a. Transition-In Plan
b. Draft Project Management Plan

C.6.1.2 SUBTASK 1-2 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor shall develop and provide an MSR (Section J, Attachment F) using Microsoft (MS) Office Suite applications, by the tenth of each month via electronic mail to the Technical Point of Contact (TPOC) and the COR. The MSR shall include the following:

a. Activities during reporting period, by task (include on-going activities, new activities, and activities completed, and progress to date on all above mentioned activities). Each section shall start with a brief description of the task.
b. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
c. Personnel gains, losses, and status (security clearance, etc.).
d. Government actions required.
e. Schedule (show major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
f. Summary of trips taken, conferences attended, etc. (attach Trip Reports to the MSR for reporting period).
g. Accumulated invoiced cost for each CLIN up to the previous month.
h. Projected cost of each CLIN for the current month.

C.6.1.3 SUBTASK 1-3 – CONVENE TECHNICAL STATUS MEETINGS

The contractor PM shall convene a monthly Technical Status Meeting with the TPOC, COR, and other Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor PM shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the COR within five workdays following the meeting.

C.6.1.4 SUBTASK 1-4 – PROVIDE RECORDS MANAGEMENT

The contractor shall create and maintain files that document the processing of work products, deliverables and other associated information pertaining to tasks performed under this TO. The contractor shall provide an EPA portal, or utilize EPA's SharePoint Online where all files will be stored and maintained. Examples of files include the following:

a. Documentation providing traceability and rationale for the contractor's technical program decisions.
b. The latest internally controlled version of all specifications, drawings, databases, and software that define or implement the system.
c. Detailed Standard Operating Procedures
d. All configuration management documentation.
e. TO work products and deliverables.

The contractor shall provide EPA OEI access to all records to ensure mission support is not interrupted. Upon completion of the TO, the contractor shall turn over all such records to EPA OEI in approved formats.

C.6.1.5 SUBTASK 1-5 – PREPARE A PROGRAM MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The PMP shall:

a. Describe the proposed management approach.
b. Contain detailed Standard Operating Procedures (SOPs) for all tasks. SOPs for historical contract information shall be provided post-award; however the contractor shall provide industry best practices when coordinating SOPs with the Government.
c. Include milestones, tasks, and subtasks required in this TO.
d. Include the contractor's Concept Of Operations (CONOPS) Plan. The CONOPS shall include the organization chart, staffing plan to include staffing hours of availability versus on-call staffing, facility locations and contact information for the main POCs, timelines, general operating procedures, and escalation procedures for after-hours support, staff training policies, transition plans, and any additional information the contractor considers relevant.
e. Include the contractor's Quality Assurance Quality Control Plan (QAQC).

The contractor shall provide the Government with a draft PMP on which the Government will make comments. The final PMP shall incorporate the Government's comments.

C.6.1.6 SUBTASK 1-6 – UPDATE THE PROGRAM MANAGEMENT PLAN (PMP)

The PMP is an evolutionary document that shall be updated annually at a minimum. The contractor shall work from the latest Government-approved version of the PMP.

C.6.1.7 SUBTASK 1-7 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, duration of trip, and point of contact (POC) at travel location.

C.6.1.8 SUBTASK 1-8 - TRANSITION-IN PLAN

The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. The Government would like to have user profiles, incident management, and access to open tickets by the completion of contractor transition-in. It is anticipated that all transition activities will be completed 90 days

after approval of final Transition Plan. The contractor shall propose a draft Transition-In Plan with proposal, an updated Transition-In Plan at kick-off meeting, and a final Transition-In Plan within 5 workdays after Government review and comments.

C.6.1.9 SUBTASK 1-9 – IMPLEMENT TRANSITION-IN PLAN

The contractor shall implement its Government-approved Transition-In Plan. EPA anticipates a transition period lasting 90 calendar days. The contractor shall perform all services, tasks, and any other support activities required to transition service operations from the outgoing contractor during this period culminating with the cutover to be negotiated by the Government. The contractor shall propose a solution to seamlessly transition work from the incumbent contractor and baseline the services as currently provided.

Once services are fully transitioned and stabilized and the outgoing contractor transition-out period has ended, the contractor, with Government approval shall begin transformation from the inherited as-is environment to the contractor's proposed solution.

C.6.1.10 SUBTASK 1-10 - UPDATE MANAGEMENT DASHBOARD

The contractor shall update EPA's Project Management Dashboard and provide real-time or near real-time information for each project as needed. EPA currently utilizes EPMLive, and will be migrating to Microsoft Project Online.

This information update shall include:

a. Project description
b. Stakeholders
c. Customer/Business owner
d. Milestones and dates (planned and actual)
e. Planned and actual costs
f. Risks and planned mitigation strategies
g. Metrics for incident analysis, containment, countermeasures, and other relevant information for support systems

The contractor shall develop and maintain a master schedule of development and releases planned across the enterprise supported by this TOR within the PMP. This schedule shall be maintained current and compared with actual results to ensure best available data is developed and captured.

C.6.1.11 SUBTASK 1-11 – PROVIDE COMMUNICATIONS SUPPORT SERVICES

The contractor shall provide the following communication support services to maximize IT efficiency and stakeholder satisfaction throughout the EPA enterprise:

a. Strategic Communications: proactively deliver an ongoing campaign to identify IT tasks which can be solved by the end user without help desk support; draft communication (e.g., web pages, emails) to guide users through the self-help steps; and promote that content.
b. Operational Communication: develop and deliver communications about OEI's IT systems and tools. Communications shall use all channels, including using emails,

posters, social media, etc. Communications shall be both broadcast (all EPA employees) and targeted (for example, all users of a certain device or all users in a certain region). Subject matter shall include system outages, system updates, and other end-user-targeted information.

c. Data Analytics: provide frequent reviews of data such as help desk tickets, surveys, and social media interactions to determine audience needs and deliver information to end users to achieve strategic goal of expanding end-user knowledge and self-help processes of IT systems. This review shall include a report and recommendations for content management. Assist with implementing those recommendations and tracking their impact.
d. Change Management: develop campaigns of both communication and training to facilitate maximum user adoption with new and existing systems. This shall require working in concert with IT project teams and EPA's Office of Communications.
e. Usability and Accessibility: identify and implement ways to make all end-user-targeted content compliant with Section 508 of the Americans with Disabilities Act, as well as using best practices for User Experience.

C.6.1.12 SUBTASK 1-12 – CONTINUOUS SERVICE IMPROVEMENT (CSI)

The contractor shall provide continuous improvement services to enable EPA OEI to reach new levels of performance while reducing costs. In partnership with EPA OEI, the contractor shall recommend processes and technology improvements (tools, processes, methodologies, etc.) that will increase efficiency and enable EPA OEI to continue to provide best value services to its customers. The contractor shall identify improvements and establish a baseline as a benchmark for metrics. After approval by the TPOC or designee, the contractor shall implement support recommendations and track the progress by capturing metrics against projected improvement. The contractor shall establish and maintain a CSI register. The contractor shall report on performance of implemented support improvements, issue reports on IT service area performance, and identify possible product/service enhancement opportunities for improved performance and potential cost savings.

The contractor shall develop and maintain an effective Quality Assurance Quality Control Plan (QAQC) that provides a standard, formal, and consistently applied approach for quality management, including quality requirements and criteria, key IT processes and their sequence and interaction, and the policies, criteria and methods for defining, detecting, correcting and preventing non-conformity and potential quality gaps. The contractor shall:

a. Develop and maintain a QAQC for this TO that documents the structure, responsibilities, and procedures required to achieve effective quality management through planned and systematic activities, including industry standards such as ITIL, Federal Information Security Management Act (FISMA) and business requirements established by EPA operating units.
b. Document the standards, guidelines, and processes to monitor, measure, adjust and report quality indicators of performance.
c. Verify project products and activities against the applicable procedures and standards documented in the QAQC.

d. Include a Customer Satisfaction Program (CSP) in the contractor's QAQC. The CSP shall include monthly, quarterly, and annual customer assessments and reviews and shall be reported in the Monthly Status Reports.
e. Make the QAQC and CSP available for government review and approval.
f. Establish, maintain, and update a QAQC documentation repository where all quality management records, reports, and plans are stored and provide Government free and open access to the repository at all times.
g. Implement an outreach program to include town hall meetings and other stakeholder sensing methods to define possible areas of improvement.

C.6.1.13 SUBTASK 1-13 - TRANSITION-OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a Transition-Out Plan NLT 9 months prior to expiration of the TO. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

a. Project management processes
b. Points of contact including individuals who will be responsible for fully briefing their follow-on counterparts
c. Location of technical and project management documentation to include any SOPs
d. Status of ongoing technical initiatives
e. Appropriate contractor to contractor coordination to ensure a seamless transition
f. Transition of Key Personnel
g. Schedules and milestones
h. Actions required of the Government
i. Data and system transfer methodology and schedule

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings.

C.6.1.14 SUBTASK 1-14 – IMPLEMENT TRANSITION-OUT PLAN

The contractor shall implement its Transition-Out Plan no later than (NLT) 90 calendar days prior to expiration of the TO.

C.6.2 TASK 2 – PROVIDE IT SERVICE STRATEGY SUPPORT

The contractor shall provide EPA with overarching IT Service Management strategic guidance and planning for obtaining and providing innovative and optimal service and performance delivery across the enterprise.

C.6.2.1 SUBTASK 2-1 - PROVIDE STRATEGIC PLANNING SERVICES

The contractor shall provide recommendations on the design, development, implementation, and maturation of IT service management, not only as an organizational capability, but also as a strategic asset. The contractor shall provide recommendations on the principles underpinning the

practice of IT service management to aid the development and maturation of OEI service management policies, guidelines, and processes.

The contractor shall assist OEI in translating IT strategic goals, commitments and objectives into actionable plans, tasks, activities, technology and/or process solutions, possible alternatives, the estimated costs for the various options, and the potential risks associated with each alternative.

The contractor shall develop and implement IT Service Management Plans, practices, and systems utilizing industry best practices to optimize enterprise-wide IT service delivery and improve operational performance with minimal impact on the IT enterprise.

C.6.2.2 SUBTASK 2-2 - PROVIDE SERVICE FINANCIAL MANAGEMENT

The EPA's Working Capital Fund (WCF) is an intra-agency revolving fund used for managing common administrative services and represents the Agency's IT Service Catalogue. Funding of the EPA WCF is provided by fees collected from other Agency appropriations and other federal agencies to offset costs incurred for providing Agency support. The contractor shall provide financial information and management for IT services delivered under this TO (see Section J, Attachment G for additional WCF billing details). The contractor shall identify charges to internal and external clients according to use (i.e. a functioning equitable and transparent service charge back mechanism in place across the enterprise). The contractor shall identify IT services assets and customers, assist with the valuation of services and once approved, report the costs by asset and customer.

C.6.2.3 SUBTASK 2-3 - PROVIDE SERVICE PORTFOLIO MANAGEMENT

The contractor shall assist EPA OEI in managing an enterprise-level IT service portfolio that provides customers with a pre-defined set of available EPA OEI products and services. The contractor shall identify, prioritize, and recommend service opportunities that create business value. The contractor shall manage the portfolio of services delivered under this TO. The contractor shall maintain a complete and accurate service pipeline list of all services under consideration or development; a service catalogue of all operational services and those available for deployment; and a repository containing information about services that are phased out or retired.

C.6.2.4 SUBTASK 2-4 - PROVIDE SERVICE DEMAND MANAGEMENT

The contractor shall perform activity-based demand management. The contractor shall assist EPA OEI with the analysis of business activity and user profiles that generate demand, and develop forecasts for expected changes in service demand and future IT resource capacity and availability requirements. The contractor shall recommend and develop business cases for new technologies to meet demand. The contractor shall recommend techniques to influence and manage demand in such a way that excess capacity is reduced but the business and customer requirements are still satisfied.

In response to capacity, workforce, or workspace changes, the contractor shall complete the following:

a. Conduct a trend analysis on historical data to assess future user IT provisioning needs.
b. Review license usage and availability to potentially reduce costs to EPA.

c. Perform capacity planning for workforce changes.
d. Review maintenance agreements to identify, address, and plan for pending termination dates.
e. Analyze changing needs across organizations and sites to make recommendations for allocation or reallocation of existing IT resources.
f. Summarize recommendations in the Service Improvement Plan.

C.6.2.5. SUBTASK 2-5 - PROVIDE COMPLIANCE MANAGEMENT

The contractor shall provide a well-defined review and reporting process that shall ensure compliance with all applicable laws, regulations, mandates, executive orders, directives, and contractual requirements stipulated by EPA and any other applicable compliance requirements stipulated by an issuing Governmental body. The contractor shall monitor and report proposed or pending new governmental, legal, regulatory, and contractual compliance requirements that will require any modification, alteration, or change in service delivery. The contractor shall analyze new or changed compliance requirements for impact and recommend appropriate alternative courses of action to facilitate compliance. The contractor shall identify, develop, and document detailed plans for implementing approved changes in service management and delivery.

C.6.3 TASK 3 -PROVIDE SERVICE DESIGN SUPPORT

The contractor shall provide EPA's OEI with service design support to include communication and material components in order to improve quality of the service and the productive interaction between service and end user. The contractor shall develop service design methodologies that align front and back office services to the needs of the end user so that the service is user-friendly, relevant, and sustainable. The scope of service design is not limited to new services. It includes the changes and improvements necessary to increase or maintain value to customers over the lifecycle of services, the continuity of services, achievement of service levels, and conformance to standards and regulations.

C.6.3.1 SUBTASK 3-1 -PROVIDE EMERGING TECHNOLOGY AND INNOVATION SERVICES

EPA OEI requires continual improvement within its enterprise to drive efficiencies while offering enhanced support to its diverse and increasingly mobile client base. EPA OEI has been tasked with achieving continual cost reductions in service through innovation, automation, and process refinement. EPA's OEI requires a methodology to enable piloting and testing to ensure that recommended technologies or enhancements do not disrupt or degrade operational services to its customers.

As part of the Emerging Technologies and Innovation Services, the contractor shall:

a. Develop and implement service design principles, practices, and methodologies to convert EPAOEI strategic objectives into actionable and supportable portfolios of well integrated IT services and service assets.
b. Innovate (create new) or improve (modify existing) services to make them more useful, usable, desirable for customers, and efficient as well as effective for the organization.

c. Research and evaluate new and emerging technologies within all areas of EPA OEI service delivery for integration into the EPA OEI operational environment upon request of the Government.
d. Report findings and make recommendations with emphasis on how the new technology innovations will enhance service or improve customer use while driving efficiencies in terms of cost or performance.
e. Document the engineering design of any recommended prototype so that it can be used to facilitate a pilot phase or detailed service design plan.
f. Develop and perform pilot programs to ensure recommended technologies or enhancements do not disrupt or degrade operational services to EPA OEI customers.
g. Provide strategy and design support for other Information Technology Service Management (ITSM) areas such as Service Operations.

C.6.3.2 SUBTASK 3-2-PROVIDE INFORMATION SECURITY MANAGEMENT SERVICES

The contractor shall provide system security support to maintain and enhance the security fabric of EPA's end user services by monitoring and managing security risks in cooperation with EPA OEI Security staff assigned to Information Security (IS). This includes coordination of regular updates of the Enterprise IT Infrastructure Security Plan as an overarching plan with the objective of ensuring that all appropriate EPA and Application System's plans, when examined together, provide the appropriate level of coverage of security appropriate to the overall EPA OEI infrastructure and Government requirements. The contractor shall coordinate and track responses to with the EPA Computer Security Incident Response Capability (CSIRC) (See Attachment H – EPA CSIRC Vulnerability Rankings). The contractor shall provide the following security and FISMA services:

a. Support the development, creation, and revision of any Interconnection Security Agreements and supporting Memorandum of Agreement/Understanding (MOA/U), completed in accordance with National Institute of Standard and Technology (NIST) 800-47, "Security Guide for Connecting Information Technology Systems," for existing and new interconnections. Per NIST 800-47, an interconnection is the direct connection of two or more IT systems for the purpose of sharing data and other information resources through a pipe, such as ISDN, T1, T3, DS3, Virtual Private Network (VPN), etc. Interconnections agreements shall be submitted as appendices to the System Security Plan for appropriate FISMA systems.
b. Provide updated status to assigned Information System Security Officer concerning the Plan of Action and Milestones (POA&M) of respective FISMA systems for mitigation and improvements on a quarterly basis.
c. Conduct security-related tasks using automated methods whenever possible, to minimize security risks, alert EPA to potential issues, and allow for regular scrutiny of operations for any abnormalities in coordination with IS staff, ISSOs and Information System Security Managers as requested.
d. Provide security services oversight and guidance related to hardening and Windows Group Policy Object (GPO) administration, basic intrusion detection, antivirus, and access control. The contractor shall also provide notification of security breaches and

implement corrective actions to rectify risks and secure resources and information and perform ongoing security diligence and recommendations to improve security monitoring to appropriate Government officials and offices.

e. Coordinate and assist EPA OEI in the necessary activities and in providing the necessary documentation to meet FISMA security requirements and EPA Policies for a Moderate Impact" system. This requirement includes support for the following activities:
    1. Authorization and Accreditation Support
    2. Risk Management Register Development, Management, and Maintenance
    3. System Remediation Support
    4. System Hardening Support
    5. System Scanning Support
    6. Policy Modification Support
    7. Process/Procedure Development Support
f. Coordinate and assist EPA OEI to ensure all systems are protected against external and internal security threats.
g. Coordinate and assist EPA OEI to ensure all systems have Authority to Operate (ATO).
h. Coordinate and assist EPA OEI to ensure new systems have Interim ATO at the appropriate time.
i. Coordinate and assist EPA OEI when obtaining the information required when a Authority to Test (ATT) is needed for conducting a proof of concept and/or pilot
j. Coordinate and assist EPA OEI to maintain authentication venues for the enterprise and appropriate business line applications.
k. Coordinate and assist EPA OEI to ensure security tasks comply with the latest version of all applicable regulations, policies, procedures and standards.

C.6.3.3 SUBTASK 3-3 SERVICE LEVEL MANAGEMENT

The contractor shall provide service level management to ensure EPA OEI services are delivered to the agreed upon service and quality levels and that they match the expectations and business needs of the customer in a cost-effective manner. Service levels will change throughout the life of the TO as the posture of EPA OEI changes.

The contractor shall manage, monitor, measure, and report on the ongoing overall service delivery performance across all IT service areas with the overall goal of improving them at an acceptable cost. Reports shall provide performance analysis and assessment of each individual IT service area, as well as incorporate an analysis and assessment of the overall end-to-end performance achievement obtained across all service areas.

The contractor shall report service level performance through the Enterprise IT Services Dashboard. The contractor shall review the current set of performance tools in use by EPA OEI and identify any gaps in capability to fulfill the requisite monitoring, measurement, management, analysis, and reporting requirements. The contractor shall document and report its findings, which shall include potential alternative courses of action to resolve the gaps.

The draft SLAs embedded in the DRAFT Award Fee Determination Plan (Section J, Attachment D) provides the areas that the Government views as important to the success of its operations.

Additionally, Section J, Attachment I provides a summary of high level historic minimum performance levels for service operations. OEI views this reference as representative of performance for the current environment (status quo). EPA is seeking to improve the service it provides to customers through more innovative methods or approaches that align with ITSM best practices and is interested in measures more accurately tied to the contractor's specific technical approach and that, when met or exceeded, provide unified, continuous, end-to-end service delivery that results in high customer satisfaction. The expectation is that the measurements and monitoring (possibly addressing more than one area of service in a single metric) will result in a more holistic approach and view of system performance.

The contractor shall develop and deliver Operational Level Agreements (OLA) within 60 calendar days of Project Start. OLAs will address all services provided by the contractor that require activities by EPA OEI staff and EPA contractors to support delivery of services under this PWS. The Government will provide feedback for incorporation into OLAs. OLAs shall be reviewed and updated quarterly to allow for incorporation of new services as they are deployed.

The contractor shall provide the following deliverables in accordance with Section F:

a. Service Quality Plan (SQP) - The contractor shall deliver a SQP that will serve as the master document for internal management of the services provided and contain detailed information on all the IT processes involved in providing the services.
b. Service Level Requirements (SLRs) - The contractor shall assist in developing SLRs that focus on EPA OEI customers and their business needs for new and existing services. The contractor shall document SLRs that include detailed information about the customer's needs and expectations in terms of performance and level of service.
c. Service Level Agreements (SLAs) - The contractor shall assist in defining key IT service performance indicators that clearly define the essential aspects of the service (such as description, availability, quality levels, recovery times, etc.) in a Service Level Agreement (SLA).
d. Service Improvement Plans (SIPs) - The contractor shall review, evaluate, and prepare reports on the quality of service and SIP when service delivery does not meet SLRs or when greater cost effectiveness is achievable. The SIP shall include clear milestones, which will enable EPA OEI to determine whether or not timely progress is being made.

C.6.3.4 SUBTASK 3-4 - ENTERPRISE IT SERVICE MANAGEMENT

This integrated solution directly supports EPA's business services and simplifies EPA OEI's management and provisioning of unified IT services across the enterprise, resulting in enhanced business performance while providing comprehensive visibility into the quality, costs, and risks associated with the services provided.

The contractor shall maintain a complete and accurate Service Catalogue of all operational IT services. Currently, EPA OEI utilizes eBusiness for financial and physical asset management. The agency level tool for asset management is Sunflower. The contractor is expected to be able to share data between its proposed Service Catalogue and asset management solution with eBusiness and Sunflower.

The EPA currently uses a version of the Remedy ITSM v.8 system as its standard service management tool for all service desk functions. The Agency currently has 350 concurrent users

and 1,000 individual access licenses for oversight, viewing, and reporting. The Agency does not utilize all modules of the current ITSM Tool. The agency does not currently own this tool, and is looking to the contractor to provide an ITSM tool.

The modules currently used are:

a. Incident Management
b. Change Management
c. Knowledge Management
d. Request Fulfillment
e. Service Level Management

The historical data from the current system will be archived and maintained by the contractor. This archive must take place by the end of contract transition. In addition, EPA's existing Remedy ITSM information (such as open tickets, closed tickets, CSIRC tickets, CTIs, groups, asset information, etc.) will be provided to the contractor but does not need to be migrated to the proposed ITSM suite. Instead, the contractor is expected to start its' own Category, Types, and Items (CTI) groups and workflows. The successful contractor shall be required to provide a transition plan to stand up user profiles, incident management, and address open tickets in the proposed ITSM tool.

The contractor shall recommend a total solution and provide all technical requirements for implementation to support this contract. The contractor shall leverage the proposed ITIL methodology to the maximum extent practicable in the adoption of the primary ITSM tool and in the management and delivery of IT services.

The contractor shall provide the latest and most stable version and release of the proposed ITSM tool so that EPA can take advantage of the newest features and function of the application. The Government is open to an on premise or off-premise solution for this effort. The contractor shall also keep their instance of the proposed ITSM software and hardware up-to-date, no more than one (1) release behind (n-1) and the tool's most current stable released version. Specifically, the tool must have the following features.

The contractor shall provide Enterprise IT Services Dashboard services. The Enterprise IT Services Dashboard shall provide automated and OEI accessible enterprise-wide metrics, statistics, and real-time data on Critical Success Factors and Key Performance Indicators (KPIs) regarding the provisioning of IT services to support performance management objectives and decisions regarding the investment and management of IT resources.

The contractor shall develop, implement, and maintain, in a readily accessible and easy-to-use format, the capability to display (report) information critical to EPA OEI and EPA's customer base on an enterprise-wide basis including, but not limited to, system outages, applications issues, and call-center statistics, critical IT services health and performance, and Service Desk Ticket status.

The Enterprise IT Services Dashboard shall have a web-based interface and shall use open source development to the maximum extent practicable. The Enterprise IT Services Dashboard shall not have any corporate markings referencing the contractor.

The Government shall own the Enterprise IT Services Dashboard data.

C.6.3.4.1 Operational

a. Support Service Desk Processes, including:
    1. Incident Management
    2. Problem Management
    3. Knowledge Management
    4. Change, Configuration, and Release Management
    5. Request Fulfillment
    6. Asset Management
    7. Event Management
    8. Service Level Management
    9. Service Catalog
    10. Service Portfolio
b. Provide the capability to automatically deliver and manage surveys.
c. Have the ability to store customer information such as location, contact information, name, and position data (in other words customer profiles).
d. Have the ability to store and track EPA asset information.
e. Have the ability to create custom work flows that cross multiple disciplines.
f. Contain Self-help and self-service functions to support 20,000 users. Users should have the ability to track and view the status of their tickets.
g. Allow EPA two billing cycles to submit SLA missed claims.

C.6.3.4.2 Reporting

a. Reporting tool shall have embedded automatic reporting and querying capabilities with intuitive interface for administration and operational use. Reporting must have capability to generate output in PDF, XLS or CVS formats and be easily created by end-user.
b. Customizable web-based interfaces for multiple roles (i.e., system administrators, technicians, primary users and customers)
c. End user customizable dashboard with easy to create and manage widgets with live data and graphics.

C.6.3.4.3 Integration

a. Ability to import and migrate data from existing EPA systems to new system
b. Integrate with existing infrastructure
    1. Desktop – MS® Windows Server 2012, Active Directory, IE 11, Windows 7, Windows 10, Microsoft Office, etc.
    2. Single Sign-on capability, and/or Federation or new Identity Access Management System
    3. Integration with Oracle, MySQL, or Microsoft SQL Server
    4. Integration with Microsoft Office 365
    5. Integration with Microsoft Exchange.
    6. Integration with standard SMTP and Internet Message Access Protocol (IMAP) email servers to allow automatic processing of email by the system.

7. Integration with EPA standard Asset Management system.

c. Utilize industry-standard API/data integration layer so that the data can be extracted and integrated with other EPA applications and tools (i.e., eBusiness (Agency Service Catalog), Active Directory, LDAP)
d. Consumable web services for Rich Site Summary (RSS) and other data feeds such as Representational State Transfer (REST) or Simple Object Access Protocol (SOAP).
e. Mobile support solution for on-site or field teams including mobile device hardware independent applications.
f. The ability to create custom Data Objects and Business Processes that link directly to the ITSM Data Model allowing for highly modifiable environment for EPA to develop and configure.
g. 508 Compliant
h. Integration for hardware asset management tools such as barcode readers.

C.6.3.4.4 Security

a. NIST compliant
b. Redundant system failover capability, with geographical dispersed continuity of operations
c. Group level security access for each module.
d. Allow for granular security access for individual database fields

The contractor may recommend additional ITSM modules, APIs and licenses throughout the life of the TO to enhance performance and/or reduce operational costs.

The contractor shall provide operational and maintenance support for EPA OEI's IT system(s) to include:

a. Operate and maintain the ITSM system including software upgrades, system troubleshooting, and fulfilling access and applicable change requests.
b. Provide system administration, configuration, form tailoring, business process automation, and third-party integration and data import to support the development, test, and production environments. This is inclusive of ensuring previously developed customizations stay current with EPA's organizational and workflow changes.
c. Manage and maintain dashboards that integrate information from all components of EPA's IT system.
d. Maintain ITSM processes and workflows.
e. Complete lifecycle asset and configuration management including mapping the physical configuration and inventory data to the CMDB.
f. Maintain a comprehensive Service Catalogue of all operational IT services and those being prepared for production deployment.

The ITSM solution shall include high availability with automatic failover providing redundancy, including active and standby services for automated call distribution (ACD) and integrated voice response (IVR).This tool is required to be implemented upon award and completion of the transition period. The system should also include:

a. ACD call routing and priority queuing that can be tailored based on varying business needs and/or skill groups; with workflow capabilities.
b. Call forwarding to a 24 hour EPA NSOC (National Security Operations Center) after hours.
c. Historical reporting – graphical or tabular reports that allow supervisors and service desk managers to manage agents, measure customer experience, measure contract service queue performance and access detailed view for each contact made.
d. Voice menus and queued calls - programmable voice menus with the ability to customize queues and options to prompt and collect customer-entered information, as well as provision for callers to transfer to any other number or service, including voicemail.

C.6.3.5 SUBTASK 3-5 - IT SERVICE CONTINUITY MANAGEMENT

The primary objective of this task is to improve and maintain EPA's IT readiness response to planned and unplanned contingencies through exercise support and a viable COOP and Disaster Recovery (DR) Program for critical infrastructure and network security operations. COOP support for EPA Headquarters is located in Mt. Weather, VA. National Security Presidential Directive-51 (May 9, 2007) (NSPD-51)/ HSPD-20 (May 9, 2007), National Continuity Policy specifies certain requirements for continuity plan development, including the requirement that all Federal executive branch departments and agencies develop an integrated, overlapping continuity capability. The range of recovery services under this functional area covers the spectrum from partial loss of function or data for a brief amount of time to a "worst-case" scenario in which a man-made, natural disaster, or IT failure results in the loss of the entire IT enterprise. Services may be required during any timeframe from initial declaration of a disaster to final recovery of all business processes. The contractor shall provide services related to any and all methodologies pertaining to DR and business continuity to include:

a. Adhere to Agency COOP Plans and Mission Essential Playbooks.
b. Ensure standard and emergency processes and procedures are documented and submitted to the designated EPA authority and the EPA CO for approval before implementation.
c. Assist EPA in preparations necessary for recovery to an operational status and provide restoration services after each security event or incident as applicable.
d. Provide communications capability that permits management to coordinate recovery tasks across each of EPA's critical departments and the supporting functions for each of those departments.
e. Maintain a high level of readiness and be capable of implementation, both with and without warning.
f. Ensure that all support staff functions are designed such that no critical function poses a single point of failure.
g. Ensure timely and orderly recovery from an emergency and resumption of full service to reduce any complexity, confusion, or exposure to error that may occur.
h. Ensure the continuous performance of the agency's essential functions/operations during an emergency.
i. Be operational no later than 12 hours after activation. Take maximum advantage of existing agency field infrastructures.
j. Maintain sustained operations for up to 30 days.

k. Participate in response team deployments for on-site support requirements on an as-needed basis.
l. Research, evaluate, and propose IT infrastructure at the COOP sites(s) on an ongoing basis.
m. Engineer data redundancy systems to ensure that critical files are available (as defined by the COOP Plan).
n. Assist the Government in designing and coordinating installation of necessary site telecommunications that provide multiple, highly redundant communications links as defined by the COOP Plan requirement.
o. Ensure that all availability, resiliency, and recovery mechanisms are appropriately tested on a regular basis to ensure optimum ongoing service and system delivery continuity and reliability.
p. Execute annual internal EPA testing and exercising of COOP plans and procedures to ensure the ability to perform essential functions and operate from designated alternate facilities.
q. Perform quarterly testing of alert and notification procedures and systems for any type of emergency.
r. Support tests, pre-incident training, and exercises in order to demonstrate and improve the agency's ability to execute the plan.
s. Provide periodic training sessions and training aides to prepare EPA employees to use the specific technology and procedures during the COOP exercise.
t. Provide updated COOP plans and contingency plans as necessary and review and update the EPA OEI playbooks in accordance with Section F.
u. Provide reconstitution, planning and testing methodologies.

In situations where impending or predictable events are anticipated (such as weather emergencies or transit strikes) EPA may direct and the contractor shall place employees in temporary quarters near EPA sites so that operations can continue. See Section J, Attachment J for COOP and EOC Device and A/V Equipment details.

C.6.4 TASK 4 - PROVIDE SERVICE TRANSITION SERVICES

The contractor shall provide EPA with support for the full lifecycle of transition of service delivery technologies and end-user devices and equipment.

C.6.4.1 SUBTASK 4-1 - KNOWLEDGE MANAGEMENT SUPPORT

Knowledge Management includes the analysis, storage, sharing, and reuse of knowledge and information to improve efficiency by reducing the need to rediscover knowledge. The contractor shall perform knowledge management services to improve the quality of management decision-making by ensuring that reliable and secure information and data is available throughout the service lifecycle to include:

a. Assist EPA OEI infrastructure operations with defining and developing clear cradle-to-grave knowledge lifecycle management processes and procedures.

b. Develop a practical approach to organizing and implementing knowledge management in a support environment that encompasses operational objectives in a knowledge initiative as well as providing tactical and managerial guidance.
c. Align processes to support knowledge creation and use that ensures effective integration and easy linkages between IT processes, especially between incident, problem, and knowledge management.
d. Automate the knowledge lifecycle to ensure quality and relevant content is produced in a timely manner.
e. Identify and create reusable content that is relevant and reflects real customer demand in the form of incidents and problems.
f. Simplify knowledge retrieval to allow customers to access knowledge content in context of the situation and process where and when they need it.
g. Measure knowledge creation and utilization, identify gaps and exceptions, and measure overall outcomes of knowledge management.
h. Maintain and enhance the Enterprise IT Service Desk knowledge base. Ensure resolved incidents are recorded in a corresponding Knowledge Base article.

C.6.4.2 SUBTASK 4-2 - PROVIDE CHANGE MANAGEMENT

The contractor shall provide change management services to include all activities to ensure that standardized methods and procedures are used for efficient and prompt handling of changes on an enterprise-wide and local/regional scale. The goal of change management is to manage the lifecycle of all changes in order to minimize the impact of change upon service quality and consequently to improve the day-to-day operations of the EPA OEI infrastructure. Change Management covers all aspects of managing the introduction and implementation of changes affecting all services and in any of the management processes, tools, and methodologies designed and utilized to support service components. Change management processes are complementary to release management and configuration management, as well as incident management and problem management. The contractor shall work within the ITIL framework and follow EPA OEI procedures for changes and incidents affecting any EPA OEI system. In situations where OEI procedures are out of harmony with ITIL, the contractor shall identify such situations and suggest amendments to procedures to improve business processes as part of the TIIL transformation. The contractor shall perform the following key change management tasks under this subtask:

a. Participate in EPA change management process to include the all Advisory Boards (e.g. Change Advisory Board (CAB)).
b. Identify the change process owner, manager and develop a RACI matrix as they pertain to all types of changes.
c. Establish change documentation and tracking system.
d. Conduct, maintain and support a Request for Change (RFC) process to include:
    1. Initial review, recording and filtering of change requests.
    2. Establishment of a Core-CAB and ancillary members.
    3. Assess/Evaluate required changes based on impact, risk, resources and make a recommendation to the appropriate change authority.

4. Facilitate the change authorization process and maintain a change schedule and projected service outage register/report.
5. Monitor the release and deployment process and report issues to the CAB and Change Authority.
6. After Build/Testing is completed, ensure that formal authorization to deploy is granted and a remediation/back-out plan is in place before changes are released into production.
7. Conduct a Post Implementation Review and closure of the change to include a verification that all testing, configuration, asset and service related information is updated.

e. Establish a Change Proposal method for major or high impacting changes.
f. Conduct a periodic review of all changes in order to identify areas for process improvement as well as determine if certain change frequencies justify the establishment of a standard change.
g. Participation in IT service continuity and DR planning.
h. Integrate with EPA OEI change management policies, procedures, processes and training requirements per the change management process components outlined above, including CCB composition, activities, and the financial, technical, and business approval authorities appropriate to EPA OEI and business requirements.
i. Receive and document all RFC and classify proposed changes to the services, which shall include change cost, risk impact assessment, and system(s) security considerations.
j. Provide a change management plan to EPA OEI for review.
k. Develop and maintain a schedule of planned approved changes (Forward Schedule of Changes (FSC)) and provide to EPA OEI for review.
l. Provide change documentation as required, including proposed metrics as to how effectiveness of the change will be measured.
m. Participate in CCB meetings as EPA OEI deems appropriate or necessary.
n. Monitor changes, perform change reviews and report results of changes, impacts, and change effectiveness metrics.
o. Verify that change met objectives based upon predetermined effectiveness metrics and determine follow-up actions to resolve situations where the change failed to meet objectives.
p. Define and support the Emergency CAB process and ensure that emergency changes are fully documented after release.

C.6.4.3 SUBTASK 4-3 - RELEASE AND DEPLOYMENT MANAGEMENT

The contractor shall schedule, implement and control approved changes to software and components that are required to support the infrastructure (e.g., virus detection software, software required to manage the Storage Area Network (SAN), backup software, retention of prior versions of production Operating Systems (OS), etc.), release, and deployment management activities and take a holistic view of a change to a service, including all aspects, technical and non-technical, software, and hardware changes. These changes can be implemented by rolling out a combination of new applications, infrastructure software, upgraded or new hardware, or simply by making changes to the service hours or support arrangements. Release

and deployment management processes and activities are complementary to those of change management, configuration management, and problem management.

Releases typically consist of a number of problem fixes and enhancements to an existing service. A release consists of the new or changed software required and any new or changed hardware needed to implement the approved changes. Releases are generally divided into the following categories:

a. Major software releases and hardware upgrades or replacements, normally containing large areas of new functionality. A major upgrade or release usually supersedes all preceding minor upgrades, releases, and emergency fixes.
b. Minor software releases and hardware upgrades, normally containing small enhancements and fixes, some of which may have already been issued as emergency fixes. A minor upgrade or release usually supersedes all preceding emergency fixes.
c. Emergency software and hardware fixes, normally containing the corrections to a small number of known problems.

The contractor shall develop a Release and Deployment Management (RDM) Plan which will detail how the contractor will coordinate and deliver end-to-end release and deployment services in an ITIL-based framework.

The contractor shall provide the following key release and deployment management services:

a. Identify the RDM process owner and manager.
b. Establish standardized release management policies and procedures.
c. Develop, manage, update, and maintain formal release plans and schedules for all planned releases.
d. Provide release management plans and schedules to EPA OEI for review.
e. Establish and manage a release documentation and identification schema.
f. Validate that all releases have proper approval from change management prior to execution.
g. Conduct and manage the release design, build, and configuration processes.
h. Rollout planning including quality plans and regression plans.
i. Provide release communication, preparation, and training.
j. Manage the successful rollout/distribution and installation of all elements of a release.
k. Ensure that only correct, authorized, and tested versions are installed and that changes are traceable and secure.
l. Establish and administer the version control schema as it relates to release management of EPA OEI custom applications.
m. Develop quality plans and regression plans as appropriate for each release.
n. Ensure that any new software or support services required for the release are procured and available when needed.
o. Conduct and manage release testing and testing management.
p. Ensure that all necessary testing environments are available and properly configured to support release testing. Plan and manage the acceptance testing process for each release.

q. Ensure that thorough testing is performed prior to release and assess business risk related to any change that is not fully tested prior to implementation. (Submit a Test Plan for EPA OEI approval prior to the start of test.)
r. Schedule and conduct release management meetings to include review of planned releases and results of changes made.
s. Identify and document all Configurable Items (CIs) that need to be included in the release, as well as all system interdependencies.
t. Provide release documentation as required and update all required knowledge management systems.
u. Provide early life support to Operations as required
v. Review release management details and alter as appropriate to meet the needs of the EPA OEI (e.g., back-out plan, go/no go decision).
w. Notify EPA business unit affected applications "owners" of release timing and impact.
x. Implement release in compliance with change management requirements and adherence to detailed release plans.
y. Modify configuration database, asset management items, and service catalog (if applicable) to reflect changes to CIs due to the release.
z. Conduct post-mortem of releases that necessitated implementation of the regression plan and develop and implement appropriate corrective or follow-up actions to minimize future occurrences.

C.6.4.4 SUBTASK 4-4 - SERVICE VALIDATION AND TESTING

The contractor shall provide service validation and testing to include quality assurance and production control support services. The contractor shall automate validation and testing where feasible to gain efficiencies during the performance of the TO.

Service Validation and Testing (SVT) is planning and coordinating tests to ensure that specifications for the service design are met and validated through delivery of the service and to manage and limit risks that could result from insufficient utility and warranty of the service in operation. SVT shall not be performed by the same resources that build the release. The contractor shall provide service validation and testing to include:

a. Identify the SVT process owner and manager and ensure they are not involved with any of the RDM activities for the any release that is part of the service.
b. Ensure proper testing occurs for all changes released into the production environments.
c. Create and validate test plans.
d. Manage the test plans and test environments.
e. Conduct tests.
f. Verify the results.
g. Communicate the results to stakeholders.
h. Create test reports.
i. Evaluate the test according to exit criteria.
j. Conduct post-release testing to evaluate the change to ensure it delivers value to the business.

k. Validate and communicate results of testing activities.

C.6.4.5 SUBTASK 4-5 - SERVICE ASSET AND CONFIGURATION MANAGEMENT (SACM) SUPPORT

SACM may cover non-IT assets, work products used to develop the services, and configuration items required to support the service that are not formally classified as assets. The scope covers interfaces to internal and external contractors where there are assets and configuration items that need to be controlled, e.g., shared assets.

The contractor shall develop a SACM Management Plan which will include SOPs, a SACM Strategy and Roadmap, an Annual Physical Asset Inventory Plan with Schedule, and outline the delivery of SACM Deficiency Reports as stated in Section F.

The contractor shall provide Service Asset and Configuration Management (SACM) services to manage the full service lifecycle of EPA OEI assets and configuration items to include the following:

a. Develop and maintain a forward-looking SACM strategy and roadmap to mature EPA OEI's existing SACM program to achieve the following goals:
    1. Identify the SACM process owner and manager.
    2. Support efficient and effective service management processes by providing accurate and timely configuration information that aids decision making (e.g., to authorize change and release and resolve incidents and problems faster).
    3. Ensure the integrity between business requirements and configuration items by maintaining an accurate and complete Configuration Management System.
    4. Improve overall service performance and optimize the costs and risks caused by poorly managed assets (e.g., service outages, correct license fees, and failed audits).
b. Develop a SACM Management Plan that shall detail how the contractor will provide service asset and configuration management services in an ITIL-based framework.
c. Develop well-defined SACM processes and procedures with roles and responsibilities. Establish process interfaces between SACM and other processes; in particular, Change Management, Release and Deployment Management, and Knowledge Management (incidents and problems). Perform regular reviews of SACM processes, procedures, and associated techniques and methods to ensure continuous process improvement.
d. Establish procedures for auditing and verifying the accuracy of service assets and configuration items, adherence to SACM processes, and identifying process deficiencies. Audit and verify accuracy of service assets and configuration items and report deficiencies. Provide deficiency reports and recommendations on the steps to be taken to address the issues identified.
e. Establish appropriate authorization controls for modifying configuration items and verify compliance with software licensing. Develop procedures for establishing configuration baselines as reference points for rebuilds and provide ability to revert to stable configuration states.
f. Provide support for managing maintenance procurement activities, asset inventory control (including hardware and software license attributes), hardware and software asset lifecycle planning and management (e.g., timing of asset refresh, asset disposition), and

software version management, and identify opportunities for refresh or insertion of technology.

g. Manage lifecycle of all assets from identification, requisition ordering, inventory, installation, and maintenance to disposal. Update asset records related to all approved change activities (e.g., Install, Move, Add, Change (IMAC) activities, break/fix activities, and change management).
h. Develop, maintain, and update an Equipment Spares Inventory Management Plan and spare inventory according to Section F, including recommendations on appropriate levels of spares for each equipment type at each Government facility sufficient to support the specified service levels and availability requirements.
i. Identify, document, and report license compliance issues by end users and recommend solutions to resolve issues. Manage and perform audits and reconcile the number of software licenses to the number of installs.
j. Manage and maintain the Configuration Management System (CMS) within the IT system to include a logical model of the IT Service Areas' devices and their relationships by identifying, controlling, maintaining and verifying installed hardware, software, and documentation (e.g., maintenance contracts, SLA documents, etc.). The CMS shall account for all IT assets and provide accurate information on IT Service Area components and configurations and provide a sound basis for incident, problem, change, and release management and to verify configuration records against the infrastructure and correct any exceptions.
k. Work with the IT System team to define and configure SACM capability.
l. Evaluate existing SACM systems and the design, implementation, and management of new and improved systems for efficiency and effectiveness.
m. Recommend key performance indicators and critical success factors that align SACM with EPA business needs to create a customer-focused IT delivery environment.
n. Provide reports, including management reports, configuration item analysis reports, and asset inventory reports.
o. Ensure all data relating to SACM is available to the Government when required.
p. Perform annual physical inventory of EPA OEI assets in accordance with EPA policies.

C.6.5 TASK 5 - PROVIDE SERVICE OPERATIONS MANAGEMENT

The contractor shall provide service operations management of the EPA OEI end user applications to maintain ongoing service operations stability while allowing for changes in design, scope, scale of the services, and service levels with minimal disruption to service delivery.

The contractor shall deploy robust, end-to-end operational practices and shall execute and manage the lifecycle of the following operational-level activities in a manner consistent with the ITSM framework:

a. Request Fulfillment
b. Incident Management
c. Problem Management
d. Access Management

e. Event Management

C.6.5.1 SUBTASK 5-1 - PROVIDE ENTERPRISE IT SERVICE DESK (EITSD) SUPPORT

The contractor shall provide a structure capable of meeting the needs of EPAs varied user communities, fosters user confidence and security by providing the highest quality of service to address all registered concerns quickly and accurately, and follows through in a manner that considers the needs of the users and the agency. The contractor shall be responsible for fulfilling user requests, resolving service failures, performing routine operational tasks, performing administrative tasks (including Microsoft Windows, Office 365, Lotus Notes, Active Directory, and security management) and addressing and fixing problems and incidents to ensure a high level of efficiency and support.

The EITSD shall be located in contractor's facilities within CONUS. The EITSD must be available such that the contractor can ensure continual operations in the event of a power outage, man-made or natural disaster. The contractor shall provide a full description of the contractor's EITSD solution, to include but not limited to, facility, equipment and support systems redundancy, floor plan, total square footage, and any ATO that may be leveraged. The EITSD data provided shall enable the Government to clearly determine the contractor's ability to effectively manage and deliver service desk operations. The contractor's EITSD solution shall be subject to Government site survey and verification.

The contractor shall provide an EITSD solution with the following minimum capabilities:

a. Provide a consolidated call center and help desk service available agency-wide. Responsive, reliable, and consistent service delivery from 0600 - 2100 local time for each EPA location Monday through Friday, excluding Federal Holidays. Tier 1 and Tier 2 (remote support) consolidated EITSD services in accordance with ITIL practices. Provide after-hours support on an as-needed basis.
b. Provide after-hours Premier support (VIPs and executives). This includes Tier 2 remote support from 0900 – 1800 ET on Saturdays, Sundays, and holidays. This support includes remote support for all Agency standard software and services, including mobile devices.
c. Contractor-furnished facilities meeting security criteria and ATO necessary to obtain connectivity to EPA.
d. Multiple alternative communications channels, including voice, voicemail, e-mail, web chat, Short Messaging Service (SMS), collaboration tools, and internet/intranet.
e. Voice Communications Services that provide dynamic call routing, auto-attendant and call back, and the ability to post ad hoc outbound notifications for outages within minutes. The Interactive Voice System must allow for a prompt exit from the system and live communication with a service desk agent.
f. Demonstrated utilization of ITSM processes and industry best practices for customer service.
g. Processes that demonstrate service desk cradle-to-grave ownership for all service desk contacts from inception to closure, regardless of whether they are closed at the first level or passed to another service management group for resolution (see Section J, Attachment K for Combined Call Center and Help Desk Metrics for Ticket Volume by Location/Group Information).

h. Demonstrated use of automated processes, remote device and software management technologies, self-help and self-healing options, and detailed, searchable knowledge bases that increase first level resolution at the service desk and minimize incident escalations.
i. Provides channels for proactively communicating information to customers. This information should include details of current system outages, applications issues, and network performance issues, and might include known issues that are likely to cause future problems or service interruptions, forthcoming changes, forthcoming releases of software and maintenance activities.
j. Prompt and proficient call response, trained, qualified and cleared technical personnel, clear and courteous communications (English), and timely incident resolution, escalation as needed, and closeout.
    1. All EPA customers have a single point of contact for each incident and Service Request and resulting Service Desk Ticket.
    2. All EPA customers receive appropriate, prompt, and responsive support (see Section J, Attachment L for User Types Supported, Tiers, and Priority Levels).
k. Support services that are responsive to the time-sensitive needs of executives and COOP/EOC sites, to include prompt referrals to local IT support service.
l. Provides support to remote access users who are connecting to the EPA network using tools such as Pulse Secure, RSA Tokens, VDI, etc. in other than their primary business location.
m. Support to incidents and requests based on priority and impact.
n. User community easy access to a knowledge base to facilitate self-help and training resources for common IT problems/requests.
o. A full archive of service desk status and trouble ticket tracking information for the duration of the contract.
p. A managed, readily accessible, and actionable collection of recommendations for service improvements based on monitoring and identifying trends experienced at the service desk.
q. Utilize the Enterprise IT Services Dashboard to reduce reporting time on service desk metrics and analytics.

The contractor shall operate the EITSD as the enterprise-wide single point of contact (SPOC) for providing end-to-end responsibility for responding to and managing all end-user calls for incident and service request support. The contractor shall provide all aspects of end-user support through the SPOC service desk, followed by a desk-side support capability for those incidents and service requests that cannot be resolved and completed remotely (see Section J, Attachment K for Combined Call Center and Help Desk Metrics which includes historic metrics, contact volume, and transferred Tier 3 tickets).

The EITSD shall receive, coordinate, record, respond to, track, monitor, diagnose, resolve or escalate and manage all incidents and service requests. The contractor shall resolve incidents and service requests at the service desk level to the maximum extent practical. The contractor shall refer or escalate incidents and service requests to more-specialized entities for resolution if the incidents or Service Requests cannot be resolved at the service desk level.

The EITSD shall manage the entire incident and service request process and assume "cradle-to-grave" ownership of end-user issues through ticket closure. This shall include acceptance of user calls, chats, and emails, ticket creation, centralized queue management, and tracking, Tier 1 and 2 first-level resolution and/or escalation, follow-up with users and Tier 2 Deskside services as needed (see Section C.6.5.2) to expedite and confirm resolution, root cause identification, and ticket closure.

The contractor shall utilize the "parent" (i.e., the initial Service Desk Ticket) in reporting performance and determining the number of tickets being processed and counted toward the contractor's level of effort for any particular period. The contractor shall identify, manage, monitor, and report on all "child" tickets, work orders, etc. required in order to resolve the "parent" ticket.

The contractor may augment the system with additional modules, APIs and licenses if approved by the Government throughout performance of this TO. The contractor shall maintain the knowledge base to support the resolution of incidents and service requests.

The contractor shall implement and maintain Self-Help support capabilities that enable end-users to perform self-service including incident and service request status checking, password management and resets, a searchable knowledge base that includes self-help features such as Frequently Asked Questions (FAQ) and Questions and Answers (Q&A), common solutions and how-to instructions, connectivity instructions for teleworkers, search for service desk application support, and help tools (to include chat features).

As part of the EITSD solution, the contractor shall provide real-time how to and functional phone support on EPA standard applications, such as Office365. The EITSD shall provide enhanced executive level support for specifically designated senior executives and their immediate support staff via a Premier Support or Very Important Person (VIP) Hotline. For incidents related to EPA-designated executive users, the EITSD shall attempt to resolve on first contact and escalate by warm handoff to Deskside support or more-specialized entities for resolution.

The EITSD shall provide Tier 1 application support for EPA acquisition, financial, human resource, and administrative applications. The contractor is required to maintain the necessary service desk knowledge, skills, and abilities to ensure continuity of services post-transition and to effectively support EPA applications for the life of the TO.

The contractor shall provide Tier 0 support for EPA components, systems, and support applications that are not subject to coverage by the EITSD. Areas not subject to EITSD coverage may require Automatic Call Distribution automated routing, warm handoffs, referrals, or ticket creation and routing to other help desks.

The contractor shall support the EITSD shared services environment and provide mechanisms for warm handoffs between help desks, managing shared ticket queues, and coordinating service activities among the different help desks. These services often involve a separate contact number and support personnel, including contractor and Government application subject matter experts (SMEs). Additional service fulfillment or support organizations are likely to be added over the course of the TO.

The contractor shall utilize the existing EPA call center telephone numbers (1-866-411-4EPA (4372), 1-866-489-4900, and 703-889-1510). The contractor shall put into operation a telephone/queue tree for enhanced and streamlined call flow and routing for the service desk.

Following a major service incident or service outage, the contractor shall develop Incident Reports and Root Cause Analysis Reports as referenced in Section F.

C.6.5.2 SUBTASK 5-2 - PROVIDE DESKSIDE SERVICES

The contractor shall provide adequate Tier 2 deskside touch support services in support of the full lifecycle of activities associated with operational logistics, installation, configuration, and break/fix management of end-user computing devices and phones at each of the EPA locations specified in Section J, Attachment M. The contractor shall provide responsive, local, Deskside services to all on-site users to troubleshoot, diagnose, and resolve incidents and problems, and fulfill requests that require touch support that cannot be resolved at the first level by the EITSD.

In performance of this task, the contractor shall:

a. Provide responsive, local, Deskside services to all on-site users to troubleshoot, diagnose, and resolve incidents and problems, and fulfill requests that require touch support that cannot be resolved at the first level by the EITSD.
b. Provide Deskside support personnel on-site at all EPA HQ Locations (including Labs) identified in Section J, Attachment M during the core business hours of 0600 – 1800 local time for each location. Provide after-hours support on an as-needed basis.
c. Provide Deskside IT services that appropriately respond to the time-sensitive needs of Premier/VIPs and executives, to include prompt responses to Tier 1 service desk escalations. Premier on-site support shall be from 0600 - 2200 ET at Washington D.C. HQ Monday through Friday (see Section J, Attachment N for EPA Washington, D.C. Area Locations which includes locations for VIP support).
d. Provide full support remotely for additional field locations found in Section J, Attachment D where OEI devices are deployed. This includes dispatching technical support personnel to remote lab locations between normal business hours of 0600 and 1800 local time at the government's discretion.
e. Utilize the proposed ITSM tool to fully document all work performed in a timely manner.
f. Provide break/fix, asset inventory, spares/parts management, desktop administration, desktop applications, remote access, troubleshooting and upgrading of mobile devices, and security services for all end-user devices.
g. Present topics to the CCB for approval.
h. Provide Deskside services to include both hardware and software and include:
    1. Large and small scale IMACs to include technology refreshes (see Section J, Attachment K for historic IMACs by Location)
    2. Operational monitoring
    3. Problem determination and resolution
    4. Tier 2 technical support
    5. Break/fix services
    6. System and office productivity software deployment and management
    7. Remote access service support

8. Light training and testing support
9. Backup and restore
10. Cable management
11. Asset and inventory management
12. Copying and preserving data for litigation hold cases

i. Provide IT technical support for local special events, conferences, and meetings.
j. Provide on-site Video Teleconferencing (VTC), Audio/Visual, Telepresence support, video and audio broadcast support to include conference rooms, training rooms, auditoriums, senior leadership offices and workspaces, and Telepresence rooms. Support includes training end-users how to use equipment, equipment set-up, starting meetings, and troubleshooting issues. Deskside services also functions as the Video Communications Services Tier 2 technical experts.
k. Provide on-site support for a storefront solution that will be established in an EPA HQ facility. The storefront solution, known as the Walk-Up Service Desk, is a walk up location whereby customers can walk in and obtain assistance with IT issues or ask questions and get quick answers on "How do I?" type questions.
l. Provide technical support for small and large end-point deployments and equipment refresh cycles, to include support for distributed computing hardware resources, including networked and non-networked personal computer (PC) systems on the distributed computing environment personal/local printers, scanners, VOIP, VTC units and other peripherals; and tablet computers and other similar devices.
m. Provide technology refresh plan aligned with EPA planned refresh of 25% of the agency's serviced seats annually. Plan shall address 1) communications, 2) scheduling, 3) quality assurance, 4) deployment, 5) imaging, 6) data migration, 7) certification and sanitization/disposal, and 8) asset tracking.
n. Provide facilities-related services at Washington, D.C. HQ area locations (see Section J, Attachment N) to include cable and wiring installation from the core switch through the end points in locations with existing access, termination, testing, and maintenance; installs, removes, maintains, consolidates and enhances fiber optic/twisted pair/coaxial cabling to support the enterprise infrastructure; and servicing of wiring closets and related contents. The contractor must survey and supply the bill of material for the project, provide all materials and equipment required to complete the project, manage the full lifecycle of the cable project, and ensures personnel assigned to the project have the necessary certifications to meet project requirements and EPA standards.
o. The contractor shall report real time Deskside support operational and performance status through the Enterprise IT Services Dashboard.

C.6.5.3 SUBTASK 5-3 - PROVIDE ENGINEERING SERVICE SUPPORT

EPA OEI requires support for enterprise engineering and application support agency-wide and customized local engineering and application support for HQ (including labs) locations.

The contractor shall provide management of the desktop/laptop operating systems including drivers and patches, application, and configuration management. See Section J, Attachment P for tools supported and utilized. The contractor shall provide guidance, assistance, and expertise to

OEI offices (e.g. Hosting, Security, etc.) during the planning and implementation of new projects. The contractor shall provide the engineering services listed below:

a. Enterprise automated software deployment support.
b. Image creation and compatibility.
c. Security Compliance to include patching, encryption, configuration management, energy management, remote device management, and reporting/visibility.
d. Support for applications in the VDI and Citrix environments.

C.6.5.3.1 Enterprise Engineering and Application Support

The focus of the support is the system and desktop administrators rather than end users. The contractor shall create the images that support agency-wide EPA desktops/laptops that may connect directly to the EPA network. The contractor shall provide Tier 3 support for all end-user enterprise applications for desktops/laptops, and applications hosted in the VDI and Citrix environments. The contractor shall directly interface with, coordinate, and support the network, server services, and IT Security teams on issues that cross these functional areas while maintaining EPA Enterprise Architecture standards to ensure a consistent and compatible configuration for EPA enterprise infrastructure.

In support of enterprise engineering services, the contractor shall:

a. Provide Tier 3 technical support services across the EPA enterprise for agency-wide end-user computing platforms for desktops, laptops, and mobile devices; device configuration; technical refresh and customer data migration from one machine to another; and service activities processed in a seamless manner (cradle-to-grave) with a single point of contact with the customer for all activities. This should be from 6:00-9:00 pm EST.
b. Provide comprehensive support for EPA enterprise applications on agency-provided hardware while providing best-effort support for user-owned devices.
c. Provide automated software deployment to OEI user workstations via a standardized enterprise management solution.
d. Provides remote assistance service (currently via Bomgar) that provides administrators, tech support, and help desk technicians the ability to remotely assist users via screen sharing.
e. Take corrective actions to maintain service and quality levels.
f. Develop and maintain enterprise GPOs to enforce consistency.
g. Support testing of new hardware and software for possible deployment in the environment.
h. Create the quarterly “Gold” (Common Core Desktop) image that will be used on EPA’s physical client hardware and as the basis for the EPA VDI image. Although EPA attempts to maintain a single “Gold” image we may require support for multiple images for new Operating System versions, VDI requirements, and special needs. Provide quarterly update on the Gold image and monthly on the VDI image.
i. Develop software delivery packages for the removal, replacement, and/or upgrading of applications and patches required on 10 or more workstations up to the enterprise level (all workstations). It is incumbent upon the contractor to support all software on EPA

laptops and desktops and assist in the deployment, maintenance, and clean-up whether by retirement and or removal of software that does not have a migration path towards an EA approved list.

j. Provide effective management, monitoring, and metering of software inventory loaded on EPA hardware, to include agency-wide commercial and COTS software agreements and licenses per OMB mandates.
k. Create, support, and manage standard installation packages for centrally procured software that is not part of the common core desktop, such as Microsoft Visio, Project, Adobe Creative Cloud Suite, etc.
l. Work with EPA security operations to troubleshoot and resolve anti-virus and other security incidents and to ensure functionality of antivirus components.
m. Vendor shall administer a "laboratory" for testing all enterprise software, settings and configurations. This includes a small server room currently managed at an off-site location in RTP, NC. Vendor shall be responsible for re-locating the infrastructure to another location (likely the EPA NCC) upon request with 45 days' notice.
n. Create and maintain a library of IT Standard Configuration Documents, policies and procedures for publication on EPA's internal websites.

C.6.5.3.2 Local Engineering and Application Support

The contractor shall provide for the successful operation, maintenance, management, and enhancement of various aspects of EPA deployed desktops and laptops across supported HQ (including labs) sites as listed in Section J, Attachment O and associated technology. The contractor shall deploy software or settings directly to end-user, production desktops/laptops and mobile devices.

In support of local engineering and application support, the contractor shall support all activities listed above, but at a customized local level. Additional local engineering and application support includes:

a. Manage local user profiles on end points.
b. Provide Tier 3 support of other EPA teams on any issues that involves end-user hardware (e.g. BIOS upgrades and maintenance).
c. Further customize "Gold" image to create and manage local or site specific images requiring specialized software and/or settings.
d. Patching and updating non-standard applications.
e. Provide troubleshooting for desktop encryption, un-encryption, and for removing data from encrypted hard drives.

C.6.5.4 SUBTASK 5-4 – MOBILE DEVICES

EPA issues government furnished mobile devices to its employees and contractors; these devices include but are not limited to cell phones, smart phones, personal tablet computers, and other wireless internet devices (e.g., air cards/MiFi) (see Section J, Attachment O for Deployed Devices By Location and Type, includes Mobile Device Metrics). Mobile devices and accessories are procured by EPA under through a separate BPA and the carriers include Verizon, T-Mobile and AT&T services. The current devices are Apple or Windows-based. The contractor

shall provide an end to end mobile device management lifecycle solution that is platform-agnostic.

The contractor shall provide:

a. Mobile Device Management (MDM)
    1. Utilize the Agency's MDM application (MaaS360) to provide management, monitoring, and reporting and end-user support of the agency's mobile devices. This includes but is not limited to:
        i. Add/remove devices – utilize Apple's device enrollment program (DEP) to automatically enroll devices into MDM
        ii. Create and deploy IT configuration policies based on EPA security requirements
        iii. Handle theft/loss protection, including remote wipe, lock, and password resets
        iv. Application management
            1. Remove apps and add approved mobile apps to the EPA App catalog
            2. Manage the deployment of App updates
            3. Deploy approved apps directly to devices as requested
        v. Enforce policy settings, profile settings, certificate management, iOS updates
        vi. Perform system upgrades, fixes, log file analysis, and troubleshooting
        vii. Stay abreast of Apple and MDM system enhancements
        viii. Coordinate with Apple and MDM vendor when needed to address issues, functional questions, and implement new features
    2. Coordinate with local help desk POC's to assist with use of MDM tool to ensure protocols such as Active Sync are in place for Microsoft Office365 applications (email, calendar, contacts) to be available on mobile devices
b. Management of EPA's Apple Volume Purchase Program Portal
    1. Add, remove, transfer and cancel mobile app licenses for third party apps from the Apple App store (with a cost and free)
    2. Set license threshold
    3. Ensure portal works with MDM application
c. Mobile Device Processing
    1. Process new orders, cancellations, transfers, upgrades and replacements submitted via EPA's eBusiness system.
    2. Order mobile devices, accessories, and/or services from carriers via EPA's BPA
    3. Track, receive and check orders for accuracy, pack order with appropriate labels and instructions, test devices, ship equipment and notify customer
    4. Coordinate all mobile device services (such as service plans, coverage, features, equipment, promotions, accessories, etc.) with the carriers/vendors including any changes to their offerings
    5. Assist users in determining the appropriate service plan and/or equipment that will best suit their needs as well as ensuring compatibility with EPA's infrastructure and security policies

6. Provide support and administer loaner devices for users traveling internationally based on EPA International Travel Policy and Procedure and coordinate with carrier to request international rate plans
7. Support port and transfer requests with the carriers and coordinate these activities within 5 business days.
8. Coordinate arrangements with the carriers (with the (TPOC's approval) to obtain demo equipment (or zero cost equipment) of the latest devices, cell phones, smart phones, and air cards to ensure that proper testing is performed and to provide expertise on using this equipment within the EPA environment for EPA's customer base
9. Prepare and maintain system and user documentation (e.g. Quick Reference Guides, Frequent Asked Questions, memorandums, etc.)
10. Provide updates to eBusiness ordering catalog as required including rate plan offerings, special carrier promotions, inventory management, and the catalog. Catalog maintenance typically annually or when mobile devices offerings change.
11. Monitor usage of mobile devices and submit requests for suspension of service for devices that have zero utilization within a specified period to the carriers on a monthly basis. If the user does not respond to have service restored within 90 days after submitting the suspension request, the contractor shall submit a request to cancel the service with the carrier. The contractor shall ensure that eBusiness is also updated to reflect suspension and cancelation of the services with the carriers.
12. Provide Ad Hoc reports as needed along with the following specified reports:
    i. Provide an electronic inventory of activated devices as well as a report of the status of the MD orders received, processed, and outstanding.
    ii. Provide Program Offices with periodic analysis of usage, and recommend pooled plans or special plans upon request.
    iii. Provide less than 30% utilization reports for customers
    iv. Provide report for any overage of pooled plans (trending, anomaly reports)

C.6.5.6 SUBTASK 5-5 - ELECTRONIC MESSAGING AND COLLABORATION SERVICES

EPA's email and collaboration service is provided to approximately 24,000 users across the country. These users consist of EPA staff and approved contractors, as well as groups and test accounts. The Agency uses Microsoft Office365 platform (the G3 license in Microsoft's Government Community Cloud) as its primary email and collaboration solution. Previously, the Agency used Lotus Notes. At the time of the conversion to Office365 in 2013, the Agency chose to copy only 30 days of mail over from Lotus Notes to Office365. Currently, the Agency is working on completing the migration of older mail into the Office365 archives. The email and collaboration service is managed in accordance with EPA policy and to defined service levels for capacity, availability, performance and recovery.

The Microsoft Office365 solution includes email (Exchange and Outlook), SharePoint, Skype for Business, mobile device support, OneDrive, Security and Compliance and other services and solutions under the Microsoft Office365 umbrella. Microsoft's Office 365 Office Web App (OWA) and Outlook clients have replaced Lotus Notes client for email. OWA/Outlook provide

users with easy-to-use, uniform access to email, contacts, calendar, conference room, resource reservations, and tasks across PCs, virtually any browser, and mobile devices. Skype for Business client provides for instant messengering, web and video conferencing. OneDrive application provides for synchronization of data files between the desktop and the users dedicated cloud service.

The contractor shall support the Agency's implementation of Office365 by ensuring the solution shall provide the ability for users to reliably communicate and collaborate with internal and external users. In addition, the contractor shall provide support for legal requests that GSA is required to support to the EPA Legal Departments, Freedom of Information Act (FOIA) requests, and Inspector General (IG) requests.

Specifically, the contractor shall:

a. Provide daily operations support for Office365 production and test tenant. This task includes daily operations maintenance and escalation for onsite and remote issues related to issues such as profile/identity synchronization, access (identity & connectivity), service availability and serve as a contact source for engaging escalation support with Microsoft or other applicable vendor.
    1. Provide required support following the current EPA SOP or create/provide a more efficient process to complete the tasks. (Note: all new processes are to be approved by EPA).
b. Address and resolve issues. Immediately address and attempt to resolve all outage or reduction in service issues reported during the core hours (06:00 to 21:00 ET) upon notification or detection of a problem.
    1. The problem/outage should be reported to the Operational Lead, researched, and resolved within 30 minutes. If the problem cannot be resolved within 30 minutes, a report that provides the plan/proposed steps to be taken to resolve the problem is to be presented to the Operational Lead within 4 hours. The core hours of operation may change based on EPA requirements.
    2. The contractor shall escalate to Microsoft or other applicable vendor as necessary to ensure effective and timely resolution of issues.
c. Manage configuration and change. Office365 shall be set up and configured to align with EPA's unique business requirements and processes. Over time, this configuration shall be revised to include new features as they are released and to adapt to changing organizational needs. The contractor shall provide configuration support and testing of changes in test tenant prior to enabling the change in the production environment.
    1. Develop communications to end users about changes to the technical environment.
    2. Maintain the One EPA Workplace project page based on inputs provided by EPA.
    3. Participate in the Agency Change Control board.
    4. Participate and support the Agency's Microsoft Office365 Advisory Board designed to provide a forum for Agency stakeholders to participate in the governance and implementation process for new capabilities.
d. Manage content search, archive, and capacity. The Office365 service currently includes content storage and archival. The contractor shall support content archival, disposition, and monitoring of capacity used in all aspects of the Office365 services and ensure

compliance with email archiving and retention, records management, and other legal (FOIA, eDiscovery) requirements/retention policies.

e. Manage health and monitoring. The contractor shall support daily monitoring of services for outages and health. This shall include monitoring the hosted service and internal infrastructure supporting the framework, such as network traffic load, accessibility from different EPA regions, and suspicious activity.
f. Reporting and analytics. The contractor shall provide analytical reports on usage data and network traffic on a periodic basis. These reports are intended to enable the Agency to proactively forecast service disruption trends, mitigate risks, and create targeted campaigns for adoption or training opportunities.

The contractor shall:

a. Respond to standard move, add and change requests including provisioning new accounts and verifying, disabling and deleting the account following the current SOP. This includes:
    1. New Hire Request / Individual Mailbox
    2. Creating an email alias address of the mailbox
    3. Username Changes
    4. Saving data for departed employees and delegating access as appropriate
    5. Export/import of Office 365 account data
    6. Manage Partner Access Licenses (PALs)
    7. Create, delete, and manage mailing lists and groups
    8. Global Address List (GAL) administration and ensuring synchronizes with AD.
    9. Implement filtering in order to block unwanted emails or strip unwanted/prohibited types of attachments, types of email, or embedded code.
    10. Provide and support the ability to recover files, emails, calendar entries, etc., that are accidentally deleted, corrupted, or lost within 30 days or the specified time allowed.
    11. Administratively support the ability to easily, quickly and reliably collect data across all content (email, calendar, collaboration tools) that may require troubleshooting, analysis and resolution.
    12. Provide support to Tier 1 support in performing administrative tasks, e.g., resetting accounts, removing members, etc.
    13. Provide profile management that allows administrators to configure the fields in the user profiles in order to standardize information and facilitate searching.
    14. Provide administrative support to the end user to create contact/distribution list that can be used across all components of the Email/Collaboration solution.
    15. Ensure email reliably synchronizes mail, contact records, and calendar with information associated with mobile accounts.
    16. Create and delete calendars and resources, delegating users to shared calendar and resources and transferring ownership as appropriate.
b. Provide support for content management and retrieval efforts including FOIA, eDiscovery and Records activities.
    1. Manage the eDiscovery Center functionality to include, deployment, scripting and manage permissions.

2. Provide support for the Security and Compliance Center tool identified regarding requests relevant to Litigation hold, eDiscovery and Forensics.
3. Respond to requests from EPA's legal community, for Freedom of Information Act, for the Inspector General, for Congressional requests and for the Labor and Employee Relations office. Execute searches, download results and provide access to PST files as appropriate.
4. Collaborate with the Hosting Team to allocate storage as required/in response to request from Office of Inspector General (OIG) for confidential investigation data
5. Respond to requests to create .PST files. The .PST files will be collected at a central repository (NCC storage server). The contractor shall be responsible for the server organization (create folders by Program Offices/Regions) and access control configuration/ permission to customer submitting .PST requests.

c. In support EPA's SharePoint environment, the contractor shall:
   1. Maintain the Office365 landing pages
   2. Manage and respond to global support tickets
   3. Support SharePoint global administration
   4. Support AD SharePoint integration administration
   5. Monitor usage of SharePoint
   6. Work with SharePoint administers to troubleshoot issues and ensure adherence to governance model.
   7. Provide scripting support for databases in SharePoint
d. In support Skype for Business and One Drive, the contractor shall ensure the desktop client is updated and integrates with Cloud based version of Office365 component.

C.6.5.6 .1 Email Gateway Application

The conversion to the email gateway resulted in significant benefits to EPA email users by improving delivery times between the different email platforms (Office 365 and Legacy Lotus Notes and Domino) providing greater efficiency of the email gateways. The email gateway has been integrated with Secure Email Gateway (SEG) which has further enhanced the handling of email, spam, whitelisting, attachments, etc. with greater efficiency. The contractor shall administer and support EPA email system that today consists of six (6) Linux Simple Mail Transfer Protocol (SMTP), Message Transfer Agent (MTA) systems, two (2) Lotus Notes SMTP gateways, and one (1) Linux Spam quarantine. The contractor shall provide and implement a recommendation for a new secure email gateway methodology in light of the Lotus Notes migration.

The contractor shall provide:

a. Operation and maintenance of the email gateway application servers. This entails ensuring the servers are up and running, ensuring mail is flowing into the agency since they are the central point for all inbound external mail, patching servers as needed to adhere to CSIRC security vulnerabilities, and ensuring SMTP tables files are updated and mail routes to the correct domains (Notes, Office 365) by the next business day.

b. Email maintenance in addition to any and all work that must be performed on the email system. Maintenance must take place between 9:00 p.m. and 5:00 a.m. All services must be restored by 5:00 a.m. the next business day.
c. A recommendation for an email solution that provides the capability for government administrators to define and implement filtering, in order to block unwanted emails or strip unwanted/prohibited types of attachments, types of email, or embedded code. This functionality shall be available to EPA administrative personnel and shall be in addition to that normally administered by the contractor (such as spam filtering).
d. Management of the current applications including but not limited to configuration of software. Application servers listed: MINTRA11, MINTRA12, MINTRA13, MSEIVE11, MSEIVE12, MSEIVE13, MBLAST11, MBLAST12, MBLAST13.
e. Operation and maintenance of the AT&T Secure Email Gateway (SEG) console.
f. Monitoring of incoming spam volume.
g. Locking of keywords/attachments as requested by CSIRC.
h. Configuration of SEG for epa.gov email domains (normal epa.gov, listserv.epa.gov, etc.).
i. Troubleshooting mail routing issues.
j. Removal of attachments based upon EPA standard requirements.
k. Monitoring and processing of mail not received.
l. Management of undeliverable messages.
m. Provide support with configuring printers, fax machines, etc.
n. Root Cause Analysis (RCA) covering any outages.
o. Monitoring of email messages going to postmaster account to ensure mail flowing and there are no backlogs.
p. Manage the white listing of email addresses, servers, etc., as required.

C.6.5.6 2 Legacy Notes Support and Migration

The Lotus Notes Domino system is currently being phased out. The application is still available for use in the live environment, therefore it is critical that this application continue be supported until its planned decommissioning is complete. The contractor shall provide support and maintenance for the Lotus Notes Domino system and provide analysis and recommendations to support the migration of users from Notes to Office 365 and the preservation of legacy data that is required for storage and retrieval in accordance with data retention policies, regulations and statutes. The Lotus Notes Domino Legacy email system is currently comprised of the following:

a. Primary and Archive Email Databases
b. Lotus Domino Directory Name and Address Book (NAB)
c. Domino Applications
d. Coexistent Application Servers (coordinate with MDM and AD)
e. Reproduction of .NSF files
f. Provide .NSF files to OIG
g. HUB application servers
h. ID Vault Management
i. Management of NAB Certification Documents

There are a total of 22,000 Lotus Notes accounts containing 92,947 GBs/90.8 TBs of data that must be migrated.

The contractor shall:

a. Ensure compliance with Agency standards for the configuration of the email clients and the desktop configuration.
b. Maintain existing operational procedures, operator's guides, user support guides, and user how-to documents relative to EPA email use and other related Microsoft technologies where applicable. In addition, provide disaster recovery procedures, security guidelines, and security plans.
c. Maintain Tier 2 telephone and email support for agency administrators
d. Ensure compliance with email archiving and retention, backup (Schedules 161 and 165), records management, and other legal (FOIA, eDiscovery) requirements/retention policies.
e. Provide Notes administrator support to all regional offices, labs, etc., that do not have Notes administrators in addition to supporting administrators remaining in the various offices.
f. Provide support of migration period that encompasses the migration of Lotus Notes legacy email to Office 365 and the migration of applications to SharePoint
g. Communicate unscheduled outages to EPA within 30 minutes of outage. Upon restoration of service, conduct a RCA of outage and/or major issue and provide a report to the Operational Lead within 2 business days. The report should include a description of the issue, its duration/impact, corrective action taken for resolution, and the preventive action required to ensure the problem does not happen again.
h. Enable the ability for local Notes/Domino administrators to move users within their organization or outside of their organization.
i. Enable the ability for Help Desk and the local administrators to manage the process and validate the removal of terminated users from the EPA email system
j. Enable ability for Help Desk and local administrators to reset lost passwords and fully expired ID files, including the management of the Lotus Notes ID Vault.
k. Respond to the Office of Inspector General's (OIG), Office of General Counsel (OGC), and Human Resources (HR) requests
l. Install, upgrade, test, patch, and maintain system software on the Legacy Lotus Notes/Domino systems, as needed.
m. Submit change controls for scheduled outages no less than 10 days in advance to ensure ample time for approval and customer notification.
n. Ensure all email content is included in the migration.
o. Evaluate and present a discovery phase to identify the types of encryption used by EPA to determine if users IDs have been well managed are corrupt or lost.
p. Ensure e-mail messages are preserved with all message content intact and readable.
q. Manage, administratively support and assist with transferring of the Notes mail into the designated O365 Exchange containers or designated media.
r. Preserve the metadata fields for all email messages.
s. Metadata showing when mail was sent/received (sent date, received date, time stamps);
t. Metadata showing who sent/received e-mail (From, To, CC, BCC, Address);

u. Metadata demonstrating what was sent (attachments, subject line, is-part-of);
v. Any other email "header" metadata;
w. Ensure full email thread content is viewable and able to be imaged, not "collapsed";
x. Ensure collapsed email threads will migrate;
y. Ensure all email attachments are migrated and preserved with document metadata intact;
z. Document the treatment of any non-migrated attachments possibly requiring custom services;
aa. Calendar entries including metadata (meeting occurred (start date, end date, time, duration); Event location, Attendees).
bb. Administratively support configuration changes relative to continuing the integrity of the database .nst files.

C.6.5.7 SUBTASK 5-6 AUDIO, VIDEO, AND WEB CONFERENCING

The contractor shall operate, maintain and support EPA's audio, video, and web conferencing services. In addition to Office365, EPA current uses Reservationless-Plus for Audio Conferencing, Adobe Connect for Web Conferencing (and eLearning platform), and Tandberg for Video Conferencing. The contractor will support the continued integration of EPA's currently separate audio, video and web conferencing solution with its Email Collaboration Suite (Office365) while ensuring the continued availability of existing functionality. In support of these services, the contractor shall provide a best-in-class service to maintain these systems, recommend improvements and enhancements to the Government, and execute successful upgrades and transitions when approved and requested by the Government. Currently, EPA provides the video and web conferencing solutions but is looking for the contractor-proposed audio conferencing solution. The contractor shall work with EPA to provide better integration of and streamlining of its collaboration toolset while maintaining the services and capabilities needed by the Agency.

C.6.5.7.1 Video Teleconferencing (VTC) Services

The contractor shall:

a. Provide administrative level support for EPA OEI's Video Conferencing Solution, which is currently managed using Cisco Telepresence Management Suite. The system is made up exclusively of Cisco Telepresence products including Multipoint Control Units, Video Communications Servers, ISDN Gateways, Telepresence Content Servers, and Cisco endpoints.
b. Provide on-site equipment installation, equipment diagnosis and repair, and usage monitoring for EPA-acquired VTC systems (see Section J, Attachment Q for VTC Counts by Location, VTC Infrastructure, and VTC Lab Equipment).
c. Provide solutions for higher functionality conference rooms that provide a mix of video, audio, and data to include design, purchase, build-out, installation, testing, and user acceptance.
d. Provide support in planning, scheduling, and running of video bridging and video teleconferences services, including Video over Internet Protocol, Firewall Traversal solutions, and streaming video conferences on the Internet.

e. Operate and maintain the VTC technology lab in order to test and evaluate patches, upgrades and other changes prior to release and to assist with troubleshooting issues.
f. Provide support for the procurement of new devices and new technologies
g. Maintain inventory of VTC endpoints including a VTC Codec directory for EPA-wide, maintenance of critical event logs.
h. Monitor system performance and capacity status; assesses impact of LAN/WAN circuits on the VTS services.
i. Ensure continuity, and provide technical information and support for the EPA VTC Fail-Over Site. This is located at EPA's Potomac Yard location, with an additional failover site located at Region 8, Denver, Colorado.
j. Provide optimization support service including, but not limited to software, performance engineering and optimization and knowledge transfer and mentoring on service modules in support of CISCO and Avaya's Family of Communications products.
k. The contractor shall support the WCF business processes to ensure that systems ordered by customers (a) meet their needs, (b) are procured in a timely fashion and (c) are installed and configured per EPA configuration standards.
l. Maintain and support OEI's Video Bridge application (currently located at the NCC Facility at RTP, North Carolina.)
m. Maintain the Microsoft Outlook Scheduler for use in scheduling multi point call via the video bridge. This database will be an integral part of the reservation system and will be used to prevent scheduling conflicts. Operational settings will be stored for access to conference.
n. The contractor shall offer the following VTC bridge services:
    1. User-dialed (Meet-Me) multipoint video conferencing, with features controlled by the EPA conference chairman;
    2. Continuous presence monitoring; operator present at all times during video conference;
    3. Operator-dialed multipoint video conferencing, monitored for quality by conference operators;
    4. Protocol bridging (e.g., H.320 and H.323);
    5. Audio add-on to a multipoint video conference;
    6. Configurable windows showing multiple locations simultaneously during a video conference (sometimes called a continuous presence);
    7. When required, streaming service for the use of ISDN connection or VBrick application (Cisco IPTV replacement)
    8. Monitor and maintain video connectivity in all EPA locations on a daily basis where video systems are installed throughout EPA nationally.
    9. Respond to Customer issues and keep Service Manager and Operational Lead abreast on notification changes from Tandberg Management Suite.
o. Coordinate management and maintenance of gateway, VCS, gatekeepers, Tandberg Management Suite, border controller, all required servers, and other essential equipment, in order to support video conferencing services provided to EPA customers.
p. Provide Tier 3 level support to users.

q. Provide operations of the service including review and evaluation of upgrades, enrollment of customers, troubleshooting issues, monitoring security and availability of system, and coordinating with solution provider,
r. Recommend any future upgrades, modifications, or innovative alternative solution.
s. Provide communication on administration and management issues (i.e., outages, upgrades, etc.) for the EPA provided solution
t. Provide communications and training to ensure EPA end-user proficiency, awareness of inherent features and other capabilities that can enhance the EPA video conferencing
u. Establish and maintain user Self Service Library that will include, documentation to assist user in how to host and facilitate meetings/events and how to use EPAs tools most effectively.

C.6.5.7.2 Web Conferencing and Web Seminar Support

The contractor shall:

a. Provide administrative level support for EPA OEI's Web Conferencing Solution, currently Adobe Connect.
b. Provide Tier 3 SME level support to users. Coordinate resolution of issues with Tier 1/2 (deskside/helpdesk) or Tier 4 (solution provider).
c. Provide operations of the service including review and evaluation of upgrades, enrollment of customers, troubleshooting issues, monitoring security and availability of system, and coordinating with solution provider.
d. Recommend any future upgrades, modifications, or innovative alternative solution.
e. Provide communication on administration and management issues (i.e., outages, upgrades, etc.) for the EPA provided solution.
f. Provide communications and training to ensure EPA end-user proficiency, awareness of inherent features and other capabilities that can enhance the EPA web conference meeting or web seminar/classroom experience (e.g. audio, video, closed caption, "pod", etc.).
g. Provide web conference training, routine end-user outreach and informational forums; and customized professional services and support.
h. Establish and maintain user Self Service Library that will include, documentation to assist user in how to host and facilitate meetings/events and how to use EPAs tools most effectively.

C.6.5.7.3 National Audio Conferencing Service

The contractor shall provide a full service audio teleconferencing capability worldwide that offers audio conference options to the EPA users, which is easy, secure, and cost effective and provides the ability to collaborate with co-workers, partners, and customers locally and globally (see Section J, Attachment R for current EPA National Voice Metrics).

The contractor shall:

a. Provide a solution and support an automated state-of-the-art technology to connect meeting participants via audio technology that provides the following features.
    1. "Reservationless" access to conferences.

2. Muting options on the sender and listener's ends.
3. Operator assistance to conference leaders and participants available 24 hours a day, 365 days a year.
4. Services to record messages and capture participant responses.
5. Digital recordings of conferences. Record options should include providing recordings into MP3 or WAV files for websites, or on a CD/DVD.
6. Written or electronic transcriptions of the conference.
7. Other available features that will help personalize and provide an intuitive automated conferencing system for end users.
8. The ability to choose from automated, operator-assisted, or operator dial-out conference calls.
9. Integrated audio and data conferences.
10. An electronic routing device solution that allows the person leading the event to reach a range of participants; with some conferences which may require an automated bridge that can accommodate 1,000 or more participants.
11. Technical consultation support from the company providing the bridge should include availability to assist leaders and participants. For more formal presentations, operators should be available to help make sure that everything goes as expected. Making sure that everyone can access the common space, monitor calls, and respond to requests.

b. The contractor shall provide the following services in support of the National Audio Conferencing subtask.
   1. Conference scheduling, set up, variables, troubleshooting, billing, usage records, and audits.
   2. Call management support interfaced with Help Desk tickets and reports.
   3. Technical consulting and customer service.
   4. WCF business support.

C.6.6 TASK 6 - FIELD SITE COMMUNICATIONS SUPPORT

The Field Site Communications Support includes technical services required to provide field site support in EPA's Region 4, which is located in Atlanta, Georgia. The contractor shall make programming changes in the Avaya VoIP servers, gateways, and associated voice network gear. The contractor shall work with the respective service vendors to resolve maintenance and operational problems, software upgrades and periodic maintenance support.

The contractor shall install or relocate network cable and telephone desk sets, provide voice network programming to establish telephone station and voice mailboxes to the IP-based Avaya Communications Manager and Modular Messaging server, and provide training to regional office staff on usage of both systems. The contractor shall maintain a cellular phone provided by the EPA for easy access by the Operational Lead for problems that occur during and after normal business hours. The contractor shall maintain an accurate inventory database of all telephone equipment and its location, including all components of the VoIP network to include the voice mail system. The contractor shall execute program changes, and provide monthly reports on system usage and events. The contractor shall provide technical assistance to users of the Avaya IP-based voice network, to include answering questions and individual training on the use of this

service. This service may be requested through the CATS helpdesk (404-562-9982), and performed by the contractor without additional Operational Lead approval.

The contractor shall provide technical support for Disaster Recovery Planning for voice and video systems. This service shall be requested through the local work request system and approved by the Operational Lead. The contractor shall perform and monitor installation and maintenance of various telecommunications equipment for the benefit of EPA's voice network services, overhead paging network, facsimile, audio and video conferencing, TTY equipment, headsets, handsets, ACD equipment and all other acquired telecommunications equipment by EPA.

The contractor shall isolate, diagnose, and repair troubles or refer to appropriate vendor for repair. Any request for equipment service must be approved by the Operational Lead.

The contractor shall perform installation, maintenance, testing and documentation of wiring system (including data wiring). Documentation includes floor plans with office/cubical locations in (AutoCAD File Format). Any major planned changes will be secured by the Operational Lead.

For all activities, the contractor shall:

a. Document work actions, including keeping records and an Avaya VoIP network and voicemail system.
b. Provide programming, maintenance, installations, relocations, and IMACs.
c. Ensure that all telecommunications actions are ordered through the service order system specified by the Operational Lead.
d. Report on the performance and monitor the status of service.
e. Avaya Voice over Internet Protocol (VoIP) network.
f. Programming, maintenance, and administration of the region's audio and video conferencing systems, voicemail system (Avaya MMS), training/administration, facsimile installation and maintenance.
g. Maintain performance, installation of voice and data wiring and supports the Operational Lead in wireless communications applications.

C.6.6.1 SUBTASK 6-1 - VOIP SERVICES

The contractor shall support VOIP services as follows:

a. Install or relocate network cable and telephone desk sets, provide voice network programming to establish telephone station and voice mailboxes to the IP-based Avaya Communications.
b. Maintain an accurate inventory database of all telephone equipment and its location, including all components of the VoIP network to include the voice mail system.
c. Repair and test telephone sets that are currently in stock (cords, keypads, handsets, buttons etc.). If repairs cannot be made on site, a written fault diagnosis shall be attached to the equipment, and the contractor shall notify the Operational Lead.
d. Send equipment for repair as approved by the Operational Lead.
e. As approved by the Operational Lead, the contractor shall perform traffic and utilization studies of the VoIP network and voice mail system to ensure the integrity of the systems in coordination with EPA.

C.6.6.2 SUBTASK 6-2 - VOICE MAIL

The contractor shall support voice mail services as follows:

a. Execute program changes, and provide monthly reports on system usage and events. Any exceptions or recommendations on operation or configuration of the IP-based Avaya voice network shall be reported to the Operational Lead via E-mail for information requiring immediate attention, or via the monthly report.
b. Perform fault determination and shall place requests for repair from the appropriate maintenance vendors, where existing warranties or maintenance agreements are in place.
c. Provide technical assistance to users of the Avaya IP-based voice network, to include answering questions and individual training on the use of this service. This service may be requested through the CATS helpdesk (404-562-9982), and performed by the contractor without additional Operational Lead approval.
d. Provide technical support for Disaster Recovery Planning for voice and video systems. This service shall be requested through the local work request system and approved by the Operational Lead.

C.6.6.3 SUBTASK 6-3 - AUDIO AND VIDEO CONFERENCING

The contractor shall support audio and video conference requests. The work shall include:

a. Scheduling and setup of conferencing equipment, and provide connection support to participating locations.
b. Maintaining and arranging for repair of conferencing equipment.
c. Audio conferencing equipment is located throughout the Regional Office, in addition to a small audio bridge conference system, with connectivity through the VoIP network.
d. Maintaining both ISDN and IP connectivity to audio/video devices.
e. Performing authorized Audio/Video/VTC/CCTV related tasks as approved via the ticketing system or by the TM including AV cabling, troubleshooting and installation of displays, speakers, camera or other AV equipment.
f. Providing the above AV support for VTC rooms/systems, presentation and informational displays, digital signage, CCTV, cable satellite TV distribution and streaming video.
g. Performing and monitoring installation and maintenance of various telecommunications equipment for the benefit of EPA's voice network services, overhead paging network, facsimile, audio and video conferencing, TTY equipment, headsets, handsets, ACD equipment and all other acquired telecommunications equipment by EPA.
h. Performing installation, maintenance, testing and documentation of wiring system (including data wiring). Documentation includes floor plans with office/cubical locations.

C.6.6.4 SUBTASK 6-4 - COOP AND REGIONAL RESPONSE CENTER (RRC) SUPPORT

The contractor shall provide COOP site set up, testing, troubleshooting and repair of all telecommunications associated with an actual COOP event and all COOP drills and exercises. The contractor shall be available 24/7, if needed. The Regional Response Center (RRC) may have emergencies other than regional COOP emergencies for which contractor shall be expected to assist at the Athens, GA or Norcross, GA sites.

C.6.7.1 TASK 7 – PROVIDE ENTERPRISE END USER AS-NEEDED CAPABILITIES - SURGE.

The contractor shall support planned and unplanned surge support services. These support services may cross all task and subtask areas within the TO. The contractor shall account for surge activities and provide the resources necessary to accommodate them without burdening Government and contractor operational staff. During the life of the TO, the workload in any one area may grow significantly for a period of time. Some activities are recurring while others are not. Recurring activities include, but are not limited to, audit support, the annual physical inventory of IT assets, year-end procurements, and technology refresh cycles. Examples of non-recurring activities include major system rollouts, major office moves, COOP/DR events, unexpected increases in Federal staffing to meet EPA mandates, and implementation of new EPA programs and projects.

For project support work, the contractor shall develop project and design plans, and once the plans and scheduled dates are mutually agreed to between the Government and contractor, the contractor shall ensure actual implementation dates do not deviate from the planned schedule dates by more than 14 calendar days.

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E.1 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performance, reports, and other deliverables under this TO will be performed by the FEDSIM COR and the EPA TPOC.

E.2 SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy, and conformance to TO requirements by the FEDSIM COR and TPOC. Inspection may include validation of information or software through the use of automated tools, testing, or inspections of the deliverables, as specified in the TO. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables.

The Government requires a period NTE 15 workdays after receipt of final deliverable items for inspection and acceptance or rejection.

E.3 BASIS OF ACCEPTANCE

The basis for acceptance shall be in compliance with the requirements set forth in the TO, the contractor's proposal, and relevant terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

The final acceptance will occur when all discrepancies, errors, or other deficiencies identified in writing by the Government have been resolved, through documentation updates, program correction, or other mutually agreeable methods.

Reports, documents, and narrative-type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments on deliverables shall either be incorporated in the succeeding version of the deliverable, or the contractor shall explain to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, or improper format, or otherwise does not conform to the quality assurance requirements stated within this TO, the document may be rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR.

E.4 DRAFT DELIVERABLES

The Government will provide written acceptance, comments, and/or change requests, if any, within 15 workdays (unless specified otherwise in Section F) from Government receipt of the draft deliverable. Upon receipt of the Government comments, the contractor shall have ten workdays to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

E.5 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The FEDSIM CO/COR will provide written notification of acceptance or rejection (Section J, Attachment T) of all final deliverables within 15 workdays (unless specified otherwise in Section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

E.6 NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies shall be corrected, by the contractor, within ten workdays of the rejection notice. If the deficiencies cannot be corrected within ten workdays, the contractor shall immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within ten workdays.

If the contractor does not provide products or services that conform to the requirements of this TO, the Government will document the issues associated with the non-conforming products or services in the award fee determination report, and there will be an associated reduction in the award fee earned.

F.1 PERIOD OF PERFORMANCE

The period of performance for this TO is a one year base period, with four one-year option periods.

F.2 PLACE OF PERFORMANCE

The primary place of performance is contractor facilities with government site performance in the Washington, DC metro area, Research Triangle Park, Cincinnati, OH, and select Lab locations specified in Section J, Attachment M. Remote support is provided to regional offices and labs CONUS/OCONUS with possible travel to any of the EPA locations in support of the task order.

F.3 TASK ORDER SCHEDULE AND MILESTONE DATES

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this TO.

The following abbreviations are used in this schedule:

DEL: Deliverable
IAW: In Accordance With
NLT: No Later Than
TOA: Task Order Award
All references to days: Government Workdays

Deliverables are due the next Government workday if the due date falls on a holiday or weekend.

The contractor shall deliver the deliverables listed in the following table on the dates specified:

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
	Project Start (PS)			10 WD After Award	*N/A*
1	Kick-Off Meeting Agenda	X001	C.6.1.1	At least three workdays prior to the Kick-Off Meeting	Unlimited IAW 52.227-14(c)(1)
2	Kick-Off Meeting	X001	C.6.1.1	PS	*N/A*
3	Monthly Status Report	X001	C.6.1.2	Monthly (10th calendar day of the next month)	Unlimited IAW 52.227-14(c)(1)
4	Monthly Technical Status Meeting	X001	C.6.1.3	Monthly	*N/A*
5	Monthly Technical Status Meeting Minutes	X001	C.6.1.3	5 workdays of Monthly Technical Status Meeting	Unlimited IAW 52.227-14(c)(1)

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
6	Draft Project Management Plan	X001	C.6.1.5	Due at Kick-Off Meeting	Unlimited IAW 52.227-14(c)(1)
7	Final Project Management Plan	X001	C.6.1.5	10 workdays after receipt of Government comments	Unlimited IAW 52.227-14(c)(1)
8	Project Management Plan Updates	X001	C.6.1.6	As project changes occur, no less frequently than annually	Unlimited IAW 52.227-14(c)(1)
9	Trip Report(s)	X001	C.6.1.7	Within 10 workdays following completion of each trip (if requested)	Unlimited IAW 52.227-14(c)(1)
10	Updated Transition-In Plan	X001	C.6.1.8	Due at Kick-Off Meeting	Unlimited IAW 52.227-14(c)(1)
11	Final Transition-In Plan	X001	C.6.1.8	5 workdays after receipt of Government comments	Unlimited IAW 52.227-14(c)(1)
12	Draft Transition-Out Plan	X001	C.6.1.13	NLT 6 Months prior to expiration of the TO	Unlimited IAW 52.227-14(c)(1)
13	Final Transition-Out Plan	X001	C.6.1.14	10 workdays after receipt of Government comments	Unlimited IAW 52.227-14(c)(1)
14	Copy of TO (initial award and all modifications)	X001	F.4	Within 10 workdays of award	*N/A*

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
15	IT Service Management Plan To include: -Operational Level Agreements -Service Quality Plan -Service Level Requirements -Service Level Agreements -Service Improvement Plans - Release and Deployment Management Plan - SACM Management Plan -Change Management Plan	X001	C.6.2.1 C.6.3.3 C.6.3.3 C.6.3.3 C.6.3.3 C.6.3.3 C.6.4.3 C.6.4.5 C.6.4.2	PS + 6 Months – Updated PS + 12 Months, then updated annually	Unlimited IAW 52.227-14(c)(1)
16	Enterprise IT Security Plan	X001	C.6.3.2	NLT 30 calendar days after TOA and annual update	Unlimited IAW 52.227-14(c)(1)
17	Enterprise IT Services Dashboard Plan	X001	C.6.3.4	PS + 90 WD	Unlimited IAW 52.227-14(c)(1)
18	Enterprise IT Services Dashboard	X001	C.6.3.4	PS + 6 Months	Unlimited IAW 52.227-14(c)(1)
19	Test Plan	X001	C.6.4.3 C.6.4.4	As Needed	Unlimited IAW 52.227-14(c)(1)
20	*Incident Reports	X001	C.6.5.1	Within 4 hours of incident identification	Unlimited IAW 52.227-14(c)(1)
21	*Root Cause Analysis reports	X001	C.6.5.1	Within 24 hour of incident/ problem resolution	Unlimited IAW 52.227-14(c)(1)
22	Technology Refresh Plan	X001	C6.5.2	As Needed	Unlimited IAW 52.227-14(c)(1)
23	Ad Hoc Drawings, Diagrams, and Reports	X001		Ad Hoc	Unlimited IAW 52.227-14(c)(1)

**These deliverables/reports are anticipated to be required as stated in the table, however, the frequency or need for the report may be adjusted over time, or replaced by the Enterprise IT Services Dashboard automated reporting in Section C.6.3.4.*

The contractor shall mark all deliverables listed in the above table to indicate authorship by contractor (i.e., non-Government) personnel; provided, however, that no deliverable shall contain any proprietary markings inconsistent with the Government's data rights set forth in this TO. The Government reserves the right to treat non-conforming markings in accordance with subparagraphs (e) and (f) of the FAR clause at 52.227-14.

F.4 PUBLIC RELEASE OF CONTRACT DOCUMENTS REQUIREMENT

The contractor agrees to submit, within ten workdays from the date of the FEDSIM CO's execution of the initial TO, or any modification to the TO (exclusive of Saturdays, Sundays, and Federal holidays), a portable document format (PDF) file of the fully executed document with all proposed necessary redactions, including redactions of any trade secrets or any commercial or financial information that it believes to be privileged or confidential business information, for the purpose of public disclosure at the sole discretion of GSA. The contractor agrees to provide a detailed written statement specifying the basis for each of its proposed redactions, including the applicable exemption under the Freedom of Information Act (FOIA), 5 United States Code (U.S.C.) § 552, and, in the case of FOIA Exemption 4, 5 U.S.C. § 552(b)(4), shall explain why the information is considered to be a trade secret or commercial or financial information that is privileged or confidential. Information provided by the contractor in response to the contract requirement may itself be subject to disclosure under the FOIA. Submission of the proposed redactions constitutes concurrence of release under FOIA.

GSA will carefully consider all of the contractor's proposed redactions and associated grounds for nondisclosure prior to making a final determination as to what information in such executed documents may be properly withheld.

F.5 DELIVERABLES MEDIA

The contractor shall deliver all electronic versions by electronic mail (email) and removable electronic media, as well as placing in the EPA's designated repository. The following are the required electronic formats, whose versions must be compatible with the latest, commonly available version on the market.

a. Text	MS Word, Google Docs
b. Spreadsheets	MS Excel, Google Sheets
c. Briefings	MS PowerPoint, Google Slides
d. Drawings	MS Visio, Google Drawings
e. Schedules	MS Project,

F.6 PLACE(S) OF DELIVERY

Copies of all deliverables shall be delivered to the FEDSIM COR at the following address:

GSA FAS AAS FEDSIM
ATTN: Kent Taylor (QF0B)
1800 F Street, NW

Washington, D.C. 20405
Telephone: (202) 480-7302
Email: kent.taylor@gsa.gov

Copies of all deliverables shall also be delivered to the EPA TPOC. The TPOC name, address, and contact information will be provided at award.

F.7 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT (PNR)

The contractor shall notify the FEDSIM COR via a Problem Notification Report (PNR) (Section J, Attachment U) as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery, and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including, but not limited to, termination.

G.1 CONTRACTING OFFICER'S REPRESENTATIVE (COR)

The FEDSIM CO appointed a FEDSIM COR in writing through a COR Appointment Letter (Section J, Attachment A). The FEDSIM COR will receive, for the Government, all work called for by the TO and will represent the FEDSIM CO in the technical phases of the work. The FEDSIM COR will provide no supervisory or instructional assistance to contractor personnel.

The FEDSIM COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the Contract or the TO. Changes in the scope of work will be made only by the FEDSIM CO by properly executed modifications to the Contract or the TO.

G.1.1 CONTRACT ADMINISTRATION

Contracting Officer:

Laurel Weiskopf
GSA FAS AAS FEDSIM (QF0B)
1800 F Street, NW
Washington, D.C. 20405
Telephone: 703-216-1498
Email: laurel.weiskopf@gsa.gov

Contracting Officer's Representative:

Kent Taylor
GSA FAS AAS FEDSIM (QF0B)
1800 F Street, NW
Washington, D.C. 20405
Telephone: 202-480-7302
Email: kent.taylor@gsa.gov

Technical Point of Contact:

Provided after award.

G.2 INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in General Services Administration Acquisition Manual (GSAM) 552.232-25, PROMPT PAYMENT (NOV 2009), to be considered proper for payment. In addition, the following data elements shall be included on each invoice:

Task Order Number: *(from GSA Form 300, Block 2)*
Paying Number: (ACT/DAC NO.) (From GSA Form 300, Block 4)
FEDSIM Project Number: EP00802
Project Title: ITS EPA III Task Order 1

The contractor shall certify with a signed and dated statement that the invoice is correct and proper for payment.

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category.

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Assisted Services Shared Information SysTem (ASSIST) to submit invoices. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

https://portal.fas.gsa.gov

Log in using your assigned ID and password, navigate to the order against which you want to invoice, click the Invoices and Acceptance Reports link in the left navigator, and then click the *Create New Invoice* button. The AASBS Help Desk should be contacted for support at 877-472-4877 (toll free) or by email at AASBS.helpdesk@gsa.gov. By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. However, the FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment. A paper copy of the invoice is required for a credit.

G.3 INVOICE REQUIREMENTS

The contractor shall submit a draft copy of an invoice to the client POC for review prior to its submission to GSA. The draft invoice shall not be construed as a proper invoice in accordance with FAR 32.9 and GSAM 532.9. The contractor shall submit simultaneous copies of the invoice to both GSA and the client POC. Receipts are provided on an as requested basis.

If the TO has different contract types, each should be addressed separately in the invoice submission.

The final invoice is desired to be submitted within six months of project completion. Upon project completion, the contractor shall provide a final invoice status update monthly.

Regardless of contract type, the contractor shall report the following:

a. GWAC Contract Number
b. Task Order Award Number (NOT the Solicitation Number)
c. Contractor Invoice Number
d. Current period of performance.
e. Amount of invoice that was subcontracted.
f. Amount of invoice that was subcontracted to a small business.

G.3.1 COST-PLUS-AWARD-FEE (CPAF) CLINs (for LABOR)

The contractor may invoice monthly on the basis of cost incurred for the CPAF CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B), by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

a. Employee name (current and past employees)
b. Employee company
c. Employee Alliant labor category
d. Exempt or non-exempt
e. Monthly and total cumulative hours worked
f. Corresponding negotiated ceiling rate
g. Effective hourly rate
h. Any cost incurred not billed
i. Labor adjustments (from any previous months (e.g., timesheet corrections))
j. Current approved billing rates in support of costs billed

All cost presentations provided by the contractor shall also include Overhead charges and General and Administrative charges at a minimum at the cost center level and shall also include the Overhead and General and Administrative rates being applied.

The contractor may invoice after accepting the modification which includes the award fee determination and any corresponding deobligation of unearned fee. See the Award Fee Determination Plan in Section J, Attachment D for additional information on the award fee determination process.

G.3.2 TOOLS AND OTHER DIRECT COSTS (ODCs)

The contractor may invoice monthly on the basis of cost incurred for the Tools and ODC CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

a. Tools and/or ODCs purchased
b. Consent to Purchase number or identifier
c. Date accepted by the Government
d. Associated CLIN
e. Project-to-date totals by CLIN
f. Cost incurred not billed
g. Remaining balance of the CLIN

All cost presentations provided by the contractor shall also include Overhead charges, General and Administrative charges and Fee in accordance with the contractor's Defense Contract Audit Agency (DCAA) cost disclosure statement.

G.3.3 TRAVEL

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

a. Joint Travel Regulation (JTR) - prescribed by the GSA, for travel in the contiguous U.S.
b. Federal Travel Regulation (FTR) Volume 2, Department of Defense (DoD) Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.

c. Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas" - prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the JTR. The invoice shall include the period of performance covered by the invoice, the CLIN number and title. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN/Task Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN/Task. The current invoice period's travel details shall include separate columns and totals and include the following:

a. Travel Authorization Request number or identifier, approver name, and approval date
b. Current invoice period
c. Names of persons traveling
d. Number of travel days
e. Dates of travel
f. Number of days per diem charged
g. Per diem rate used
h. Total per diem charged
i. Transportation costs
j. Total charges
k. Explanation of variances exceeding ten percent of the approved versus actual costs
l. Indirect handling rate

.

All cost presentations provided by the contractor shall also include Overhead charges and General and Administrative charges in accordance with the contractor's DCAA cost disclosure statement.

G.4 TASK ORDER CLOSEOUT

The Government will unilaterally close out the TO six years after the end of the TO period of performance if the contractor does not provide final DCAA rates by that time.

H.1 KEY PERSONNEL

The following are the minimum personnel who shall be designated as "Key." The Government does not intend to dictate the composition of the ideal team to perform this TO.

a. Program Manager (PM)
b. Service Delivery Manager
c. Service Desk Manager

The Government desires that Key Personnel be assigned for the duration of the TO. All Key Personnel must possess excellent oral and written communication skills and be fluent in English.

H.1.1 PROGRAM MANAGER

The contractor shall identify a full-time, single PM to serve as the Government's primary POC and to provide overall leadership and guidance for all contractor personnel assigned to the TO. The PM is ultimately responsible for the quality and efficiency of the TO, to include both technical issues and business processes. The PM shall be an employee of the prime contractor. This PM shall have the authority to commit the contractor's organization and make decisions for the contractor's organization in response to Government issues, concerns, or problems. This individual will direct, plan, organize, control and manage the project/program to ensure that all contractual obligations are fulfilled in an efficient and timely manner. The PM will be assigned to complex programs involving multiple tasks, multiple performing organizations, and complex responsibilities. This person shall be readily available to respond to Government questions, concerns, and comments, as well as be proactive in alerting the Government to potential contractual or programmatic issues including situations that may comprise the contractor's ability to provide services.

It is required that the PM has the following qualifications:

a. Certified Project Management Professional Certification (Project Management Professional (PMP) or Program Management Professional (PgMP)) at the time of proposal Part III submission.

It is desired that the PM has the following qualifications:

a. A minimum of 3 years of experience with the management of an Enterprise IT Service Delivery and Management Program similar in size, scope, and complexity to the requirements of this Task Order Request (TOR).
b. ITIL® Foundation Level Certification (or better).
c. A minimum of 10 years' experience managing large projects with organizational complexity.
d. Experience with the management, manpower utilization, and supervision of employees (including subcontractors) of various labor categories and skills in projects similar in size and scope as proposed for this TOR.
e. Familiarity with the administration of cost-type contracts.

H.1.2 SERVICE DELIVERY MANAGER

The Service Delivery Manager shall manage all service delivery-related processes and the delivery of projects from engineering to operation; shall be the service owner for all end user and customer-facing IT services and solutions; and shall ensure end-to-end delivery of services based on Government-approved ITSM processes consistent with industry best practices.

It is desired that the Service Delivery Manager has the following qualifications:

a. Experience in providing Enterprise IT Services similar in size, scope, and complexity to the requirements of this TOR, including implementation of ITIL best practices.
b. Certified Project Management Professional Certification (Project Management Professional or PgMP) at the time of proposal Part III submission.
c. ITIL® Intermediate Level Certification (or better).
d. Demonstrated success improving, optimizing, standardizing, and streamlining customer support processes that yielded improvements in customer satisfaction and resulted in cost reductions.
e. Five years' experience managing IT service delivery requirements similar in size, scope and complexity to this TOR.
f. Five years' experience managing service desk teams supporting the requirement similar in size, scope, and complexity to this TOR.
g. Demonstrated experience providing performance-based customer service support against multiple performance metrics in the Federal Government.
h. Experience in communicating with Government personnel, including agency executives.

H.1.3 SERVICE DESK MANAGER

The Service Desk Manager shall manage the performance of service desk and deskside services to users. The Service Desk Manager will provide users efficient and timely first and second level support to ensure that service levels are achieved in line with the TO and that customer expectations are met or exceeded. The Service Desk Manager shall be located at the contractor's service desk facility.

It is desired that the Service Desk Manager has the following qualifications:

a. Certified ITIL® Intermediate Level Certification (or better).
b. Certified Project Management Professional Certification (Project Management Professional or PgMP)).
c. Five or more years of related technical and managerial experience in an end-to-end service desk and deskside service delivery environment similar in terms of size, scope and complexity to that of this TOR
d. Help Desk Institute or Service Desk Institute Service Desk Manager Certification.
e. Demonstrated success improving, optimizing, standardizing, and streamlining customer support processes that yielded improvements in customer satisfaction and resulted in cost reductions.
f. Demonstrated experience and proven success implementing changes, processes, and standards to improve an enterprise-wide service desk.

g. Demonstrated experience with service desk technologies proposed by the contractor.
h. Demonstrated experience providing performance-based customer service support against multiple performance metrics in the Federal Government.
i. Demonstrated in-depth experience with the implementation and customization of service desk tools and automation technologies.

H.1.4 NON-KEY PERSONNEL REQUIREMENTS

All personnel assigned to the TO and who have access to EPA systems must meet the necessary security standards required before they can be given badges or passwords (see H.4). It is desired that the non-key Project Managers have an active certification in accordance with Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK) as a Project Management Professional. In addition, all personnel must be knowledgeable of and adhere to all EPA policies and procedures, including the maintenance of all certifications, training, and licenses specific to their job function. All personnel must complete all required EPA training.

H.1.5 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the CO. Prior to utilizing other than personnel specified in proposals in response to a TOR, the contractor shall notify the Government CO and the COR of the existing TO. This notification shall be no later than ten calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute personnel qualifications shall be equal to, or greater than, those of the personnel being substituted. If the Government CO and the COR determine that a proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6 Termination (Cost Reimbursement).

H.1.6 CONTRACTOR PERSONNEL REMOVAL AND REPLACEMENT

The Government CO and COR may require the contractor to remove and/or replace contractor personnel during the life of the TO for cause.

H.2 GOVERNMENT-FURNISHED PROPERTY (GFP)

GFP provided may change throughout the life of the TO. The Government envisions furnishing the contractor with the following equipment:

a. Work space [laptop and phone] will be provided for individuals assigned full time to EPA. a. In addition, onsite performance will include containers for document storage and access to network multifunction printers.
b. Laptop computers and mobile devices (smart phones) as needed.
c. Passwords and access cards and/or tokens (upon completion of security requirements) to systems, tools, and devices required for performance of the work.
d. For contractor personnel not located in Government space, EPA will provide remote access to the EPA network.

e. The Government will provide an EPA-owned email account, and service desk toll-free and international numbers.
f. Government will initially furnish tools for remote assistance and endpoint management (see Section J, Attachment P for Tools Supported and Utilized)

H.3 GOVERNMENT-FURNISHED INFORMATION (GFI)

The Government will provide the historical data from its current ITSM Tracking Tool, Remedy ITSM v.8 that must be transferred to and used by the incoming service desk tool. The Government will also furnish the contractor with the documentation available for existing hardware and software in use as part of EPA's operations. In addition, detailed descriptions of EPA's current IT platforms, customers, locations, and other technical information not provided in Section J that is needed to perform the TO will be provided during the Transition-In period.

H.4 SECURITY REQUIREMENTS

Work cannot begin on a contract requiring unescorted physical access to an EPA-controlled office or facility until after the contractor employee investigation process has been initiated. Prior to starting work at an EPA facility, contractors must submit all applicable paperwork, as identified in the contract, and have that paperwork reviewed and approved by the EPA Personnel Security Branch (PSB). In addition, contractor employees must be fingerprinted by the EPA and receive favorable results. Once these requirements have been met, contractor employees may begin work while OPM conducts the background investigation.

TPOCs are the focal point for processing contractor security applications and are responsible for ensuring the investigative process is initiated in a timely manner. Prior to implementation, PSB will provide TPOCs with training materials and detailed instructions.

The following are basic steps for the investigative process:

a. Contractor company point of contact logs onto the secure EPA-identified portal iBOARD, creates an account, and submits complete employee information (name, Social Security Number, date of birth, citizenship, etc.). The processing time will vary depending on the number of employees the contractor submits.
b. TPOC reviews and approves the data using the iBOARD utility in EPASS. Again, the amount of processing time necessary will vary depending on the number of employees submitted.
c. TPOC completes risk designation by answering five questions in EPASS. Based on the answers to the questions, a risk designation is automatically assigned.
d. Local/regional security representative approves or changes the position's risk designation. On average, this could take up to three business days.
e. PSB performs a reciprocity check for prior investigations. Equivalent background checks from other agencies are considered acceptable. On average, this could take up to two business days.
f. Contractor personnel access OPM's Electronic Questionnaires for Investigations Processing (e-QIP) system to complete required standard investigative forms. This is only necessary for contractor employees who need access for more than six months.

g. All contractor employees must be fingerprinted and provide two forms of ID, at a time and location to be specified by Security Management Division (SMD). Those needing access for more than six months must also be photographed. CORs will be copied on all notifications sent to contractor employees. The amount of processing time necessary will vary depending on the location. At headquarters, fingerprinting can be done without an appointment during normal business hours. Security offices collecting electronic fingerprints, like headquarters, can expect results in two to three business days. Collecting fingerprints on paper can take five or more business days.

H.4.1 INFORMATION ASSURANCE

The contractor may have access to sensitive (to include privileged and confidential) data, information, and materials of the U.S. Government. These printed and electronic documents are for internal use only and remain the sole property of the U.S. Government. Some of these materials are protected by the Privacy Act of 1974 (AMENDED) and other applicable laws. .

H.4.1.1 SAFEGUARDING SENSITIVE DATA AND INFORMATION TECHNOLOGY RESOURCES

During the course of performing the work stated within this SOW, contractor employees and staff may come in contact with Confidential Business Information (CBI), Law Enforcement information or other information considered sensitive. Examples of sensitive information include the following:

a. Identity of product inert ingredients.
b. Identity of product ingredient sources.
    1. Description of manufacturing or quality control processes and corresponding impurities.
c. Product chemistry registration data.
d. Information about pending registration actions.
e. Sales, production or other commercial or financial information. The contractor shall protect all sensitive information from unauthorized disclosure. Neither the contractor nor any of its employees or affiliates shall disclose or disseminate any sensitive information that could result in, or increase the likelihood or possibility of, a breach of EPA's policies regarding its handling. The contractor shall ensure all sensitive information it comes in contact with during the performance of this Task Order is handled in accordance with EPA policy and procedures relating to sensitive information and the National Environmental Information Systems Engineering Center (NEISEC) security plan as it relates to the handling of sensitive information. Even if the COR decides no confidential information will be accessed on this Task Order, the contractor must ensure all Agency information is safeguarded during the performance of this project in accordance with EPA information security policy and procedures, the security plan for this Task Order, and the NEISEC security plan as it relates to protecting EPA information resources. The contractor shall also adhere to all physical and logical security requirements as identified in EPA Order 3210 - Physical Security Program. This requirement includes dissemination of information that might result in a negative impact to the government's reputation.

The following EPA policies must be followed. These policies can be found at: https://www.epa.gov/irmpoli8/current-information-directives

a. CIO 2104.0 Software Management and Piracy Policy
b. CIO 2130.1 Section 508: Accessible Electronic and Information Technology
c. CIO 2134.0 Information Collection Policy
d. CIO 2135.0 Enterprise Information Management Policy (EIMP)
e. CIO 2150.1 Interim Agency Network Security Policy
f. CIO 2150.3 Environmental Protection Agency Information Security Policy
g. CIO 2150.4 Mobile Computing Policy
h. CIO 2151.1 Privacy Policy
i. CIO 2155.1 Records Management Policy
j. CIO 2171.0 Information Access Policy
k. CIO 2180.1 Web Governance and Management
l. CIO 2181.0 Posting Copyrighted Works on EPA Web Site
m. CIO 2184.0 Social Media Policy

H.4.2 SECURITY CLEARANCES

All contractor personnel participating in the design, development, operation, and/or maintenance of sensitive systems/applications, or having access to sensitive information are required to have an appropriate level of background screening. The contractor must follow the procedures to obtain local access badges and/or EPA Personnel Access and Security System (EPASS) badges.

The level of screening required under OMB Circular A-130 varies from minimal checks (SF 85P, Questionnaire for Public Trust Positions) to full background investigations (SF 86, Questionnaire for National Security Positions depending on the sensitivity of the information to be handled, and the risk and magnitude of loss or harm that could be caused by the individual.

The contractor's Information Security Office (ISO) shall review all SF 85, for Public Trust positions or SF 86, National Security Positions for accuracy and completeness and deliver these form(s) to EPA's Technical Information Security Staff, OTOP, OEI within 10 workdays after award of the TO or change in personnel. The contractor shall identify those individuals with a change in status (i.e., transferred, terminated, resigned, etc., within 10 workdays to the COR. The contractor shall identify those individuals not specifically identified by the SOW, if needed, (i.e., Human Resources representative), and request their background investigations be adjudicated. Additional background checks (SF 86s) will be performed on all contractor and subcontractor employees who have access to Confidential Business Information (CBI, EPA financial data, (e. g., payroll) and data related to FIFRA, TSCA, and RCRA CBI. Upon completion of the investigations, the TJSS shall provide written authorization to the contractor authorizing contractor and/or subcontractor employees' access to sensitive information, including CBI via the contractor's ISO.

Costs for conducting the required personnel investigations will be paid by EPA. Investigations will be conducted in accordance with Office of Personnel Management minimum investigations requirements.

Homeland Security Presidential Directive 12 (HSPD-12), entitled "Policy for a Common Identification Standard for Federal Employees and Contractors," calls for a mandatory, government-wide standard for the issuance of secure and reliable forms of identification to executive branch employees and employees of federal contractors for access to federally-controlled facilities and networks. Consequently, EPA initiated the EPASS project to meet the objectives and requirements of HSPD-12, as well as to ensure the security of EPA employees and personnel, facilities, and systems.

EPAAG Appendix 4.13.1-A entitled, "Agency Access Badge Requirements for On-site Contractor Personnel," shall be included in all new contracts, that require contractor employees to have unescorted on-site access to an EPA-controlled facility, awarded on December 1, 2011 and after (including simplified acquisition purchase orders, orders placed against General Services Administration Multiple Award Schedule Contracts, Government-Wide Acquisition Contracts, and Multi-Agency Contracts).

H.5 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

a. If a contractor is currently performing work, has performed or anticipates performing work that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI to GSA in accordance with FAR Subpart 9.5. The nature of the OCI may involve the prime contractor, subcontractors of any tier, or teaming partners.

b. The contractor is required to complete and sign an OCI Statement (see Section J, Attachment V). The contractor must represent either that (1) It is not aware of any facts which create any actual or potential OCI relating to the award of this contract, or (2) It has included information in its proposal, providing all current information bearing on the existence of any actual or potential OCI and has included a mitigation plan in accordance with paragraph (c) below.

c. If the contractor with an actual or potential OCI believes the conflict can be avoided, neutralized, or mitigated, the contractor shall submit a mitigation plan to the Government for review.

d. In addition to the mitigation plan, the FEDSIM CO may require further information from the contractor. The FEDSIM CO will use all information submitted by the contractor, and any other relevant information known to the Government, to determine whether an award to the contractor may take place, and whether the mitigation plan adequately avoids, neutralizes, or mitigates the OCI.

e. If any such conflict of interest is found to exist, the FEDSIM CO may determine that the conflict cannot be avoided, neutralized, mitigated or otherwise resolved to the satisfaction of the Government and the contractor may be found ineligible for award. Alternatively, the FEDSIM CO may determine that it is otherwise in the best interest of the United States to contract with the contractor and include the appropriate provisions to avoid neutralize, mitigate, or waive such conflict in the contract awarded.

H.5.1 NON-DISCLOSURE REQUIREMENTS

If the contractor acts on behalf of, or provides advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall execute and submit a Corporate Non-Disclosure Agreement (NDA) Form (Section J, Attachment W) and ensure that all its personnel (to include subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO:

a. Are listed on a signed Addendum to Corporate Non-Disclosure Agreement (NDA) Form (Section J, Attachment W) prior to the commencement of any work on the TO.
b. Are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.
c. Are instructed in FAR Part 9 for third-party disclosures when acting in an advisory capacity.

All proposed replacement contractor personnel also must be listed on a signed Addendum to Corporate NDA and be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this TO or obtained from the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

H.6 SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all Electronic and Information Technology (EIT) products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 United States Code (U.S.C.) 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 Code of Federal Regulations (CFR) 1194. The contractor shall identify all EIT products and services provided, identify the technical standards applicable to all products and services provided, and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

H.7 SECTION 504 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, Section 504 requires agencies to provide individuals with disabilities an equal opportunity to participate in their programs and benefit from their services, including the provision of information to employees and members of the public. Agencies must provide appropriate auxiliary aids where necessary to ensure an equal opportunity. Types of auxiliary aids may include brailed or large print versions of materials, electronic diskettes, audiotapes, qualified interpreters or readers, telecommunications devices for deaf persons (TDDs), captioning of video, and other methods of making information available and accessible to persons with disabilities. In considering what type of auxiliary aid to provide, agencies must give primary consideration to the request of the individual with a disability and shall honor that request, unless it can demonstrate that another effective means of communication exists. All products and services proposed shall fully comply with Section 504,

and the contractor must ensure that the auxiliary aids are accessible by typical users beginning at time of award.

H.8 COST ACCOUNTING SYSTEM

The adequacy of the contractor's accounting system and its associated internal control system, as well as contractor compliance with the Cost Accounting Standards (CAS); affect the quality and validity of the contractor data upon which the Government must rely for its management oversight of the contractor and contract performance. The contractor's cost accounting system shall be adequate during the entire period of performance and shall permit timely development of all necessary cost data in the form required by the contract.

H.9 PURCHASING SYSTEMS

The objective of a contractor purchasing system assessment is to confirm it is a Government-approved purchasing system and evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting. A Government audited and approved purchasing system (e.g. approved by DCAA or DCMA) is mandatory for the prime contractor.

When and if reviews are conducted of the purchasing system, the contractor shall provide the results of the review to the FEDSIM CO within ten workdays from the date the results are known to the contractor.

H.10 TRAVEL

H.10.1 TRAVEL REGULATIONS

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

a. Federal Travel Regulations (FTR) - prescribed by the GSA, for travel in the contiguous U.S.
b. Joint Travel Regulations (JTR), Volume 2, Department of Defense (DoD) Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.
c. Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas" - prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

H.10.2 TRAVEL AUTHORIZATION REQUESTS

Before undertaking travel to any Government site or any other site in performance of this TO, the contractor shall have this travel approved by, and coordinated with, the FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long-distance travel, the contractor shall prepare a TAR (Section J, Attachment X) for Government review and approval. Long-distance travel will be reimbursed for cost of travel comparable with the FTR.

Requests for travel approval shall:

a. Be prepared in a legible manner.
b. Include a description of the travel proposed including a statement as to purpose.
c. Be summarized by traveler.
d. Identify the TO number.
e. Identify the CLIN associated with the travel.
f. Be submitted in advance of the travel with sufficient time to permit review and approval.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

H.11 TOOLS (HARDWARE/SOFTWARE) AND/OR ODCs

The Government may require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified at the time a TOR is issued or may be identified during the course of a TO by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the FEDSIM COR a Request to Initiate Purchase (RIP). If the prime contractor is to lose an approved purchasing system during the period of performance, the contractor shall submit to the CO a Consent to Purchase (CTP). The RIP and CTP (see Section J, Attachments Y and Z) shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the COR or an approved CTP from the CO and without complying with the requirements of Section H.12, Commercial Supplier Agreements.

H.12 COMMERCIAL SUPPLIER AGREEMENTS

H.12.1 The Government understands that commercial software tools that may be purchased in furtherance of this TO as described in Section C.6 and as contemplated in the Tools and ODC CLINs in Section B.4 may be subject to commercial agreements which may take a variety of forms, including without limitation licensing agreements, terms of service, maintenance agreements, and the like, whether existing in hard copy or in an electronic or online format such as “clickwrap” or “browsewrap” (collectively, “Software Agreements”). For purposes of this TO, the Software Supplier Agreements are “collateral agreements” within the meaning of the FAR clause at 52.227-14(c)(2).

H.12.2 The contractor shall ensure that any proposed Supplier Agreements allow the associated software and services to be used as necessary to achieve the objectives of this TO. The contractor shall provide all applicable Supplier Agreements to the FEDSIM CO prior to purchase and shall cooperate with the Government, including negotiations with the licensor as appropriate, to ensure compliance with this Section. Without limiting the generality of the foregoing, a compliant Supplier Agreement shall permit all of the following at no extra charge to the Government: (a) access and use by support contractors, including a successor contractor upon termination or expiration of this TO. The above rights constitute “other rights and limitations” as contemplated in subparagraph (d) of the FAR clause at 52.227-14, Rights In Data – General (May 2014), Alternate III (Dec 2007).

H.13 NEWS RELEASE

The offeror shall not make any news release pertaining to this procurement without prior Government approval and only in coordination with the FEDSIM CO.

H.14 INTELLECTUAL PROPERTY RIGHTS

The existence of any patent, patent application or other intellectual property right that encumbers any deliverable must be disclosed in writing on the cover letter that accompanies the delivery. If no such disclosures are provided, the data rights provisions in FAR 52.227-14 apply. The Software Agreements referenced in section H.12, amended as contemplated therein, shall be deemed to constitute such disclosure with regard to their associated commercial software tools and shall prevail over any inconsistent provision in FAR 52.227-14 to the extent of such inconsistency.

H.15 AWARD FEE

See the Award Fee Determination Plan in Section J, Attachment D.

I.1 TASK ORDER CLAUSES

All applicable and required provisions/clauses set forth in FAR 52.301automatically flow down to all Alliant task orders, based on their specific contract type (e.g., cost, fixed-price, etc.), statement of work, competition requirements, commercial or not commercial, and dollar value as of the date the TO solicitation is issued.

I. X FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This TO incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request the FEDSIM CO will make their full text available. Also, the full text of a provision may be accessed electronically at the FAR website:

http://www.acquisition.gov/far/

52.203-14	Display of Hotline Poster(s) https://www.epa.gov/sites/production/files/2016-05/documents/_epaoig_2016_hotlineposter_draft2_85x11_flat.pdf	OCT 2015
52.204-2	Security Requirements	AUG 1996
52.204-9	Personal Identity Verification of Contractor Personnel	JAN 2011
52.204-13	System for Award Management Maintenance	JUL 2013
52.204-14	Service Contract Reporting Requirements	JAN 2014
52.215-22	Limitations on Pass-Through Charges - Identification of Subcontract Effort	OCT 2009
52.216-7	Allowable Cost and Payment	JUN 2013
52.227-14	Rights in Data – General	MAY 2014
52.227-14	Rights in Data – General Alternate II and III	DEC 2007
52.227-15	Representation of Limited Rights Data and Restricted Computer Software	DEC 2007
52.227-17	Rights In Data Special Works	DEC 2007
52.232-20	Limitation of Cost	APR 1984
52.232-22	Limitation of Funds	APR 1984
52.232-40	Providing Accelerated Payments to Small Business Subcontractors	DEC 2013
52.239-1	Privacy or Security Safeguards	AUG 1996
52.246-5	Inspection of Services—Cost-Reimbursement	APR 1984
52.247-14	Contractor Responsibility for Receipt of Shipment	APR 1984
52.247-67	Submission of Transportation Documents for Audit Fill-in: COR, see Section G	FEB 2006

I. X.1 FAR CLAUSES INCORPORATED BY FULL TEXT

FAR 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days of the end of the period of performance.

(End of clause)

FAR 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

a. The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.
b. If the Government exercises this option, the extended contract shall be considered to include this option clause.
c. The total duration of this contract, including the exercise of any options under this clause, shall not exceed 66 months.

(End of clause)

I.X GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM), CLAUSES INCORPORATED BY REFERENCE

The full text of a provision may be accessed electronically at the GSAM website:

https://www.acquisition.gov/gsam/gsam.html/

GSAM	TITLE	DATE
552.204-9	Personal Identity Verification Requirements	OCT 2012
552.212-4	Contract Terms and Conditions-Commercial Items (Alternate II) (FAR Deviation)	JUL 2015
552.215-70	Examination of Records by GSA	JUL 2016
552.228-5	Government as Additional Insured	JAN 2016
552.232.25	Prompt Payment	NOV 2009
552.232-39	Unenforceability of Unauthorized Obligations (FAR Deviation)	JUL 2015
552.232-78	Payment Information	JUL 2000
552.239-70	Information Technology Security Plan and Security Authorization	JUN 2011

J.1 LIST OF ATTACHMENTS

The following attachments are attached, either in full text or electronically at the end of the TOR.

Attachment	Title
A	COR Appointment Letter
B	Acronym List
C	Incremental Funding Chart (electronically attached .xls) (Attached at TO award)
D	DRAFT Award Fee Determination Plan
E	EPA OEI and OITO Organization Chart
F	Monthly Status Report Template (Sample)
G	Draft Working Capital Fund Billing Information
H	EPA CSIRC Vulnerability Rankings
I	Historical Minimum Levels of Performance
J	COOP & EOC Device and A/V Equipment
K	Call Center and Help Desk Metrics and Trends
L	User Types Supported, Tiers, and Priority Levels
M	Deskside Services Locations By User Base and Deployed Devices
N	EPA Washington D.C. Area Locations
O	Deployed Devices by Locations Supported (HQ Locations Including Labs) and Type
P	Tools Supported and Utilized List
Q	VTC Counts by Location, Infrastructure, and Lab Equipment
R	National Voice Metrics
S	Matrix of End User Services by Location
T	Deliverable Acceptance/Rejection Report
U	Problem Notification Report (Sample)
V	OCI Statement
W	Corporate Non-Disclosure Agreement (NDA) Form
X	Travel Authorization Request (Sample)
Y	Request to Initiate Purchase Template
Z	Consent to Purchase Template (electronically attached .xls)
AA	CLIN X001 Cost Workbook (to be removed at TOA)
BB	CLIN X002 SURGE Cost Workbook (to be removed at TOA)
CC	Key Personnel Qualification Matrix (To be removed at TOA)
DD	Project Staffing Plan Template (To be removed at TOA)
EE	Corporate Experience Template (To be removed at TOA)
FF	Offeror Q&A Template (To be removed at TOA)

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L.1 FAR 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the FEDSIM CO will make the full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation of offer. Also, the full text of a solicitation provision may be accessed electronically at this address:

https://www.acquisition.gov/far

FAR	TITLE	DATE
52.215-1	Instructions to Offerors-Competitive Acquisition	JAN 2004
52.232-38	Submission of Electronic Funds Transfer Information with Offer	JUL 2013

L.1.1 SOLICITATION PROVISIONS PROVIDED IN FULL TEXT:

FAR 52.215-20 Requirements for Certified Cost or Pricing Data and Data Other Than Certified Cost or Pricing Data – Alternate IV (OCT 2010)

(a) Submission of certified cost or pricing data is not required.

(b) Provide data described below:

All data required to be submitted as part of the offeror's proposal is described in Sections L.5, L.6, and L.7 of this solicitation. The offeror must use the formats for submission of data prescribed in these sections. By submitting a proposal, the offeror grants the FEDSIM CO or an authorized representative the right to examine records that formed the basis for the pricing proposal. That examination can take place at any time before award. It may include those books, records, documents, and other types of factual data (regardless of form or whether the data are specifically referenced or included in the proposal as the basis for pricing) that will permit an adequate evaluation of the proposed price.

L.2 GENERAL INSTRUCTIONS

a. The offeror is expected to examine this entire solicitation document including the Master/Basic Contract. Failure to do so will be at the offeror's own risk.

b. The Government may make award based on initial offers received, without discussion of such offers. Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments listed in Section J). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

c. An offeror submitting restrictive data shall mark it as follows in accordance with the FAR 52.215-1, Instructions to Offerors - Competitive Acquisition, which is incorporated by reference. FAR Clause 52.215-1(e) states: "Restriction on disclosure and use of data. Offerors that include in their proposals data that they do not want disclosed to the public for any purpose, or used by the Government except for evaluation purposes, shall –

(1) Mark the title page with the following legend:

This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed--in whole or in part--for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of--or in connection with--the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets *(*insert numbers or other identification of sheets*)*; and

(2) Mark each sheet of data it wishes to restrict with the following legend:

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal."

d. The Government assumes no liability for disclosure or use of unmarked data and may use or disclose the data for any purpose. Unless restricted, information submitted in response to this request may become subject to disclosure to the public pursuant to the provisions of the Freedom of Information Act (5 U.S.C. 551).

e. This procurement is conducted under the procedures of FAR Subpart 16.5. The policies and procedures of FAR Subpart 15.3 do not apply.

L.3 GENERAL INFORMATION

The total estimated CPAF of the TO is between $187 million and $207 million. The estimate does not include Surge, Materials and Equipment, ODCs, Long-Distance Travel, and CAF. Any proposal that is not within this range shall include an explanation that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range.

Proposals shall be valid for a period of not less than 120 calendar days from the date of delivery. **For proposal purposes only**, offerors shall use a Project Start date of March 31, 2017.

L.3.1 AVAILABILITY OF EQUIPMENT AND SOFTWARE

All commercial hardware and software proposed in response to this solicitation document shall have been formally announced for general release on or before the closing date of the solicitation. Failure to have equipment or software announced prior to submission of proposal may render the offeror's proposal unacceptable.

L.3.2 CONTRACTOR SUPPORT DURING TECHNICAL EVALUATION

The Government expects to have contractor support during the evaluation from E3 Federal Solutions, LLC. The prime offeror is encouraged to sign a Non-Disclosure Agreement (NDA) with E3 Federal Solutions, LLC for its submission that addresses the written and oral technical proposals (see GSAM 503.104-4). An offeror who chooses to enter into an NDA with E3 Federal Solutions, LLC shall submit its corporate NDA to the POC listed below specifically referencing this solicitation. If an NDA is signed, the NDA shall be submitted with the proposal Part I submission. E3 Federal Solutions, LLC is prohibited from proposing on any work related to ITS EPA III.

E3 Federal Solutions, LLC

POC: Will Fortier

Telephone: 202.321.7011

Email: wfortier@e3federal.com

L.4 SUBMISSION OF OFFERS

Each offer shall be provided to the Government in four separately bound Parts and shall contain the following:

a. Part I – Preliminary Written Cost/Price Proposal Information
b. Part II – Remainder of Written Cost/Price Proposal
c. Part III – Written Technical Proposal
d. Part IV – Video Technical Proposal Presentation

The offeror shall submit each Part on the due dates indicated on the Cover Letter.

Unless otherwise specified, one page is one side of an U.S. Letter size (8.5" x 11") piece of paper. All electronic files shall be in Microsoft Word or Excel formats. Any documents provided in Section J, List of Attachments shall be submitted using the same file format (e.g., Project Staffing Plan shall be submitted in Excel file format using the Excel template provided). Printed pages must maintain one inch margins, 12 point Times New Roman font, and be single spaced. Headers and footers may be of a font larger than 12 point, but shall not be smaller than ten point font. Charts/Graphics/Tables embedded in the proposal will count toward page limitations. Charts/Graphics/Tables must maintain a minimum of ten point Times New Roman font, including in the Part IV slides. Ledger size (11" x 17") paper may be used in the staffing plan when providing charts/graphics/tables. A single side of an 11" x 17" piece of paper will be counted as two pages where page limitations apply. Items such as a Title Page, Table of Contents, Cover Letter, List of Figures, and Acronym Lists are excluded from the page counts below, unless they are inclusive of a document (e.g., a Table of Contents within the Draft Transition-In Plan), in which case it would count toward the stated page limitations. PDF files will be allowed for executed documents such as Letters of Commitment.

Any pages submitted beyond the page limitations will be removed and not evaluated.

L.5 SUBMISSION OF THE WRITTEN COST/PRICE PROPOSAL (PARTS I and II)

Audits may be performed by Defense Contract Audit Agency (DCAA) on the offeror and all subcontracts. Cost/Price Proposals shall meet the DCAA audit submittal requirements. The offeror shall fully support all proposed costs/prices. An offeror's proposal is presumed to represent the offeror's best efforts in response to the solicitation. Any inconsistency, whether real or apparent, between promised performance, and cost/price, shall be explained in the proposal.

The offeror shall provide adequate information, which will allow the Government to perform a Cost Realism analysis. Pursuant to FAR 15.404-1(d)(1), Cost Realism analysis is defined as:

> "…the process of independently reviewing and evaluating specific elements of each offeror's proposed cost estimate to determine whether the estimated proposed cost elements are realistic for the work to be performed; reflect a clear

understanding of the requirements; and are consistent with the unique methods of performance and materials described in the offeror's technical proposal."

As indicated in Section L.1.1 under FAR Clause 52.215-20, a description of the data required to be submitted with the offeror's proposal in order to facilitate the Cost Realism analysis is provided below in Section L.5.2.3.

The preliminary Written Cost/Price Proposals (Part I) shall be submitted as one electronic copy. Written Cost/Price Proposals (Part II) shall be submitted as one original printed version, two paper copies, and one electronic copy. The offeror shall submit all proposed costs/prices using Microsoft Excel software utilizing the formats without cells locked and including all formulas. All electronic submissions shall be separated per tab as an individual electronic file (e.g. Volume I shall contain five separate electronic files). The offeror shall include adequate information, which will allow the Government to perform the required Cost Realism analysis.

The offeror shall not include any cost/price data in Parts III and IV of the proposal.

L.5.1 PRELIMINARY WRITTEN COST/PRICE PROPOSAL INFORMATION (PART I)

Part I contains the Preliminary Written Cost/Price Proposal information. This volume shall contain the following:

a. Organizational Conflict of Interest Statement (Tab A)
b. Contract Registration (Tab B)
c. Current Forward Pricing Rate Agreements or Recommendations (Tab C)
d. Management Systems (Adequate Cost Accounting and Approved Purchasing Systems) (Tab D)
e. Cost Accounting Standards (CAS) Disclosure Statement (D/S) (Tab E)

L.5.1.1 ORGANIZATIONAL CONFLICT OF INTEREST (OCI) STATEMENT (TAB A)

The offeror and each subcontractor, consultant, and teaming partner shall complete and sign an OCI Statement. All information pertaining to OCI is outlined in Section H.5.

If an offeror enters into an NDA with E3 Federal Solutions, LLC the offeror may include the signed agreement in Tab A.

L.5.1.2 CONTRACT REGISTRATION (TAB B)

The offeror shall submit a statement that the contract vehicle under which this proposal is being submitted has been registered in ASSIST and that all information in ASSIST is up-to-date. ASSIST can be accessed by visiting the following webpage:

https://portal.fas.gsa.gov/assist-web/registration/contractor/search

L.5.1.3 CURRENT FORWARD PRICING RATE AGREEMENTS OR RECOMMENDATIONS (TAB C)

The offeror shall submit all forward pricing rate agreements including that of the prime contractor, any cost-type subcontractors, and/or proposed Joint Venture. All non-cost subcontractors shall provide the following information: the total value of the proposed

subcontract, the proposed type of subcontract, the rationale and/or justification for this type of subcontract type. In addition for all non-cost subcontractors (with the exception of Firm-Fixed Price subcontracts) the Government requires supporting pricing documentation. This may include for example; the subcontractors Alliant Pricing, GSA Schedule Pricing, OASIS Pricing (all matched to appropriate Labor Categories). If the proposed subcontractor does not possess one of these established vehicles the subcontractor shall provide payroll/invoices and or Commercial Catalogs for labor rate verification

L.5.1.4 MANAGEMENT SYSTEMS (ADEQUATE COST ACCOUNTING AND APPROVED PURCHASING SYSTEM) (TAB D)

a. The offeror shall describe all applicable management systems (e.g., accounting, estimating, purchasing, Earned Value Management System (EVMS)).
b. The offeror shall specifically include the date of the last DCAA/DCMA (or other designated responsible Government agency) cost accounting system and purchasing system audits, a copy of the results of the audits, audit report number, and date determined adequate. This shall include verification in a form acceptable to the Government of the currently determined adequate systems (e.g., copy of most recent Government purchasing system approval and Government Cost Accounting System adequacy letter).
c. The offeror shall include the name, office, and phone number of its cognizant DCAA/Government audit agency and DCMA/Government Administrative Contracting Officers (ACO) who are responsible for any cost accounting and purchasing system reviews of the contractor.

L.5.1.5 COST ACCOUNTING STANDARDS (CAS) DISCLOSURE STATEMENT (D/S) (TAB E)

The offeror shall include a copy of the CAS D/S. Also, the offer shall state the adequacy of D/S, date audited, audit report number, date determined adequate by ACO, and include any non-compliances with CAS.

L.5.2 REMAINDER OF WRITTEN COST/PRICE PROPOSAL (PART II)

Part II is the Remainder of Written Cost/Price Proposal and shall contain the following:

a. Solicitation, Offer and Award (SF33) (Tab F)
b. Section B – Supplies or Services and Prices/Costs (Tab G). Do not include cost/price for six-month extension period authorized by FAR clause 52.217-8.
c. Cost/Price Supporting Documentation (Tab H)
d. Subcontractor Supporting Documentation (Tab I)
e. Cost/Price Assumptions (Tab J)
f. Representation of Limited Rights Data and Restricted Computer Software (Tab K)
g. Pass/Fail elements (Tab L)
h. OCI Management Plan (Tab M)

L.5.2.1 SOLICITATION, OFFER, AND AWARD (SF 33) (TAB F)

When completed and signed by the offeror, Standard Form (SF) 33, "Solicitation, Offer, and Award," constitutes the offeror's acceptance of the terms and conditions of the proposed TO. Therefore, the form must be executed by representatives of the offeror authorized to commit the offeror to contractual obligations. The offeror shall sign the SF 33 in Block 17.

The authorized negotiator or the signatory of the SF 33 will be notified of the date and time of the Oral Question and Answer (Q&A) session. The offeror shall provide the name of the individual, the position title, telephone number, fax number, and email address of that individual.

L.5.2.2 SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS (TAB G)

The offeror shall indicate the cost/price to be charged for each item in **Section B** rounded to the nearest whole dollar. The offeror shall insert not-to-exceed indirect/material handling ceiling rates in accordance with B.5.1

As a supplement to the summary information provided in Section B, the offeror shall provide full back-up documentation for the Labor CLINs for each period of performance and each task area using the provided Cost/Price Excel Workbooks (Section J, Attachment AA and Attachment BB). The offeror shall complete all worksheets in the Cost/Price Excel Workbook in accordance with the instructions provided in the Cost/Price Excel Workbook. **The offeror shall not lock any cells and the offeror shall ensure all calculation formulas are included in order to effectively show the cost build up in the Cost/Price Excel Workbook.** The back-up documentation shall include a summary total for each element of cost (e.g., direct labor, overhead, General and Administrative (G&A), Facilities Capital Cost of Money (FCCM), fee, etc.).

L.5.2.3 COST/PRICE SUPPORTING DOCUMENTATION (TAB H)

The cost/price supporting documentation is required to enable the Government to perform cost or price analysis. The offeror shall provide the following cost/price supporting documentation:

a. Cost Narrative:
    1. The offeror shall provide a detailed cost narrative, which explains the processes and methodologies used to develop its cost/price proposal. This includes, but is not limited to, the estimating methodology used by the offeror to estimate direct labor and subcontractor labor, explanation of the application of indirect rates, planning assumptions used in the development of the cost estimate, etc.
    2. The offeror shall also include a crosswalk of its labor categories, basis of cost element, weightings, and explanations to those in the solicitation.
    3. The offeror shall specifically indicate in its narrative any applicable Uncompensated Overtime Policy and how such policy affects the hourly direct labor rates and Full-Time Equivalent (FTE) hours being proposed during any TO year.
b. Indirect Rate Information:
    1. The offeror shall break out all proposed indirect rates (Overhead, Fringe, General and Administrative, etc.) by CLIN, by each applicable TO period, and by task area.

2. The offeror shall clearly identify the cost base from which each proposed indirect rate is being applied.
3. Historical indirect rates (unburdened) shall be provided (Overhead, Fringe, General and Administrative, etc.) for the last five years inclusive of appropriate explanations for any major increases and decreases in the rates between years.

c. Direct Labor Rate Information:

1. The offeror shall provide the base direct labor rate (unburdened) for all proposed labor categories (Key and non-Key) and all projected rates (factoring in escalation) for all option years. The Key Personnel labor rates shall be supported by evidence of actual rates currently being paid and/or the basis for specific rates being proposed.
2. The offeror shall identify all direct labor escalation factors and basis for any escalation index being utilized for all option years.
3. The offeror shall also submit a Position Classification Plan, which identifies the classes of labor employed by the offeror and the guidelines for determining the title and pay level of each position.

d. Fee Review:

1. The offeror shall break out all proposed fees and clearly delineate the cost base in which the fee percentages are applied.

L.5.2.4 SUBCONTRACTOR SUPPORTING DOCUMENTATION (TAB I)

The offeror shall also provide supporting cost/price documentation for all proposed subcontractors, to include the total value of the proposed subcontract, the proposed type of subcontract, the rationale and/or justification for this type of subcontract type, and how fee will be determined and paid. Additionally, the offeror shall provide a narrative detailing the processes used to evaluate the subcontracts it is proposing, including cost and/or price analysis conducted as appropriate for each subcontract. In addition to the supporting cost back-up documentation, DCAA contact information and relevant cost/pricing data shall be provided for all cost type subcontractors. Failure to provide complete supporting documentation may result in no further consideration of the offeror's proposal. Subcontractors may submit proprietary data directly to the FEDSIM CO or through the prime contractor in a separate, sealed envelope. **The prime contractor shall specifically state whether the estimated costs of any proposed subcontractor will be in excess of $10M over the life of the TO for Government accomplished Equal Employment Opportunity (EEO) verification purposes.**

The prime offeror is responsible for ensuring that all cost type subcontractors include the same type of cost detail in the same format as required in Section L.5.2.3. All non-cost subcontractors shall provide the following information: the total value of the proposed subcontract, the proposed type of subcontract, the rationale and/or justification for this type of subcontract type. In addition for all non-cost subcontractors (with the exception of Firm-Fixed Price subcontracts) the Government requires supporting pricing documentation. This may include for example; the subcontractors Alliant Pricing, GSA Schedule Pricing, OASIS Pricing (all matched to appropriate Labor Categories). If the proposed subcontractor does not possess one of these established vehicles the subcontractor shall provide payroll/invoices and or Commercial Catalogs for labor rate verification

L.5.2.5 COST/PRICE ASSUMPTIONS (TAB J)

The offeror must submit all (if any) assumptions upon which the Cost/Price Proposal is based.

L.5.2.6 REPRESENTATION OF LIMITED RIGHTS DATA AND RESTRICTED COMPUTER SOFTWARE (TAB K)

The offeror shall complete and provide the remainder of FAR 52.227-15(b), Representation of Limited Rights Data and Restricted Computer Software, paragraph representing that it has reviewed the requirements for the delivery of technical data or computer software.

L.5.2.7 PASS/FAIL ELEMENTS (TAB L)

A failure on any single Pass/Fail criteria will make the proposal ineligible for award, with no further evaluation of the Technical and Cost/Price proposal accomplished by the Government. The offeror shall provide:

a. Named Key Personnel: Each proposed Key Person shall be named at the time of proposal Part II submission. The offeror shall provide a list of Key Personnel, including position title and name (Section H.2, Key Personnel, and additional Key Personnel positions, if any). This list shall be consistent with the information provided in the Section J, Attachment CC, Project Staffing Plan Template and Section J, Attachment DD, Key Personnel Qualification Matrix (KPQM) in the Written Technical Proposal. A proposal that states, "To Be Determined" (TBD) for a proposed Key Person, or omits a Key Person, will be rejected by the Government.

b. Letters of Commitment: The offeror shall provide a Letter of Commitment for each proposed Key Person, at the proposal Part II submission due date. To meet this Pass/Fail criterion, the letter shall be signed by the proposed Key Person and shall state that (1) the proposed Key Person named is employed by the offeror or subcontractor, or has an offer of employment from the offeror or subcontractor that the Key Person intends to accept in the event of an award being made to the offeror; and (2) the proposed Key Person is available and committed to begin work on the Project Start Date designated in Section F.3.

c. Section 508 Compliance: The offeror's written proposal shall include a statement, provided at the time of proposal Part II submission, indicating its capability to comply with Section 508 requirements throughout its performance of this TO in compliance with Section H.6.

d. Awardee of the Master Contract: The offeror shall represent that it is an awardee of the master contract.

e. Approved Purchasing System: The offeror shall represent that as the prime they possess an approved purchasing system. The Government will reject any proposal from the prime contractor that does not have a Government-approved purchasing system at the time of the proposal Part I submission due date. If the Prime is a Joint Venture on the Alliant master contract, the possession of an approved purchasing system by one of the individual members of the Joint Venture team is acceptable, provided that the firm possessing the approved purchasing system is actually being proposed, at a minimum, to provide such purchasing services under this acquisition.

L.5.2.8 OCI MANAGEMENT PLAN (TAB M)

The offeror shall complete and submit an OCI Management Plan, which shall disclose all projects that meet the following criteria:

a. Offeror assisted with the development of a possible competitor's proposal for this EPA TO itself or any EPA ITS III TOs; *or*
b. Offeror reviewed the performance of a possible competitor; *or*
c. Offeror was or is aware of a possible competitor's proprietary information, such as its overhead rates or proprietary technology or methods; *or*
d. Offeror or the offeror's current staff had access to networks or systems that presented an opportunity for the offeror or staff to access competitors' information to gain an advantage; *or*
e. Offeror was involved in any of the items 1 through 4 above with respect to any acquisition outside EPA ITS III, any of the participating EPA offices supported by this or any of their components in this TO; *or*
f. Otherwise created an actual, potential, or perceived conflict of interest.

The offeror's OCI Management Plan shall address the mitigation, avoidance, or neutralization of any actual, potential, or perceived OCI. In addition to the management of OCI for this TO, each offeror's OCI Management Plan shall address how the offeror plans to manage potential or actual EPA ITS III program-wide OCI(s) that may arise across the span of multiple TOs issued by FEDSIM or EPA in support of ITS III or from other related contractual relationships or vehicles.

The OCI Management Plan shall address at a minimum:

a. Physical separation or barriers between the Alliant Prime and subcontractors involved in acquisition package preparation and evaluation, and any members of those applicable firms who are responsible for submitting a response to the competitive acquisition package. Physical separation includes office space and buildings, as applicable.
b. Geographic separation or barriers.
c. Organizational and management separation or barriers.
d. Corporate separation.
e. Financial separation.
f. Communications separation.
g. Information technology and cybersecurity separation.
h. OCI staff training.
i. Corporate ethics or rules of behavior.
j. Any other structures or processes not already covered above which serve to avoid a conflict of interest with respect to the competitive acquisition of Ancillary Products and Services.

L.6 SUBMISSION OF THE WRITTEN TECHNICAL PROPOSAL (PART III)

Each offeror shall submit all information described in the following paragraphs. The offeror shall provide one original printed version, six paper copies, and one electronic copy, containing all

required sections of this Part. The Project Staffing Plan (Section J, Attachment DD) shall only be provided as one original printed version and one electronic copy; additional hard copies shall not be provided.

Part III is the written Technical Proposal and shall contain the following:

a. Project Staffing Plan (Tab A)
b. Project Staffing Rationale (limited to 10 pages) (Tab B)
c. Key Personnel Qualification Matrix (KPQM) (limited to 3 pages for each Key Person) (Tab C)
d. Draft Transition-In Plan (limited to 10 pages*)* (Tab D)
e. Draft Operating Level Agreement (limited to 25 pages) (Tab E) Quality Assurance Quality Control Plan (limited to 5 pages) (Tab F)
f. Technical Assumptions (if any) (Tab G)
g. Corporate Experience (limited to 10 pages) (Tab H)
h. Service Level Agreements (SLAs) and Performance Metrics (Tab I)
i. Video Technical Proposal Presentation Slides (Tab J).

L.6.1 PROJECT STAFFING PLAN

The offeror shall provide a Project Staffing Plan in accordance with the Project Staffing Plan Template contained in Section J, Attachment DD. The submission shall contain all proposed individuals that will be working on this effort. All Key Personnel proposed shall be identified in the Project Staffing Plan and available to begin work immediately on the Project Start Date indicated in Section L.3 of this solicitation.

All non-Key Personnel shall meet the requirements of the Alliant Contract. If the names of all non-Key Personnel are not known prior to offer submission, the offeror may indicate to be determined (TBD) in the Project Staffing Plan. The names of non-Key Personnel are the only identifiers that may remain unspecified in the Project Staffing Plan. The offeror shall supply all requested information for all proposed personnel regardless of whether a name or TBD is provided. The names of all non-Key Personnel that can be provided shall be provided. Information in the Project Staffing Plan provides a basis for the Government to determine the efficacy of the Project Staffing Plan in relation to the offeror's Technical Approach. If TBD is indicated for any non-Key Personnel, the offeror shall supply the offeror's proposed experience/certifications that would be needed to perform the proposed Technical Approach in that role. All qualification sections of the proposed Project Staffing Plan shall be completed uniquely for each person or TBD role provided.

The offeror shall include all proposed personnel in each performance period of the Project Staffing Plan, regardless of whether there are hours proposed for that person in that period to maintain consistency between each period of performance.

The offeror shall ensure there is consistency in the level of effort between the Project Staffing Plan provided in Part III and the Written Cost/Price Proposal provided in Parts I and II, being cognizant of rounding issues.

L.6.1.1 PROJECT STAFFING RATIONALE

The offeror shall provide a Project Staffing Rationale for the proposed project staffing solution presented in the Project Staffing Plan. The offeror shall describe its rationale for the proposed labor mix and level of effort to support each TOR task. The offeror shall also describe what factors drove its proposed labor mix and how its proposed staffing solution will accomplish the Government's objectives and requirements.

L.6.2 KEY PERSONNEL QUALIFICATION MATRIX (KPQM)

The offeror shall submit a KPQM Section J, Attachment CC for each Key Person proposed relating the specialized experience identified in Section H.1 of this solicitation and the qualifications of the person or persons being proposed for that position. For those additional Key Personnel proposed, the offeror shall identify the specialized experience and the corresponding qualifications for this experience. The offeror shall represent the following:

a. All Key Personnel meet the requirements of the Alliant Contract.
b. All Key Personnel meet the requirements of the TO.

L.6.3 DRAFT TRANSITION-IN PLAN

The offeror shall provide a Draft Transition-In Plan that aligns with the requirements in Section C.6. The offeror shall include in the Draft Transition-In Plan an approach that provides for a seamless transition from the incumbent to the new contractor (hereafter referred to as the offeror).

The Draft Transition-In Plan shall identify the roles and responsibilities of the offeror including proposed schedule(s) and milestones to ensure no disruption of service, as defined in C.6.1.8. The Draft Transition-In Plan shall also identify and discuss the roles and responsibilities of the incumbent contractor and information expected from the incumbent. The offeror shall also identify any actions contemplated on the part of the Government.

L.6.4 DRAFT OPERATING LEVEL AGREEMENT

The offeror shall provide a Draft Operating Level Agreement that aligns with the requirements in Section C.6.3.4. The offeror shall include in the Draft Operating Level Agreement an approach that provides a general overview of responsible stakeholders across the ITS EPA III portfolio. Each offeror shall disclose if they plan to submit a proposal in parallel with other ITS EPA III task orders released through GSA FEDSIM. The offeror shall also disclose if the same Key Personnel will be proposed on the other parallel efforts. If so, how will the offeror ensure that the Key Person will be able to matrix time to each awarded task order. At a minimum, the plan shall identify a high-level description of service agreements, service provider roles and responsibility to include work requests, ad-hoc requests, and service change requests. In addition, the offeror shall describe management methodologies and technical approaches to resolving normal and major incidents, escalation procedures, and problem management across a diverse stakeholder environment. The offeror shall propose methodologies to ensure that coordination and collaboration is emphasized across the TO, as well as the ITS EPA III portfolio, to ensure a coordinated service delivery, build synergies, promote knowledge sharing, and drive efficiencies.

The Draft Operating Level Agreement shall also identify and discuss the roles and responsibilities of other contractor(s) supporting ITS EPA III, and the level of information

expected to be shared across the enterprise. The offeror shall also identify any actions contemplated on the part of the Government. The Government expects a minimal acceptable level of performance for EPA end users under this TO, and is seeking industry best practices to manage performance to hold each contractor accountable as part of the ITS EPA III portfolio to ensure that performance exceeds expectations.

L.6.5 TECHNICAL ASSUMPTIONS

The offeror shall identify and address any assumptions affecting the technical proposal citing the component(s) of the proposal to which they pertain. All technical assumptions and Basis of Estimate assumptions shall be included in the technical volume. This shall include any non-Cost/Price information that serves as the basis of a Cost/Price assumption identified in the offeror's Written Cost/Price Proposal.

The Government reserves the right to reject any proposal that includes any assumption that adversely impacts the Government's requirements.

L.6.6 QUALITY ASSURANCE QUALITY CONTROL PLAN (QAQC)

The offeror shall identify its approach to ensure quality control in meeting the requirements of each Task Area of the TO (i.e., not just the corporate generic quality control process). The offeror shall describe its quality control methodology and approach for determining and meeting performance measures identified.

The QAQC shall contain at a minimum the following:

a. Performance Monitoring Methods
b. Performance Measures
c. Approach to ensure that cost, performance, and schedule comply with task planning.
d. Methodology for continuous improvement of processes and procedures, including the identification of service metrics that can be tracked in the TO.
e. Government Roles
f. Contractor Roles

L.6.7 CORPORATE EXPERIENCE

The offeror shall provide Corporate Experience for three projects performed within the last five years by the business unit that will perform this effort. One of the Corporate Experience references shall be the offeror's direct experience as the prime contractor; the remaining two references may be augmented by team members. These three projects must be similar in size scope, and complexity to the requirements identified in Section C. The offeror shall discuss the scope of work, the period during which the work occurred, the dollar value of the work performed, the client and project, the specific responsibilities of the offeror, major deliverables produced, performance measures/service levels applied, any awards that were received for superior performance (only include awards in past performance and if applicable, include any technical platforms, languages, operating systems, etc.) and any problems or issues that occurred and the corrective action taken. Please identify the percentage of similar work performed by the associated business unit as part of the Corporate Experience reference. The Corporate

Experience information must be submitted in the format provided in Section J, Attachment EE. The offeror shall ensure that all of the points of contact are aware that they may be contacted.

All three projects shall be contracts or orders for the performance of actual technical requirements. Master contract vehicles (e.g., Blanket Purchase Agreements, Indefinite Delivery/Indefinite Quantity contracts) do not satisfy the Corporate Experience requirement unless submitted together with a TO similar in size, scope, and complexity to this requirement and awarded and performed under the vehicle as specified above.

L.6.8 SERVICE LEVEL AGREEMENTS (SLAs) AND PERFORMANCE METRICS

In addition to the Government's draft SLAs (See DRAFT Award Fee Determination Plan with government-provided SLAs in Section J, Attachment D) the offeror shall provide an additional five SLAs as appropriate to its proposal for a total of 10. The offeror shall also provide performance metrics for each of the Government's SLAs and the offeror's proposed SLAs.

L.6.9 VIDEO TECHNICAL PROPOSAL PRESENTATION SLIDES

The offeror shall submit one original printed version, five paper copies, **and one electronic copy** of the Video Technical Proposal Presentation slides in advance of the Video Technical Proposal Presentation. **The Video Technical Proposal Presentation slides shall be separately bound from all other parts of the written proposal.** If the slides are not submitted by the proposal due date specified in the Cover Letter, they will not be evaluated. The Video Technical Proposal Presentation (Part IV) requirements are described in Section L.7.

Unobtrusive company logos or names can be inserted in any or all slides. Slides should be sequentially numbered in the lower right corner. Transition effects shall not be used. Each slide shall reference in the top right corner, the Section/subsection number from Section C and the Section F deliverable that is being described/discussed on the slide, where applicable.

L.7 SUBMISSION OF THE VIDEO TECHNICAL PROPOSAL PRESENTATION (PART IV)

Each offeror determined to have passed all Pass/Fail requirements shall submit six electronic copies of the Video Technical Proposal Presentation containing the information required herein Section L.X. The Video Technical Proposal Presentation will be used to assess the offeror's capability to satisfy the requirements set forth in the TOR.

While there will be a separate oral Q&A session scheduled (Section L.7.4), the offeror shall present its initially submitted proposal in a manner that is clear and complete.

L.7.1 VIDEO TECHNICAL PROPOSAL PRESENTATION PARTICIPATION AND CONSTRAINTS

The offeror shall identify all authors of the video presentation by name and association with the offeror in the opening credits. Key Personnel introductions may be integrated into the video opening credits for clarity. Participation in the Video Technical Proposal Presentation shall be limited to the offeror's Key Personnel and no more than three additional corporate representatives of the offeror. An offeror's Key Personnel includes only those persons who will be assigned to the TO as Key Personnel as described in Section H.2. The three additional corporate representatives (e.g., CEOs, company presidents, or contract representatives) from the

offeror may appear for an introductory role, but will not be allowed to deliver the content of the offeror's video presentation. Introductory remarks by any corporate representatives will not be evaluated, but will count towards the offeror's allotted Video Technical Proposal Presentation time. For the remainder of the video presentation, only Key Personnel shall present. Content presented by any non-Key Personnel will not be evaluated.

The offeror's video presentation shall not exceed 60 minutes. There is no limit to the number of slides that can be presented during the Video Technical Proposal Presentation within the allotted timeframe. Only those video presentation slides presented as part of the Video Technical Proposal Presentation will be evaluated. Any content presented after the time limit is reached and any slides over and above those presented during the video presentation will not be evaluated.

L.7.2 VIDEO TECHNICAL PROPOSAL PRESENTATION MEDIA

The Video Technical Proposal shall be in a presentation format. Generally, the visual of the Key Personnel presenting the content shall be visible and not obscure the slide. Limited use of graphics will be allowed, such as zooming in to parts of the offeror's technical solution. During this time, the visual of the Key Personnel may be replaced with the name of the speaker. Limited use of animation for technical diagrams is allowable. While this will not be evaluated, the Government discourages the use of advanced video graphics or cinematic features.

The offeror shall provide the presentation in one of three formats:

a. BluRay quality: H.264, 24 megabits per second (Mbps), file type: .MP4
b. Digital Video Disk – Read Only Memory (DVD-ROM) High Definition (HD) video quality: H.264, 24 Mbps, file type: .MP4
c. DVD (regular) quality: H.222/H.262, 9 Mbps, file type .MP4

Please note, the Government does not have a preference as to which format offerors elect to use. Video Resolution is up to the offeror. Resolution quality is not rated in the technical evaluation. Submission on the entire presentation on a single, playable disk is preferred.

GSA FEDSIM uses Azend Group Corp Model#BDP-M1061, Sony Model#BDP-SX1000, and Blu-Ray Combo Model#SBC-06D2X-U video players to view video media. Offerors are encouraged to test video playback and compliance using the same models. As an alternative, the offeror may contact the FEDSIM CS at least one week prior to the due date of Proposal Part IV, Video Technical Proposal Presentation, to schedule a time in which the offeror can utilize one of FEDSIM's players to assess playability themselves. The FEDSIM CS will provide the video player to the offeror and the offeror will have no longer than 30 minutes to assess playability.

L.7.3 TECHNICAL PROPOSAL ORAL Q&A SESSION

The purpose of the oral Q&A session is to allow the Government to ask questions, as deemed necessary, that will serve to clarify to the Government, for evaluation purposes, the offeror's methodologies and approaches as proposed. It is the Government's intent to ask clarifying questions only to the extent deemed minimally necessary for the evaluators to sufficiently understand what is being proposed. The offeror shall be prepared to answer questions about the Video Technical Proposal Presentation and the Written Technical Proposal in the oral Q&A session. The oral Q&A session will be held at the unclassified level.

Attendance at the oral Q&A session is limited to the offeror's proposed Key Personnel and no more than three additional corporate representatives of the offeror. The offeror's Key Personnel shall be prepared to answer questions about Parts III and IV in the Q&A session.

L.7.4 TECHNICAL PROPOSAL ORAL Q&A SESSION SCHEDULING

The FEDSIM CO will schedule the oral Q&A session with the authorized negotiator or the signatory of the SF 33. Each offeror's oral Q&A sessions will be preliminarily scheduled by the FEDSIM CO and/or FEDSIM CS after receipt of Part I and will be confirmed after Part II is received and the FEDSIM CO determines that the offeror passed all of the Pass/Fail requirements.

The oral Q&A session will be held at facilities designated by the FEDSIM CO. The exact location and any other relevant information will be provided when scheduled. Time slots will be assigned randomly and may not be changed or traded. The Government reserves the right to reschedule any offeror's oral Q&A session at its sole discretion.

L.7.5 TECHNICAL PROPOSAL ORAL Q&A SESSION FORMAT

The offeror shall address any clarification questions posed by the FEDSIM CO or the TEB Chairperson. Although no stated time limit for the duration of the Q&A session will be imposed, for planning purposes, it is anticipated that the session should not last more than one hour. The CO and the TEB Chairperson will be responsible for ensuring the schedule is met and that all offerors are given the same opportunity to answer clarification questions.

The offeror shall bring bound printed copies of its Technical Proposal Parts III and IV to refer to throughout its oral Q&A session. The offeror shall not present any information to the Government other than answering the clarification questions posed. **Proposal revisions are not expected and will not be allowed.** The offeror may briefly caucus to coordinate responses to specific requests for clarifications. These brief caucuses may not last longer than five minutes before presenting the coordinated response.

The entire session will be documented by the Government. Upon completion of the Q&A session, the Government may caucus to formulate any additional clarification questions regarding the technical proposal**.**

L.7.6 PROHIBITION OF ELECTRONIC RECORDING OF THE TECHNICAL PROPOSAL ORAL Q&A SESSION

The offeror may **not** record or transmit any of the oral Q&A session. All offeror's electronic and recording devices shall be removed from the room during the oral Q&A session. The offeror is permitted to have a timer in the room during the oral Q&A session.

L.8 VIDEO TECHNICAL PROPOSAL PRESENTATION TOPICS

Within the Video Technical Proposal Presentation, the Government does not expect the offeror to provide a restatement of the information already submitted in writing in Part III instead, the offeror shall address this information under the topics provided. The Video Technical Proposal Presentation shall include the following topics, and be organized in the following order:

a. Topic 1: Technical Approach and Project Staffing

b. Topic 2: Management Approach and Key Personnel

L.8.1 TECHNICAL APPROACH AND PROJECT STAFFING (TOPIC 1)

The offeror shall identify and describe the methodology and analytical techniques to be used in fulfilling the technical requirements identified in the TOR. The offeror should tailor the technical approach to achieve the requirements as identified in Section C, F, H, and J. The offeror's proposal shall be relevant to this TOR and demonstrate an effective understanding of TOR requirements. The Technical Approach shall describe the following:

a. The offeror's technical approach for meeting the requirements of each task area focusing on the requirements. The methodology shall clearly identify the technical approach and how it will address the goals, objectives, conditions, and task requirements.
b. The offeror's technical approach to meet the goals of EPA to achieve the desired future state (c.4).
c. The offeror's technical approach to mitigate risk for contract transition with a solution to support user profiles, incident management, and open tickets (C.6.1.8), to include the draft Transition-In Plan (L.6.3).
d. The offeror's project staffing approach for hiring, retaining, replacing, qualified and cleared personnel to support the technical approach throughout the life of the TO.

These elements are not subfactors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating.

L.8.2 MANAGEMENT APPROACH and KEY PERSONNEL (TOPIC 2)

The offeror shall identify the Management Approach, techniques, and tools that the offeror shall use to accomplish the objectives and requirements identified in this TOR. The offeror shall tailor the management approach to achieve the requirements as identified in Section C. The Management Approach shall describe the following:

a. The offeror's rationale for proposing the Key Personnel in terms of matching qualifications to proposed roles of the offeror's solution and the requirements/objectives of the TOR. The offeror's proposed Key Personnel roles are relevant to Government's requirements and the offeror's solution, and possess qualifications relevant to their roles on the project.
b. The offeror's approach to managing its team as a single integrated service delivery organization in meeting the requirements, to include the use of small businesses.
c. The offeror's approach to transition EPA to adoption and maturation of ITIL standards-based processes over the period of performance, including a cultural strategy for agency adoption.
d. The offeror's approach in coordinating and managing an IT solution while collaborating with Government stakeholders and other contractors, including an approach to risk and technical management as described in the draft Operating Level Agreement (L.6.4). All planned actions to mitigate or eliminate risks should be discussed.

These elements are not sub factors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating.

L.9 SUBMISSION OF QUESTIONS

Offerors are requested to submit questions grouped by solicitation Section and make reference to the particular Section/Subsection number. Questions must be received before the date specified for receipt of questions using the format in Section J, Attachment FF. **Questions or requests for extension submitted after the cut-off date will not be considered.**

Any information given to a prospective offeror concerning this solicitation will be furnished promptly to other prospective offerors as an amendment to the solicitation.

L.10 DELIVERY INSTRUCTIONS

The offeror shall deliver written proposals and receive acceptance from:

Laurel Weiskopf, Contracting Officer
Aaron Sannutti, Contract Specialist
GSC-QFOB-17-33058
FEDSIM Project Number EP00802
GSA FAS AAS FEDSIM (QF0B)
8281 Greensboro Drive
McLean, VA 22102

Proposals not received by the time and the date(s) stated in the Cover Letter will not be considered.

M.1 METHOD OF AWARD

The Government anticipates awarding a TO to the offeror whose proposal is the most advantageous to the Government, price and other factors considered. Technical proposals will be evaluated based on the factors described in Section M.7. A price evaluation will be done for all offerors; a cost evaluation will only be done for offerors with a technical proposal receiving an overall technical rating of ACCEPTABLE or higher. All evaluation factors other than cost or price, when combined, are significantly more important than cost. Award may be made to other than the lowest priced technically acceptable proposal.

This acquisition is being conducted under FAR 16.5. Principles and procedures of Subpart 15.3 do not apply. Accordingly, the Government reserves the right to do any or all of the following:

a. Award on initial proposals, without discussion.

b. Ask clarifying questions during the question and answer period of the presentations if needed. Clarification questions may include asking the offeror to clarify statements made during video presentations, if the contents of the video presentations warrant clarification. Clarification questions may include asking the offeror to clarify its written technical proposals. As a result, the Government may have communications with some, but not all, offerors; these communications, however, will be clarifications and not discussions. In these situations, the Government will consider the offeror's clarifying response(s) without allowing proposal revisions.

c. After an offeror has been selected for award based upon a best value determination, the Government may negotiate a final reduced price. The negotiations will include reductions in profit/fee with the offeror selected for award in order to achieve the absolute best value for the Government. The Government may make award based on initial offers received or the Government may make award after clarifications of some aspects of the proposal or discussions relative to price only.

d. Have communications; ask clarifying questions, request corrections relative to minor errors in the cost/price proposal, or request cost/price substantiating documentation to facilitate the Government's final evaluation of cost proposals with one or some offerors. These communications, clarifications, or requests for corrections or substantiating documentation will not materially change the offeror's proposal in terms of conformance to TOR requirements, constitute discussions such as the removal of an unacceptable assumption, or materially change pricing.

Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

M.2 PASS/FAIL ELEMENTS

The Government will evaluate the following pass/fail elements. **A failure on any single Pass/Fail criteria will make the proposal ineligible for award, with no further evaluation of the technical and cost proposal accomplished by the Government.**

Pass/Fail Elements:
The following will be evaluated on a Pass/Fail basis in accordance with L.5.2.7:

a. The Government will reject any proposal that does not provide a name for each Key Person proposed at the proposal submission due date. A proposal that states, "To Be Determined" or TBD for a proposed Key Person, or omits a Key Person, will be rejected by the Government (Section L.6.2).
b. The Government will reject any proposal that does not provide a Letter of Commitment, signed by each proposed Key Person at the proposal submission due date (Section L.6).
c. The Government will reject any proposal that does not provide a Section 508 Compliance Statement (Section L.5.2.7).
d. The Government will reject any proposal where the offeror is not an awardee of the master contract.
e. The Government will reject any proposal where the offeror does not provide documentation that as the prime they possess an approved purchasing system.

M.3 COST/PRICE PROPOSAL EVALUATION

The offeror's cost proposal (Section L.7, Parts I and II, Tabs A through J) will be evaluated to assess for cost realism and price reasonableness. Cost analysis will be performed on all prime contractors and major subcontractors with contract values over ten percent of the total contract value. The six-month extension period, authorized by FAR clause 52.217-8, will not be included in the total evaluated cost; however, it will be evaluated to ensure that the option is available for the unilateral exercise of the Government should an extension become necessary. The offeror shall not propose a price for the six month extension. The CAF is not included in the price evaluation.

Costs that are excessively high or low (without sufficient justification) may be considered unrealistic and unreasonable and may receive no further consideration. Any proposal that is not within the total estimated CPAF cited in Section B and in Section L.3 shall include an explanation that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range.

The Government will reject any proposal from the prime contractor that does not have a Government-approved purchasing system at the time of the proposal Part I submission due date. If the Prime is a Joint Venture, the possession of an approved purchasing system by one of the individual members of the Joint Venture team is acceptable, provided that the firm possessing the approved purchasing system is actually being proposed, at a minimum, to provide such purchasing services under this acquisition. The Government will determine a prime contractor as non-responsible (and therefore ineligible for award) if the firm does not possess an adequate cost accounting system as determined by the cognizant Federal agency, applicable to the offeror's most current organizational structure, for properly allocating costs applicable to this cost-type contract at the time of the proposal Part I submission due date.

M.4 ORGANIZATIONAL CONFLICT OF INTEREST

Tab A will be evaluated to assess whether or not an actual or potential OCI exists as defined by FAR Part 9.5. If an actual or potential conflict of interest is identified that cannot be feasibly mitigated, avoided, or resolved in accordance with FAR Part 9.5, that offeror may be ineligible for award.

Note: OCI determinations can only be assessed at time of proposal submission when complete information is present.

M.5 COST ASSUMPTIONS

The Government reserves the right to reject any proposal that includes any cost assumptions that may adversely impact satisfying the Government's requirements.

M.6 OVERTIME AND EXTENDED BILLING HOUR PRACTICES

The Government reserves the right to reject any proposal that includes overtime or extended hours billing practices that adversely impact or affect the Government's requirements.

M.7 TECHNICAL EVALUATION FACTORS

The Government will evaluate technical proposals (Section L.6, Parts III and IV) based on the following factors:

Factor 1: Technical Approach and Project Staffing to include the written SLAs and Performance Metrics (Section L.6.8), the written Project Staffing Plan Table and rationale as well as the information presented under the technical approach topic (Section L.8, L.8.1) as part of the offeror's video technical presentation.

Factor 2: Management Approach and Key Personnel to include the Operating Level Agreement (Section L.6.4) and Key Personnel qualifications (Section H.1, Section L.6.2), as well as information presented under the management approach (Section L.8.2) topic as part of the offeror's video technical presentation.

Factor 3: Corporate Experience (Section L.6.7)

The technical proposal evaluation factors are listed in descending order of importance. All three technical factors combined are significantly more important than cost. The Government will combine the results of the written and video submissions, including the Q&A responses, to arrive at a rating for the technical evaluation factors as a whole. The receipt of an evaluation rating of Not Acceptable in any single Factor will result in the overall proposal being determined Not Acceptable and therefore ineligible for award.

M.7.1 FACTOR 1: TECHNICAL APPROACH AND PROJECT STAFFING

The Government will evaluate the Technical Approach and Project Staffing factor based on the clarity and completeness of the approach and the degree to which the proposal meets the requirements of the TOR Section L.8.1 and includes innovative and efficient methodologies.

The Project Staffing Plan will be evaluated to assess the degree to which it complies with the requirements outlined in Section L.6.1including the estimated hours and labor mix for personnel and the experience, skill, and qualifications of the personnel proposed.

The offeror's SLAs and performance metrics will be evaluated based on the degree to which they completely and comprehensively quantify, measure, track, and report operational performance relating to both systems and management performance, as well as the degree to which they achieve the agency's objectives/requirements. The SLAs and performance metrics will also be evaluated to assess the degree to which they comply with Section L.8.1.2 and reflect:

a. A level of service with respect to each performance area.
b. A link of incentives and measures to the requirements of the TO.

These elements are not subfactors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating.

a. The relevancy and comprehensiveness of the offeror's proposed technical approach for meeting the requirements of each task area focusing on the requirements. The methodology shall clearly identify the technical approach and how it will address the goals, objectives, conditions, and task requirements.
b. A clear and comprehensive understanding of the missions and the operational and technical environments of EPA OEI to meet the goals of EPA to achieve the desired future state (C.4),
c. A comprehensive, effective, and efficient technical approach to mitigate risk for contract transition with a solution to support user profiles, incident management, and open tickets (C.6.1.8), to include the draft Transition-In Plan (L.6.3).
d. The offeror's project staffing approach for hiring, retaining, replacing, qualified and cleared personnel to support the technical approach throughout the life of the TO.

M.7.2 FACTOR 2: MANAGEMENT APPROACH and KEY PERSONNEL

The Management Approach will be evaluated to assess the degree to which it reflects an effective, efficient, feasible, and practical level of understanding of the operating environment in accomplishing the tasks and deliverables of this TO from a management perspective, in particular those areas described in Section L.8.2 with minimal risk and innovative and cost effective ideas. The Government will also evaluate the project management strategy including indicators showing how the project will be implemented and the offeror's ability to manage resources.

The Key Personnel Matrix will be evaluated to assess the appropriateness and completeness of the experience, skill and qualifications of the proposed Key Personnel identified in Section H.1 Key Personnel will also be evaluated to assess the currency and applicability of experience as it relates to Section H.1

The following are not sub-factors and will not be separately evaluated. The offeror's Management Approach will be evaluated based on the degree to which it reflects:

a. The degree of relevance, comprehensiveness, and effectiveness of the stated qualifications, experience, skills, and roles of each of the named Key Personnel offeror's rationale for proposing the Key Personnel in terms of matching qualifications to proposed roles of the offeror's solution and the requirements/objectives of the TOR. The offeror's proposed Key Personnel roles are relevant to Government's requirements and the offeror's solution, and possess qualifications relevant to their roles on the project.
b. The effectiveness and comprehensiveness of the offeror's approach to managing its team as a single integrated service delivery organization in meeting the requirements, to include the use of small businesses.
c. The relevancy and effectiveness of the offeror's approach to transition EPA to adoption and maturation of ITIL standards-based processes over the period of performance, including a cultural strategy for agency adoption.

d. The degree of effectiveness and comprehensiveness of the offeror's approach in coordinating and managing an IT solution while collaborating with Government stakeholders and other contractors, including an approach to risk and technical management as described in the draft Operating Level Agreement (L.6.4). All planned actions to mitigate or eliminate risks should be discussed.

M.7.3 FACTOR 3: CORPORATE EXPERIENCE

The Corporate Experience factor will be evaluated based on an overall (i.e., taken as a whole) consideration of the following (these elements are not sub factors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating):

a. Corporate experience reflects/identifies experience on projects that are similar in size, scope, and complexity to the requirements contained in Section C of the TOR.

b. Corporate experience reflects current experience and the offeror's roles and responsibilities are similar in size, scope, and complexity to the requirements contained in Section C of the TOR.

c. Corporate experience reflects the offeror's approach to client support to include quality assurance, risk management, and maintaining effective lines of communication.

M.8 TECHNICAL ASSUMPTIONS

Offeror assumptions will be reviewed in the context of the technical factor to which they apply. The Government reserves the right to reject any proposal that includes any assumption that may adversely impact satisfying the Government's requirements.

TASK ORDER REQUEST (TOR)

GSC-QF0B-17-33058

ITS EPA III
End User Services

in support of:

Environmental Protection Agency

Issued to:
All contractors under the General Services Administration (GSA)
Alliant GWAC
Multiple Award Contracts

Conducted under Federal Acquisition Regulation (FAR) 16.505

Issued by:
The Federal Systems Integration and Management Center (FEDSIM)
1800 F Street, NW (QF0B)
Washington, D.C. 20405

December 16, 2016

FEDSIM Project Number EP00802

B.1 GENERAL

The work shall be performed in accordance with all Sections of this Task Order (TO) and the contractor's Basic Contract, under which the resulting TO will be placed. An acronym listing to support this Task Order Request (TOR) is included in Section J, Attachment B.

B.2 CONTRACT ACCESS FEE (CAF)

The General Services Administration's (GSA) operating costs associated with the management and administration of this contract are recovered through a CAF. For GSA-issued TOs, the CAF shall be 0.75% of the total TO value with a cap of $100,000 per year per order (when order is in excess of $13.3M per order year). This TO shall have a separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at TO award.

B.3 ORDER TYPES

The contractor shall perform the effort required by this TO on a Cost-Plus Award Fee basis for CLINs 0001, 0002, 1001, 1002, 2001, 2002, 3001, 3002, 4001, and 4002 and on a Not-to-Exceed basis for CLINs 0003, 0004, 0005, 0006, 1003, 1004, 1005, 1006, 2003, 2004, 2005, 2006, 3003, 3004, 3005, 3006, 4003, 4004, 4005, and 4006. The work shall be performed in accordance with all Sections of this TO and the offeror's Basic Contract, under which the resulting TO will be placed.

B.4 SERVICES AND PRICES/COSTS

Long-distance travel is defined as travel over 50 miles from the primary place(s) of performance (Section F.2). Local travel will not be reimbursed.

The following abbreviations are used in this price schedule:

CLIN	Contract Line Item Number
CPAF	Cost-Plus-Award-Fee
FFP	Firm-Fixed-Price
NSP	Not Separately Priced
NTE	Not-to-Exceed
ODC	Other Direct Cost

B.4.1 BASE PERIOD:

MANDATORY SEVERABLE LABOR CLINs

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
0001	Tasks 1 - 6	$	$	$

OPTIONAL SEVERABLE LABOR CLIN

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
0002	Task 7 – Provide Enterprise End User As-Needed Capabilities - Surge	$	$	$5,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total NTE Price
0003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 400,000.00
0004	Tools Including Indirect Handling Rate _____%	NTE	$ 15,000,000.00
0005	ODCs Including Indirect Handling Rate _____%	NTE	$ 6,500,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
0006	Contract Access Fee	NTE	$100,000.00

TOTAL BASE PERIOD MANDATORY SEVERABLE CLINs: $_____

TOTAL BASE PERIOD OPTIONAL SEVERABLE CLINs: $_____

TOTAL BASE PERIOD CLINs: $_____

B.4.2 FIRST OPTION PERIOD:

MANDATORY SEVERABLE LABOR CLINs

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
1001	Tasks 1 - 6	$	$	$

OPTIONAL SEVERABLE LABOR CLIN

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
1002	Task 7 – Provide Enterprise End User As-Needed Capabilities - Surge	$	$	$5,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total NTE Price
1003	Long-Distance Travel Including Indirect Handling Rate _____ %	NTE	$ 400,000.00
1004	Tools Including Indirect Handling Rate _____ %	NTE	$ 15,000,000.00
1005	ODCs Including Indirect Handling Rate _____ %	NTE	$ 6,500,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
1006	Contract Access Fee	NTE	$100,000.00

TOTAL FIRST OPTION PERIOD MANDATORY SEVERABLE CLINs: $_____

TOTAL FIRST OPTION PERIOD OPTIONAL SEVERABLE CLINs: $_____

TOTAL FIRST OPTION PERIOD CLINs: $_____

B.4.3 SECOND OPTION PERIOD:

MANDATORY SEVERABLE LABOR CLINs

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
2001	Tasks 1 - 6	$	$	$

OPTIONAL SEVERABLE LABOR CLIN

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
2002	Task 7 – Provide Enterprise End User As-Needed Capabilities - Surge	$	$	$5,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total NTE Price
2003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 400,000.00
2004	Tools Including Indirect Handling Rate _____%	NTE	$ 15,000,000.00
2005	ODCs Including Indirect Handling Rate _____%	NTE	$ 6,500,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
2006	Contract Access Fee	NTE	$100,000.00

TOTAL SECOND OPTION PERIOD MANDATORY SEVERABLE CLINs: $_____

TOTAL SECOND OPTION PERIOD OPTIONAL SEVERABLE CLINs: $_____

TOTAL SECOND OPTION PERIOD CLINs: $_____

B.4.4 THIRD OPTION PERIOD:

MANDATORY SEVERABLE LABOR CLINs

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
3001	Tasks 1 - 6	$	$	$

OPTIONAL SEVERABLE LABOR CLIN

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
3002	Task 7 – Provide Enterprise End User As-Needed Capabilities - Surge	$	$	$5,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total NTE Price
3003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 400,000.00
3004	Tools Including Indirect Handling Rate _____%	NTE	$ 15,000,000.00
3005	ODCs Including Indirect Handling Rate _____%	NTE	$ 6,500,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
3006	Contract Access Fee	NTE	$100,000.00

TOTAL THIRD OPTION PERIOD MANDATORY SEVERABLE CLINs: $_____

TOTAL THIRD OPTION PERIOD OPTIONAL SEVERABLE CLINs: $_____

TOTAL THIRD OPTION PERIOD CLINs: $_____

B.4.5 FOURTH OPTION PERIOD:

MANDATORY SEVERABLE LABOR CLINs

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
4001	Tasks 1 - 6	$	$	$

OPTIONAL SEVERABLE LABOR CLIN

CLIN	Description	Cost	Award Fee	Total Cost Plus Award Fee
4002	Task 7 – Provide Enterprise End User As-Needed Capabilities - Surge	$	$	$5,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total NTE Price
4003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 400,000.00
4004	Tools Including Indirect Handling Rate _____%	NTE	$ 15,000,000.00
4005	ODCs Including Indirect Handling Rate _____%	NTE	$ 6,500,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
4006	Contract Access Fee	NTE	$100,000.00

TOTAL FOURTH OPTION PERIOD MANDATORY SEVERABLE CLINs: $_____

TOTAL FOURTH OPTION PERIOD OPTIONAL SEVERABLE CLINs: $_____

TOTAL FOURTH OPTION PERIOD CLINs: $_____

GRAND TOTAL ALL CLINs: $_____

B.5 SECTION B TABLES

B.5.1 INDIRECT/MATERIAL HANDLING RATE

Long-Distance Travel, Tools, and ODC costs incurred may be burdened with the contractor's indirect/material handling rate in accordance with the contractor's disclosed practices.

a. If no indirect/material handling rate is allowable in accordance with the contractor's disclosed practices, no indirect/material handling rate shall be applied to or reimbursed on these costs.

b. If no rate is specified in the Basic Contract, no indirect rate shall be applied to or reimbursed on these costs.

c. If no rate is specified in the schedule of prices above, no indirect rate shall be applied to or reimbursed on these costs.

The indirect handling rate over the term of the TO shall not exceed the rate specified in the schedule of prices above.

B.5.2 DIRECT LABOR RATES

Labor categories proposed shall be mapped to existing Alliant labor categories.

B.6 INCREMENTAL FUNDING

B.6.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION

Incremental funding in the amount of $XXX, XXX, XXX for CLINs __*__ through __*__ is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs will be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the mandatory CLINs is from award through _____, unless otherwise noted in Section B.X. The TO may be modified to add funds incrementally up to the maximum of $***, ***, *** over the performance period of this TO. These allotments constitute the estimated cost for the purpose of Federal Acquisition Regulation (FAR) Clause 52.232-22, Limitation of Funds, which applies to this TO on a CLIN-by-CLIN basis.

Incremental Funding Chart for CPAF

See Section J, Attachment C - Incremental Funding Chart (Excel Spreadsheet).

B.7 AWARD FEE PLANNED VALUE/RESULTS REPORTING TABLE

The Award Fee Determination Plan (AFDP) establishes award fee. See Section J, Attachment D – DRAFT Award Fee Determination Plan (Word document).

C.1 BACKGROUND

The Environmental Protection Agency ‘s (EPA) Office of Environmental Information (OEI) is responsible for managing, operating and evolving EPAs secure information technology (IT) infrastructure and is charged with ensuring this infrastructure provides EPA with IT solutions that support mission success. Building upon EPA’s history of scientific and technological expertise, the Agency seeks out technological advances that have the greatest potential to achieve multiple environmental goals. EPA engages stakeholders to speed the design, development, and deployment of the next generation of environmental technologies, while focusing on a clean environment.

In addition, OEI is charged with IT investment management which entails annual reviews of the IT portfolio of the Agency, maintenance of the enterprise architecture, and development of policies and standards to guide IT expenditures. OEI also leads the Agency's Security Program which is charged with ensuring the Agency has secure IT infrastructure. OEI’s vision is to advance the creation, management and use of information as a strategic resource. This effort is underneath the Office of Information Technology Operations (OITO), within OEI.

The OITO is responsible for the implementation and management of a secure information technology (IT) infrastructure and IT solutions in support of EPA’s mission. EPA continually seeks better ways to solve environmental problems. From research to technology to regulation, community programs, and external partnerships, EPA demands creative ideas to achieve results. These key directions intersect with the Agency’s strategic plan, the OEI vision and the President’s Management Agenda for establishing citizen-centered, results oriented and market based IT management and provisioning infrastructure and product suite.

OITO provides a broad range of information and technology services and solutions to enable secure information exchange, data analysis, scientific investigation, and informed decision-making across government and the environmental community. OITO provides local technology services in its Headquarters facilities and Agency-wide in the areas of voice and data. This support is categorized into five areas: Voice, Campus Network Management, Call Center, and Standard Desktop and Support Services. OITO also provides Agency-wide IT support in hosting, wide area network, geospatial, high performance computing, and operational security.

OEI will continue to move toward an agency-wide, enterprise-based IT model with the upcoming task orders (TOs) in the ITS EPA III program. ITS EPA III is preceded by ITS EPA I and ITS EPA II. ITS EPA I was awarded by the General Services Administration (GSA) and ITS-EPA II was awarded by the EPA Office of Acquisition Resource Management (OARM) contracting personnel. The services acquired under ITS EPA II assisted OEI in meeting its goals for stable, reliable, and responsive IT and telecommunication infrastructure and related services. ITS EPA II has also been successful in moving EPA toward an efficient mobile environment through improved mobility solutions such as implementing cloud email and productivity applications. . The aforementioned program is now in its final term of performance and OEI is seeking the next generation of service solutions.

To assist in meeting its strategic objectives, OEI recently underwent a reorganization (see EPA OEI and OITO Organization Chart in Section J, Attachment E) to improve its IT operations, streamline activities, and focus on delivering improved services and lowering costs.

OITO is now organized into six divisions:

1. Desktop Support Services Division
2. Endpoint and Collaboration Solutions Division
3. Enterprise Hosting Division
4. Network and Security Operations Division
5. Service and Business Management Division
6. Washington DC Operations Division

To appropriately align with its new structure and to meet its goals for improved customer services at lower costs, OITO seeks to award the next iteration of EPA's enterprise IT support through the ITS EPA III program. This TO will specifically focus on providing support to OEI end users, both current and future, and end user devices and applications through an Information Technology Infrastructure Library (ITIL) IT Service Management (ITSM) customer-focused framework.

C.1.1 PURPOSE

The purpose of this task order (TO) is to deliver and maintain secure, stable and effective IT services that increase productivity by minimizing down time while enhancing the work environment for users in the office and working remotely. With the utilization of the ITSM framework, OITO strives to improve IT service management and implementation by integrating IT tools, resources and services that will allow users, support staff, and contractors to share real time information, in support of the Agency's mission.

C.1.2 AGENCY MISSION

The EPA's mission is to protect human health and the environment. Since 1970, EPA has worked for a cleaner, healthier environment for the American people. EPA has 20,000 users that will receive support from this Task Order. EPA has offices across the country, including offices in Washington, D.C.; 10 regional offices; and more than a dozen laboratories and other locations. EPA users come from a variety of disciplines; more than half are engineers, scientists, and policy analysts. In addition, many employees are legal, public affairs, financial, information management, and computer specialists. EPA is led by its Administrator, who is appointed by the President of the United States and confirmed by the United States Senate.

OEI manages the life cycle of information to support EPA's mission of protecting human health and the environment. OEI's mission is to identify and implement innovative information technology and information management solutions that strengthen EPA's ability to achieve its goals. OEI is focused on the quality, efficiency, and reliability of the technology used to execute the mission of EPA.

C.2 SCOPE

The scope of this TO includes delivering, managing, and evolving end user IT services, communication and collaboration tools, and end user devices and applications for the entire EPA enterprise. The EPA enterprise consists of approximately 20,000 users. EPA requires an ITIL-based, flexible, and highly integrated and increasingly cloud solution. OITO's IT services must support a mobile workforce with a consistent user experience. While this TO primarily supports

government furnished equipment (GFE) end-user devices, IT services and solutions are provided to other devices either by a secure remote access solution or virtual desktop solution (VDI).

At the program level, OITO has a requirement to acquire contract support to provide innovative, agile, and scalable cost effective solutions to assist in the provisioning of quality IT services to the Agency. By aligning IT services with agency business goals, the IT infrastructure remains reliable, allows for flexible levels of service, improves operational efficiency and agility, and provides for cost effective solutions. The following overall objectives that apply to all technical and engineering solutions under the ITS EPA III program:

a. Strengthen technology support and services delivery provided to Agency customers through the use of a process driven approach of the Information Technology Infrastructure (ITIL) framework. Utilizing this framework should result in enhanced IT service quality and service delivery while lowering total cost of IT ownership.
b. Provide reliable contact for OEI's customers to facilitate restoration of normal operation services with minimal business impact on the customer within agreed to service levels and business priorities.
c. Track and communicate IT service availability, performance, and infrastructure capacity from the high, strategic level all the way down to the granular level; providing a holistic mechanism for clarity, insight and better decision making on important IT driven business issues.

As a key part of the Information Technology Services (ITS) EPA III program, this TO will be responsible for interfacing with end users and supporting end user functions. The overall scope of this TO specifically covers end-user devices and associated services, including workstations, laptops, printers, mobile devices, desktop operating systems (OSs), and applications. Specifically excluded from the scope are servers (physical and virtual servers and associated storage, and OSs optimized for multiple simultaneous use, application platforms and Middleware); identity and access management; high-performance computing servers and storage; Arc-Sight and FireEye systems and the infrastructure directly connected with them; and public cloud computing.

The successful delivery of these services requires cooperation and coordination between the contractor, the Government, and third party contractors.

The contractor shall assist the Government in coordinating with the following groups:

a. Other ITS EPA TOs, specifically TO2, Hosting and Infrastructure Support;
b. EPA-internal contracts such as those for network support services and voice services; and
c. EPA regional O&M and local support contracts.

C.3 CURRENT INFORMATION TECHNOLOGY (IT) ENVIRONMENT

EPA operates and maintains a complex network of devices and services with the goal of providing optimal end-user support across the agency. The coordination and communication across tasks and TOs is paramount to the agency's success. The customer base consists of EPA Headquarters, field offices, regional offices, and labs.

OEI provides support to all EPA offices and locations through a Working Capital Fund (WCF) reimbursement-based process. Many of the services offered by OEI are utilized enterprise-wide, but EPA regions provision some IT services through regional contracts.

Under ITS II, IT system and network interdependencies that crossed TO boundaries often resulted in compromised accountability. It is often the case in IT systems that a problem can be solved in multiple ways, and the tendency is for stakeholders to characterize the problem as belonging to another party and to suggest that the other party fix it. Where available approaches to problem solving also cross TO lines, this requires agency management to step in and adjudicate disputes, leading to lost time while draining management resources. In worst case, the actions of one contractor have the ability to negate the accomplishments or benefits achieved by a different contractor.

One of the major overarching goals of the ITS EPA III program is to improve the customer experience by ensuring a consistent face to the customer through a single contractor that manages the high-touch technical support for end users as well as the devices, applications, and collaboration tools that end users most frequently interact with.

For ITS EPA III TO1 – End User Services, customers of the services to be provided include essentially all EPA employees and all on-site EPA support contractors that use EPA systems. While most services provided in the FEDSIM-awarded TO will be utilized EPA-wide, some services will initially be utilized by EPA HQ and Labs only (e.g. Desktop services includes approximately 12,500 deployed desktops/laptops, but OEI recognizes that EPA regional office locations could begin to fully utilize these services and the numbers may increase incrementally up to 25,000 deployed desktop/laptop units). The General Public is a user of the services to the extent that the help desk will refer inquiries from the public to appropriate EPA Program Offices, however, this is estimated at less than 1% of the calls received annually. Users include alternative work-site users, mobile users, and users on national and international travel. Executive users (premier support) receive specific support services.

The EPA maintains both the EPA call center and a separate help desk to provide IT and related support to EPA's end users. The call center is the single point of contact for EPA end-users and customers to report incidents, submit requests, seek advice, and register complaints about EPA's IT infrastructure, applications, and programs supported in the environment. The EPA call center provides Tier 1 support to users of EPA's internal infrastructure as well as applications and systems owned by various EPA Offices. The call center also provides an interface for users to other service management functions, such as change management, problem management, configuration management and release management. The help desk, currently known as EZ Tech, supports approximately 11,500 EPA and contract staff. These users are disbursed throughout Headquarters and EPA labs.

The EPA Call Center toll-free number (1-866-411-4EPA (4372)) is published across EPA websites as well as listed under the help menu for various applications. EPA is currently transitioning ownership of this phone number to the Government. Additionally, the EPA Call Center and help desk uses the following EPA-owned mailboxes for email request: epacallcenter@epa.gov and eztech@epa.gov. These email addresses are published on EPA web pages as either a direct link or an aliased link which auto-routes the "contact us" emails to the EPA Call Center. The EPA Call Center also has a toll-free TDD number (1-866-489-4900), and international phone number (703-889-1510).

The following is a snapshot of OITO's current user base, end points, software/applications, and activities as it relates to end user support:

EZTech Help Desk Support

a. PC Help Desk Support for 11,000 users located onsite at EPA locations in the Washington DC area, Cincinnati, OH, Research Triangle Park, NC and remote EPA labs and field sites. Includes provisioning, support, management and de-provisioning of laptops, desktops, accounts and software for end users. Providing remote assistance (using Bomgar), deskside support and a "walk up center."
b. Processed nearly 90,000 requests annually for Enterprise Service Desktop/Call Center Support Services.
c. IT Service Desk utilizes Interactive Voice Response system and Remedy system.
d. "How to Help Center" telephone support (Vitalyst) providing just in time help for users on standard applications and tools.
e. Assistive Technology Center (ATC) to provide evaluation of IT tools prior to deployment and support for assistive technology users

Enterprise Desktop Hardware and Software

a. Dell Desktop Computers: 1,737
b. Dell Laptop/Notebooks: 10,846
c. Dell Venue Tablets (Windows 8 currently to be replaced by Windows 10)
d. Monitors: 15,729 (1 monitor for each computer + 25% estimate for users with dual monitors)
e. Printers: 2,213 (network attached), 470 (local printers)
f. Operating Systems (Windows 7, migrating to Windows 10 in 2017)
g. Tivoli Endpoint Manager (BigFix) to manage endpoints and distribute patches
h. Microsoft Deployment Toolkit (MDT) and Zero Touch deployment of images for desktops
i. Symantec EndPoint Protection (converting to McAfee in 2017)
j. Bomgar, BitLocker, and Beyond Trust support tools.
k. Virtual Desktop Infrastructure (VDI) – Pilot was completed and implementation of permanent infrastructure in progress. Implementation, completion and service initiation targeted for mid-2017. OEI anticipates using VDI to provide remote access to EPA for off-site contractor staff.

Mobile Devices

a. Approximately 4500 iPhones, 300 iPads and 1000 other cellular devices (MiFi devices, non-smart phones, monitoring devices)
b. Approximately 100 Windows phones (standardizing on iOS devices)
c. Currently use MaaS360 MDM, Apple and Office365 tools to manage secure mobile devices.

Collaboration Solutions

a. Microsoft Office365 Government Community Cloud – Exchange, OneDrive, SharePoint, Skype
b. OfficePro Plus – Outlook, Word, PowerPoint, Excel, OneNote

c. IBM Lotus Notes – Legacy email and database applications. Migrating remaining email by end of 2017. Eliminating, archiving and migrating Notes applications in 2017. They are working with other contractors to support Lotus Notes, and working to migrate email. Assisting with archiving and removing Notes.
d. Audio conferencing – currently use InterCall Reservationless-Plus as well as Avaya conferencing capability for small audio conference calls.
e. Video conferencing – approximately 900 Cisco Tandberg units (500 desk units and 400 conference units). Support video bridging capability within and outside of the Agency and provide call assistance for over 4000 calls per year. Migrating away from desk units starting 2017 toward use of Skype at the desktops. Evaluating Skype Conference Room options as well as tools to integrate Tandberg with Skype (Pexip)
f. Web conferencing – Use Adobe Connect Seminar rooms as well as basic web conferencing features in addition to Microsoft Skype. Anticipate transitioning to Skype for basic web conferencing over the next year.

For the future environment, coordination and communication across tasks and separate task orders is paramount. Interfaces include, but are not limited to other divisions within OITO, customers, contractors, Agency Teams, and other technology experts required to deliver the services specified in this task order.

C.4 FUTURE STATE IT ENVIRONMENT

EPA seeks tangible, outcome-oriented opportunities to catalyze and support technology innovation across the range of the Agency's work. OEI has reorganized to align IT services to be more efficient and responsive to customer business needs. In addition to OEI's reorganization, OITO decided to realign IT services from disparate contracts into the ITS EPA III portfolio. This Task Order seeks to improve and standardize service delivery, end user support, and promote an integrated IT environment. EPA seeks cost-effective, innovative technology solutions that eliminate or significantly reduce adverse impacts to natural resources in a manner that promotes environmental health and sustainability, and solves current and emerging environmental and public health problems.

EPA has designed policies, regulations, standards, and procedures to leverage technology innovation across the organization. OEI requires information systems that are aligned with emerging technologies, and through this effort seeks to facilitate public-private partnerships that bring new technologies into EPA to provide optimal support for end users.

Specifically, OEI is interested in a comprehensive IT solution focused on process reengineering to integrate EPA policies and processes to an ITIL framework. OEI is currently supported by disparate IT services, and hopes to realign to a consolidated service implementation. Over the life of this task order, EPA must continue service operations in a consistent, reliable manner without detrimental impact to the end user as the transformation to ITIL occurs. This consolidated approach aligns with EPA's strategic goal to improve technologies, focused on novel solutions to replace, rather than incrementally improve the status quo of existing systems and approaches.

OEI recognizes that transforming services to a comprehensive full lifecycle ITIL Service delivery model requires an organization to make significant changes to its current business processes, and service delivery policies and practices. Any level of transformation at an

enterprise level also requires significant user adoption and cultural awareness, which OEI recognizes as part of this transition process. OEI has turned to industry partners to examine EPA current standards, policies, and processes to provide integrated solutions, recommendations, and a performance roadmap to support the transition to an ITIL framework.

C.4.1 IT Service Management

a. Create and maintain value for EPA end users through an enhanced service delivery model that is focused on operational excellence, innovation, and repeatable processes.
b. Ensure high quality services are delivered effectively and efficiently.
c. Contain costs to the Agency by utilizing industry best-practices in providing support and services.
d. Minimize EPA Government staff's hands-on intervention and involvement in operations.
e. Resolve incidents and problems rapidly and effectively.
f. Continually measure and improve processes and IT services to increase efficiency and effectiveness.
g. Provide a recommended structure for a tiered service desk approach based on segments of the EPA's employee population (e.g. role based such as On-Scene Coordinators, Administrative Staff, & Executive Staff and/or service levels such as bronze, silver and gold)
h. Provide recommendations for an OITO billing model (e.g. seat vs. ticket) to clients that are scalable and cost efficient. The proposal shall not include the billing for abandoned calls or different rates based on the type of call.
i. Service Desk should be a single point of contact for responding to all issues, incidents, or how-to requests. EPA would like to transition away from a break/fix help desk model to a Service Desk that provides end-to-end customer support and just-in-time training.

C.4.2 Mobility and Collaboration Solutions

a. Provide a secure, stable, and customer-oriented user experience enabling access to applications and information while working remotely on any device, GFE or non-GFE.
b. Improved management of mobile devices (laptops, iPhones and iPads) including easier updates and improved security of EPA data.
c. Unify and simplify the work and collaboration experience through a unified communications platform primarily based on Office365
d. This may expand to more users than the current number of users supported
e. In the future, EPA is interested in using a mobile device management (MDM) for devices other than mobile devices, such as laptops (PC and MAC, etc.). For mobile device management, EPA currently uses MaaS360. As part of continuous service improvement, the contractor shall provide suggested areas to improve performance including replacement of existing GFE software to ensure the highest levels of performance to our customers.

C.4.3 End-User Support Services

a. Provide a consolidated call center, PC help desk and "how to" service available agency-wide (i.e. Enterprise IT Service Desk).

b. Provide a secure, stable, and customer-oriented desktop support experience that provides end users the tools and services necessary to achieve the mission of the Agency.
c. Support multiple PC configurations including Windows OS, Apple OS (MACs), Linux OS, and Virtual Desktops. Support commercially available software (previously referred to as Commercial Off the Shelf (COTS)) as well as EPA standard applications.
d. Incorporate a technology refresh cycle as part of regular operations. The new contractor will be required to develop a plan for refreshing computer hardware on an on-going basis as warranties expire. This will reduce the risk of hardware failures and eliminate the need to replace thousands of equipment units within a short period of time. This is to include not only end user devices (e.g. laptops and desktops) but also coordination with back end infrastructure systems.
e. Implement solutions to engage and empower customers in order to improve productivity and their interaction with the service desk. This should include providing multiple methods for customer access such as, but not limited to, phone, email, messaging, and walk-in center. This should also include support for just in time "how to" assistance and Tier 0/Self Service.
f. Ensure effective ticketing methods and processes that map to customer credentials (e.g., O365, Active Directory, etc.) to allow for easy ticket tracking, reduced repeat calls and effective trend analysist.
g. Provide an IT service support management tool to manage the support and delivery of IT services. The system will enable the tracking of all incidents, problems and tasks for each user from start to end; will enable effective trend analysis; will enable prioritization of work based on criticality and user identity; will provide for appropriate escalation of issues and problems and improve root cause isolation and resolution.
h. Provide an asset management capability that can share data with EPA's Oracle based financial system, eBusiness and/or the Agency's Property Management System, Sunflower.
i. Provide onsite support for all COOP exercises and in the event of an actual COOP activation at either the primary site in Mt. Weather, VA or at another failover site, if necessary.
j. Provide expansion capabilities able to accommodate increases in user base or advances in technology.

C.4.4 Enterprise Desktop Software

a. Provide a centralized model for deploying, managing, patching and upgrading EPA standard OS and software, maintain and manage security of EPA endpoints and EPA data and continually work to improve the security while maintaining operational accessibility.
b. Software Asset Management of enterprise endpoint software to ensure cost optimization, efficient utilization and appropriate disposition of software assets
c. Provide support for Office365, OfficePro Plus, and endpoint management tools to provide an exceptional user experience with the basic toolkits for all employees.
d. Provide support for Lotus Notes, consolidating and eventually eliminating Lotus Notes completely.

C.4.5 Agency Standard Support Times

a. Tier 1 remote support shall be from 0600 – 2100 (Local Time), M-F
b. Tier 2 (On-site) Deskside Support shall be from 0600 – 1800 (Local Time), M-F
c. Tier 3 (SME) remote support shall be from 0600 – 2100 (Eastern Time), M-F
d. Scheduled outages and maintenance may occur only between the hours of 2100 – 0500 (ET)
e. Premier Support remote shall be provided remotely from 0600 – 2100 (ET), Weekends and Holidays
f. Premier Support shall be provided on-site (Headquarters only) from 0600 – 2200 (ET), M-F
g. After hours and emergency on-site and/or remote support shall be provided as needed

C.5 OBJECTIVE

The overall objective of the ITS EPA III program is to consistently deliver IT services that are reliable, well-coordinated, and highly available across all IT service areas, with the ability to rapidly scale in response to EPA OEI's dynamic, customer-focused environment. OEI would like to achieve transformative solutions that improve IT service delivery through the leverage of it ITIL framework.

This TO provides support to end users throughout the EPA, with offices across the continental United States as well as overseas.

OITO's high-level objectives for this TO are as follows:

a. Highly responsive and consistent end user support to all applicable EPA users, both current and future;
b. Effective and insightful ITSM customer-focused framework to ensure value to end users;
c. Improved IT services that reduce costs to EPA;
d. Coordination among all task areas to deliver a fully integrated and coordinated solution for EPA users; and
e. Communication and coordination with other EPA offices and TOs that are delivering network support services, voice services, and hosting and infrastructure support, and are critical to the success of OITO and the customers it serves.

C.6 TASKS

C.6.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Performance Work Statement (PWS). The contractor shall identify a Program Manager (PM) by name that shall provide management, direction, administration, quality assurance, and leadership of the execution of this TO.

C.6.1.1 SUBTASK 1-1 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule, coordinate, and host a Project Kick-Off Meeting at a location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include Key contractor Personnel, representatives from the directorates, other relevant Government personnel, and the FEDSIM COR. The contractor shall provide the following at the Kick-Off Meeting:

a. Transition-In Plan
b. Draft Project Management Plan

C.6.1.2 SUBTASK 1-2 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor shall develop and provide an MSR (Section J, Attachment F) using Microsoft (MS) Office Suite applications, by the tenth of each month via electronic mail to the Technical Point of Contact (TPOC) and the COR. The MSR shall include the following:

a. Activities during reporting period, by task (include on-going activities, new activities, and activities completed, and progress to date on all above mentioned activities). Each section shall start with a brief description of the task.
b. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
c. Personnel gains, losses, and status (security clearance, etc.).
d. Government actions required.
e. Schedule (show major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
f. Summary of trips taken, conferences attended, etc. (attach Trip Reports to the MSR for reporting period).
g. Accumulated invoiced cost for each CLIN up to the previous month.
h. Projected cost of each CLIN for the current month.

C.6.1.3 SUBTASK 1-3 – CONVENE TECHNICAL STATUS MEETINGS

The contractor PM shall convene a monthly Technical Status Meeting with the TPOC, COR, and other Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor PM shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the COR within five workdays following the meeting.

C.6.1.4 SUBTASK 1-4 – PROVIDE RECORDS MANAGEMENT

The contractor shall create and maintain files that document the processing of work products, deliverables and other associated information pertaining to tasks performed under this TO. The contractor shall provide an EPA portal, or utilize EPA's SharePoint Online where all files will be stored and maintained. Examples of files include the following:

a. Documentation providing traceability and rationale for the contractor's technical program decisions.
b. The latest internally controlled version of all specifications, drawings, databases, and software that define or implement the system.
c. Detailed Standard Operating Procedures
d. All configuration management documentation.
e. TO work products and deliverables.

The contractor shall provide EPA OEI access to all records to ensure mission support is not interrupted. Upon completion of the TO, the contractor shall turn over all such records to EPA OEI in approved formats.

C.6.1.5 SUBTASK 1-5 – PREPARE A PROGRAM MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The PMP shall:

a. Describe the proposed management approach.
b. Contain detailed Standard Operating Procedures (SOPs) for all tasks. SOPs for historical contract information shall be provided post-award; however the contractor shall provide industry best practices when coordinating SOPs with the Government.
c. Include milestones, tasks, and subtasks required in this TO.
d. Include the contractor's Concept Of Operations (CONOPS) Plan. The CONOPS shall include the organization chart, staffing plan to include staffing hours of availability versus on-call staffing, facility locations and contact information for the main POCs, timelines, general operating procedures, and escalation procedures for after-hours support, staff training policies, transition plans, and any additional information the contractor considers relevant.
e. Include the contractor's Quality Assurance Quality Control Plan (QAQC).

The contractor shall provide the Government with a draft PMP on which the Government will make comments. The final PMP shall incorporate the Government's comments.

C.6.1.6 SUBTASK 1-6 – UPDATE THE PROGRAM MANAGEMENT PLAN (PMP)

The PMP is an evolutionary document that shall be updated annually at a minimum. The contractor shall work from the latest Government-approved version of the PMP.

C.6.1.7 SUBTASK 1-7 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, duration of trip, and point of contact (POC) at travel location.

C.6.1.8 SUBTASK 1-8 - TRANSITION-IN PLAN

The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. The Government would like to have user profiles, incident management, and access to open tickets by the completion of contractor transition-in. It is anticipated that all transition activities will be completed 90 days

after approval of final Transition Plan. The contractor shall propose a draft Transition-In Plan with proposal, an updated Transition-In Plan at kick-off meeting, and a final Transition-In Plan within 5 workdays after Government review and comments.

C.6.1.9 SUBTASK 1-9 – IMPLEMENT TRANSITION-IN PLAN

The contractor shall implement its Government-approved Transition-In Plan. EPA anticipates a transition period lasting 90 calendar days. The contractor shall perform all services, tasks, and any other support activities required to transition service operations from the outgoing contractor during this period culminating with the cutover to be negotiated by the Government. The contractor shall propose a solution to seamlessly transition work from the incumbent contractor and baseline the services as currently provided.

Once services are fully transitioned and stabilized and the outgoing contractor transition-out period has ended, the contractor, with Government approval shall begin transformation from the inherited as-is environment to the contractor's proposed solution.

C.6.1.10 SUBTASK 1-10 - UPDATE MANAGEMENT DASHBOARD

The contractor shall update EPA's Project Management Dashboard and provide real-time or near real-time information for each project as needed. EPA currently utilizes EPMLive, and will be migrating to Microsoft Project Online.

This information update shall include:

a. Project description
b. Stakeholders
c. Customer/Business owner
d. Milestones and dates (planned and actual)
e. Planned and actual costs
f. Risks and planned mitigation strategies
g. Metrics for incident analysis, containment, countermeasures, and other relevant information for support systems

The contractor shall develop and maintain a master schedule of development and releases planned across the enterprise supported by this TOR within the PMP. This schedule shall be maintained current and compared with actual results to ensure best available data is developed and captured.

C.6.1.11 SUBTASK 1-11 – PROVIDE COMMUNICATIONS SUPPORT SERVICES

The contractor shall provide the following communication support services to maximize IT efficiency and stakeholder satisfaction throughout the EPA enterprise:

a. Strategic Communications: proactively deliver an ongoing campaign to identify IT tasks which can be solved by the end user without help desk support; draft communication (e.g., web pages, emails) to guide users through the self-help steps; and promote that content.
b. Operational Communication: develop and deliver communications about OEI's IT systems and tools. Communications shall use all channels, including using emails,

posters, social media, etc. Communications shall be both broadcast (all EPA employees) and targeted (for example, all users of a certain device or all users in a certain region). Subject matter shall include system outages, system updates, and other end-user-targeted information.

c. Data Analytics: provide frequent reviews of data such as help desk tickets, surveys, and social media interactions to determine audience needs and deliver information to end users to achieve strategic goal of expanding end-user knowledge and self-help processes of IT systems. This review shall include a report and recommendations for content management. Assist with implementing those recommendations and tracking their impact.
d. Change Management: develop campaigns of both communication and training to facilitate maximum user adoption with new and existing systems. This shall require working in concert with IT project teams and EPA's Office of Communications.
e. Usability and Accessibility: identify and implement ways to make all end-user-targeted content compliant with Section 508 of the Americans with Disabilities Act, as well as using best practices for User Experience.

C.6.1.12 SUBTASK 1-12 – CONTINUOUS SERVICE IMPROVEMENT (CSI)

The contractor shall provide continuous improvement services to enable EPA OEI to reach new levels of performance while reducing costs. In partnership with EPA OEI, the contractor shall recommend processes and technology improvements (tools, processes, methodologies, etc.) that will increase efficiency and enable EPA OEI to continue to provide best value services to its customers. The contractor shall identify improvements and establish a baseline as a benchmark for metrics. After approval by the TPOC or designee, the contractor shall implement support recommendations and track the progress by capturing metrics against projected improvement. The contractor shall establish and maintain a CSI register. The contractor shall report on performance of implemented support improvements, issue reports on IT service area performance, and identify possible product/service enhancement opportunities for improved performance and potential cost savings.

The contractor shall develop and maintain an effective Quality Assurance Quality Control Plan (QAQC) that provides a standard, formal, and consistently applied approach for quality management, including quality requirements and criteria, key IT processes and their sequence and interaction, and the policies, criteria and methods for defining, detecting, correcting and preventing non-conformity and potential quality gaps. The contractor shall:

a. Develop and maintain a QAQC for this TO that documents the structure, responsibilities, and procedures required to achieve effective quality management through planned and systematic activities, including industry standards such as ITIL, Federal Information Security Management Act (FISMA) and business requirements established by EPA operating units.
b. Document the standards, guidelines, and processes to monitor, measure, adjust and report quality indicators of performance.
c. Verify project products and activities against the applicable procedures and standards documented in the QAQC.

d. Include a Customer Satisfaction Program (CSP) in the contractor's QAQC. The CSP shall include monthly, quarterly, and annual customer assessments and reviews and shall be reported in the Monthly Status Reports.
e. Make the QAQC and CSP available for government review and approval.
f. Establish, maintain, and update a QAQC documentation repository where all quality management records, reports, and plans are stored and provide Government free and open access to the repository at all times.
g. Implement an outreach program to include town hall meetings and other stakeholder sensing methods to define possible areas of improvement.

C.6.1.13 SUBTASK 1-13 - TRANSITION-OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a Transition-Out Plan NLT 9 months prior to expiration of the TO. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

a. Project management processes
b. Points of contact including individuals who will be responsible for fully briefing their follow-on counterparts
c. Location of technical and project management documentation to include any SOPs
d. Status of ongoing technical initiatives
e. Appropriate contractor to contractor coordination to ensure a seamless transition
f. Transition of Key Personnel
g. Schedules and milestones
h. Actions required of the Government
i. Data and system transfer methodology and schedule

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings.

C.6.1.14 SUBTASK 1-14 – IMPLEMENT TRANSITION-OUT PLAN

The contractor shall implement its Transition-Out Plan no later than (NLT) 90 calendar days prior to expiration of the TO.

C.6.2 TASK 2 – PROVIDE IT SERVICE STRATEGY SUPPORT

The contractor shall provide EPA with overarching IT Service Management strategic guidance and planning for obtaining and providing innovative and optimal service and performance delivery across the enterprise.

C.6.2.1 SUBTASK 2-1 - PROVIDE STRATEGIC PLANNING SERVICES

The contractor shall provide recommendations on the design, development, implementation, and maturation of IT service management, not only as an organizational capability, but also as a strategic asset. The contractor shall provide recommendations on the principles underpinning the

practice of IT service management to aid the development and maturation of OEI service management policies, guidelines, and processes.

The contractor shall assist OEI in translating IT strategic goals, commitments and objectives into actionable plans, tasks, activities, technology and/or process solutions, possible alternatives, the estimated costs for the various options, and the potential risks associated with each alternative.

The contractor shall develop and implement IT Service Management Plans, practices, and systems utilizing industry best practices to optimize enterprise-wide IT service delivery and improve operational performance with minimal impact on the IT enterprise.

C.6.2.2 SUBTASK 2-2 - PROVIDE SERVICE FINANCIAL MANAGEMENT

The EPA's Working Capital Fund (WCF) is an intra-agency revolving fund used for managing common administrative services and represents the Agency's IT Service Catalogue. Funding of the EPA WCF is provided by fees collected from other Agency appropriations and other federal agencies to offset costs incurred for providing Agency support. The contractor shall provide financial information and management for IT services delivered under this TO (see Section J, Attachment G for additional WCF billing details). The contractor shall identify charges to internal and external clients according to use (i.e. a functioning equitable and transparent service charge back mechanism in place across the enterprise). The contractor shall identify IT services assets and customers, assist with the valuation of services and once approved, report the costs by asset and customer.

C.6.2.3 SUBTASK 2-3 - PROVIDE SERVICE PORTFOLIO MANAGEMENT

The contractor shall assist EPA OEI in managing an enterprise-level IT service portfolio that provides customers with a pre-defined set of available EPA OEI products and services. The contractor shall identify, prioritize, and recommend service opportunities that create business value. The contractor shall manage the portfolio of services delivered under this TO. The contractor shall maintain a complete and accurate service pipeline list of all services under consideration or development; a service catalogue of all operational services and those available for deployment; and a repository containing information about services that are phased out or retired.

C.6.2.4 SUBTASK 2-4 - PROVIDE SERVICE DEMAND MANAGEMENT

The contractor shall perform activity-based demand management. The contractor shall assist EPA OEI with the analysis of business activity and user profiles that generate demand, and develop forecasts for expected changes in service demand and future IT resource capacity and availability requirements. The contractor shall recommend and develop business cases for new technologies to meet demand. The contractor shall recommend techniques to influence and manage demand in such a way that excess capacity is reduced but the business and customer requirements are still satisfied.

In response to capacity, workforce, or workspace changes, the contractor shall complete the following:

a. Conduct a trend analysis on historical data to assess future user IT provisioning needs.
b. Review license usage and availability to potentially reduce costs to EPA.

c. Perform capacity planning for workforce changes.
d. Review maintenance agreements to identify, address, and plan for pending termination dates.
e. Analyze changing needs across organizations and sites to make recommendations for allocation or reallocation of existing IT resources.
f. Summarize recommendations in the Service Improvement Plan.

C.6.2.5. SUBTASK 2-5 - PROVIDE COMPLIANCE MANAGEMENT

The contractor shall provide a well-defined review and reporting process that shall ensure compliance with all applicable laws, regulations, mandates, executive orders, directives, and contractual requirements stipulated by EPA and any other applicable compliance requirements stipulated by an issuing Governmental body. The contractor shall monitor and report proposed or pending new governmental, legal, regulatory, and contractual compliance requirements that will require any modification, alteration, or change in service delivery. The contractor shall analyze new or changed compliance requirements for impact and recommend appropriate alternative courses of action to facilitate compliance. The contractor shall identify, develop, and document detailed plans for implementing approved changes in service management and delivery.

C.6.3 TASK 3 -PROVIDE SERVICE DESIGN SUPPORT

The contractor shall provide EPA's OEI with service design support to include communication and material components in order to improve quality of the service and the productive interaction between service and end user. The contractor shall develop service design methodologies that align front and back office services to the needs of the end user so that the service is user-friendly, relevant, and sustainable. The scope of service design is not limited to new services. It includes the changes and improvements necessary to increase or maintain value to customers over the lifecycle of services, the continuity of services, achievement of service levels, and conformance to standards and regulations.

C.6.3.1 SUBTASK 3-1 -PROVIDE EMERGING TECHNOLOGY AND INNOVATION SERVICES

EPA OEI requires continual improvement within its enterprise to drive efficiencies while offering enhanced support to its diverse and increasingly mobile client base. EPA OEI has been tasked with achieving continual cost reductions in service through innovation, automation, and process refinement. EPA's OEI requires a methodology to enable piloting and testing to ensure that recommended technologies or enhancements do not disrupt or degrade operational services to its customers.

As part of the Emerging Technologies and Innovation Services, the contractor shall:

a. Develop and implement service design principles, practices, and methodologies to convert EPAOEI strategic objectives into actionable and supportable portfolios of well integrated IT services and service assets.
b. Innovate (create new) or improve (modify existing) services to make them more useful, usable, desirable for customers, and efficient as well as effective for the organization.

c. Research and evaluate new and emerging technologies within all areas of EPA OEI service delivery for integration into the EPA OEI operational environment upon request of the Government.
d. Report findings and make recommendations with emphasis on how the new technology innovations will enhance service or improve customer use while driving efficiencies in terms of cost or performance.
e. Document the engineering design of any recommended prototype so that it can be used to facilitate a pilot phase or detailed service design plan.
f. Develop and perform pilot programs to ensure recommended technologies or enhancements do not disrupt or degrade operational services to EPA OEI customers.
g. Provide strategy and design support for other Information Technology Service Management (ITSM) areas such as Service Operations.

C.6.3.2 SUBTASK 3-2-PROVIDE INFORMATION SECURITY MANAGEMENT SERVICES

The contractor shall provide system security support to maintain and enhance the security fabric of EPA's end user services by monitoring and managing security risks in cooperation with EPA OEI Security staff assigned to Information Security (IS). This includes coordination of regular updates of the Enterprise IT Infrastructure Security Plan as an overarching plan with the objective of ensuring that all appropriate EPA and Application System's plans, when examined together, provide the appropriate level of coverage of security appropriate to the overall EPA OEI infrastructure and Government requirements. The contractor shall coordinate and track responses to with the EPA Computer Security Incident Response Capability (CSIRC) (See Attachment H – EPA CSIRC Vulnerability Rankings). The contractor shall provide the following security and FISMA services:

a. Support the development, creation, and revision of any Interconnection Security Agreements and supporting Memorandum of Agreement/Understanding (MOA/U), completed in accordance with National Institute of Standard and Technology (NIST) 800-47, "Security Guide for Connecting Information Technology Systems," for existing and new interconnections. Per NIST 800-47, an interconnection is the direct connection of two or more IT systems for the purpose of sharing data and other information resources through a pipe, such as ISDN, T1, T3, DS3, Virtual Private Network (VPN), etc. Interconnections agreements shall be submitted as appendices to the System Security Plan for appropriate FISMA systems.
b. Provide updated status to assigned Information System Security Officer concerning the Plan of Action and Milestones (POA&M) of respective FISMA systems for mitigation and improvements on a quarterly basis.
c. Conduct security-related tasks using automated methods whenever possible, to minimize security risks, alert EPA to potential issues, and allow for regular scrutiny of operations for any abnormalities in coordination with IS staff, ISSOs and Information System Security Managers as requested.
d. Provide security services oversight and guidance related to hardening and Windows Group Policy Object (GPO) administration, basic intrusion detection, antivirus, and access control. The contractor shall also provide notification of security breaches and

implement corrective actions to rectify risks and secure resources and information and perform ongoing security diligence and recommendations to improve security monitoring to appropriate Government officials and offices.

e. Coordinate and assist EPA OEI in the necessary activities and in providing the necessary documentation to meet FISMA security requirements and EPA Policies for a Moderate Impact" system. This requirement includes support for the following activities:
    1. Authorization and Accreditation Support
    2. Risk Management Register Development, Management, and Maintenance
    3. System Remediation Support
    4. System Hardening Support
    5. System Scanning Support
    6. Policy Modification Support
    7. Process/Procedure Development Support
f. Coordinate and assist EPA OEI to ensure all systems are protected against external and internal security threats.
g. Coordinate and assist EPA OEI to ensure all systems have Authority to Operate (ATO).
h. Coordinate and assist EPA OEI to ensure new systems have Interim ATO at the appropriate time.
i. Coordinate and assist EPA OEI when obtaining the information required when a Authority to Test (ATT) is needed for conducting a proof of concept and/or pilot
j. Coordinate and assist EPA OEI to maintain authentication venues for the enterprise and appropriate business line applications.
k. Coordinate and assist EPA OEI to ensure security tasks comply with the latest version of all applicable regulations, policies, procedures and standards.

C.6.3.3 SUBTASK 3-3 SERVICE LEVEL MANAGEMENT

The contractor shall provide service level management to ensure EPA OEI services are delivered to the agreed upon service and quality levels and that they match the expectations and business needs of the customer in a cost-effective manner. Service levels will change throughout the life of the TO as the posture of EPA OEI changes.

The contractor shall manage, monitor, measure, and report on the ongoing overall service delivery performance across all IT service areas with the overall goal of improving them at an acceptable cost. Reports shall provide performance analysis and assessment of each individual IT service area, as well as incorporate an analysis and assessment of the overall end-to-end performance achievement obtained across all service areas.

The contractor shall report service level performance through the Enterprise IT Services Dashboard. The contractor shall review the current set of performance tools in use by EPA OEI and identify any gaps in capability to fulfill the requisite monitoring, measurement, management, analysis, and reporting requirements. The contractor shall document and report its findings, which shall include potential alternative courses of action to resolve the gaps.

The draft SLAs embedded in the DRAFT Award Fee Determination Plan (Section J, Attachment D) provides the areas that the Government views as important to the success of its operations.

Additionally, Section J, Attachment I provides a summary of high level historic minimum performance levels for service operations. OEI views this reference as representative of performance for the current environment (status quo). EPA is seeking to improve the service it provides to customers through more innovative methods or approaches that align with ITSM best practices and is interested in measures more accurately tied to the contractor's specific technical approach and that, when met or exceeded, provide unified, continuous, end-to-end service delivery that results in high customer satisfaction. The expectation is that the measurements and monitoring (possibly addressing more than one area of service in a single metric) will result in a more holistic approach and view of system performance.

The contractor shall develop and deliver Operational Level Agreements (OLA) within 60 calendar days of Project Start. OLAs will address all services provided by the contractor that require activities by EPA OEI staff and EPA contractors to support delivery of services under this PWS. The Government will provide feedback for incorporation into OLAs. OLAs shall be reviewed and updated quarterly to allow for incorporation of new services as they are deployed.

The contractor shall provide the following deliverables in accordance with Section F:

a. Service Quality Plan (SQP) - The contractor shall deliver a SQP that will serve as the master document for internal management of the services provided and contain detailed information on all the IT processes involved in providing the services.
b. Service Level Requirements (SLRs) - The contractor shall assist in developing SLRs that focus on EPA OEI customers and their business needs for new and existing services. The contractor shall document SLRs that include detailed information about the customer's needs and expectations in terms of performance and level of service.
c. Service Level Agreements (SLAs) - The contractor shall assist in defining key IT service performance indicators that clearly define the essential aspects of the service (such as description, availability, quality levels, recovery times, etc.) in a Service Level Agreement (SLA).
d. Service Improvement Plans (SIPs) - The contractor shall review, evaluate, and prepare reports on the quality of service and SIP when service delivery does not meet SLRs or when greater cost effectiveness is achievable. The SIP shall include clear milestones, which will enable EPA OEI to determine whether or not timely progress is being made.

C.6.3.4 SUBTASK 3-4 - ENTERPRISE IT SERVICE MANAGEMENT

This integrated solution directly supports EPA's business services and simplifies EPA OEI's management and provisioning of unified IT services across the enterprise, resulting in enhanced business performance while providing comprehensive visibility into the quality, costs, and risks associated with the services provided.

The contractor shall maintain a complete and accurate Service Catalogue of all operational IT services. Currently, EPA OEI utilizes eBusiness for financial and physical asset management. The agency level tool for asset management is Sunflower. The contractor is expected to be able to share data between its proposed Service Catalogue and asset management solution with eBusiness and Sunflower.

The EPA currently uses a version of the Remedy ITSM v.8 system as its standard service management tool for all service desk functions. The Agency currently has 350 concurrent users

and 1,000 individual access licenses for oversight, viewing, and reporting. The Agency does not utilize all modules of the current ITSM Tool. The agency does not currently own this tool, and is looking to the contractor to provide an ITSM tool.

The modules currently used are:

a. Incident Management
b. Change Management
c. Knowledge Management
d. Request Fulfillment
e. Service Level Management

The historical data from the current system will be archived and maintained by the contractor. This archive must take place by the end of contract transition. In addition, EPA's existing Remedy ITSM information (such as open tickets, closed tickets, CSIRC tickets, CTIs, groups, asset information, etc.) will be provided to the contractor but does not need to be migrated to the proposed ITSM suite. Instead, the contractor is expected to start its' own Category, Types, and Items (CTI) groups and workflows. The successful contractor shall be required to provide a transition plan to stand up user profiles, incident management, and address open tickets in the proposed ITSM tool.

The contractor shall recommend a total solution and provide all technical requirements for implementation to support this contract. The contractor shall leverage the proposed ITIL methodology to the maximum extent practicable in the adoption of the primary ITSM tool and in the management and delivery of IT services.

The contractor shall provide the latest and most stable version and release of the proposed ITSM tool so that EPA can take advantage of the newest features and function of the application. The Government is open to an on premise or off-premise solution for this effort. The contractor shall also keep their instance of the proposed ITSM software and hardware up-to-date, no more than one (1) release behind (n-1) and the tool's most current stable released version. Specifically, the tool must have the following features.

The contractor shall provide Enterprise IT Services Dashboard services. The Enterprise IT Services Dashboard shall provide automated and OEI accessible enterprise-wide metrics, statistics, and real-time data on Critical Success Factors and Key Performance Indicators (KPIs) regarding the provisioning of IT services to support performance management objectives and decisions regarding the investment and management of IT resources.

The contractor shall develop, implement, and maintain, in a readily accessible and easy-to-use format, the capability to display (report) information critical to EPA OEI and EPA's customer base on an enterprise-wide basis including, but not limited to, system outages, applications issues, and call-center statistics, critical IT services health and performance, and Service Desk Ticket status.

The Enterprise IT Services Dashboard shall have a web-based interface and shall use open source development to the maximum extent practicable. The Enterprise IT Services Dashboard shall not have any corporate markings referencing the contractor.

The Government shall own the Enterprise IT Services Dashboard data.

C.6.3.4.1 Operational

a. Support Service Desk Processes, including:
    1. Incident Management
    2. Problem Management
    3. Knowledge Management
    4. Change, Configuration, and Release Management
    5. Request Fulfillment
    6. Asset Management
    7. Event Management
    8. Service Level Management
    9. Service Catalog
    10. Service Portfolio
b. Provide the capability to automatically deliver and manage surveys.
c. Have the ability to store customer information such as location, contact information, name, and position data (in other words customer profiles).
d. Have the ability to store and track EPA asset information.
e. Have the ability to create custom work flows that cross multiple disciplines.
f. Contain Self-help and self-service functions to support 20,000 users. Users should have the ability to track and view the status of their tickets.
g. Allow EPA two billing cycles to submit SLA missed claims.

C.6.3.4.2 Reporting

a. Reporting tool shall have embedded automatic reporting and querying capabilities with intuitive interface for administration and operational use. Reporting must have capability to generate output in PDF, XLS or CVS formats and be easily created by end-user.
b. Customizable web-based interfaces for multiple roles (i.e., system administrators, technicians, primary users and customers)
c. End user customizable dashboard with easy to create and manage widgets with live data and graphics.

C.6.3.4.3 Integration

a. Ability to import and migrate data from existing EPA systems to new system
b. Integrate with existing infrastructure
    1. Desktop – MS® Windows Server 2012, Active Directory, IE 11, Windows 7, Windows 10, Microsoft Office, etc.
    2. Single Sign-on capability, and/or Federation or new Identity Access Management System
    3. Integration with Oracle, MySQL, or Microsoft SQL Server
    4. Integration with Microsoft Office 365
    5. Integration with Microsoft Exchange.
    6. Integration with standard SMTP and Internet Message Access Protocol (IMAP) email servers to allow automatic processing of email by the system.

7. Integration with EPA standard Asset Management system.

c. Utilize industry-standard API/data integration layer so that the data can be extracted and integrated with other EPA applications and tools (i.e., eBusiness (Agency Service Catalog), Active Directory, LDAP)
d. Consumable web services for Rich Site Summary (RSS) and other data feeds such as Representational State Transfer (REST) or Simple Object Access Protocol (SOAP).
e. Mobile support solution for on-site or field teams including mobile device hardware independent applications.
f. The ability to create custom Data Objects and Business Processes that link directly to the ITSM Data Model allowing for highly modifiable environment for EPA to develop and configure.
g. 508 Compliant
h. Integration for hardware asset management tools such as barcode readers.

C.6.3.4.4 Security

a. NIST compliant
b. Redundant system failover capability, with geographical dispersed continuity of operations
c. Group level security access for each module.
d. Allow for granular security access for individual database fields

The contractor may recommend additional ITSM modules, APIs and licenses throughout the life of the TO to enhance performance and/or reduce operational costs.

The contractor shall provide operational and maintenance support for EPA OEI's IT system(s) to include:

a. Operate and maintain the ITSM system including software upgrades, system troubleshooting, and fulfilling access and applicable change requests.
b. Provide system administration, configuration, form tailoring, business process automation, and third-party integration and data import to support the development, test, and production environments. This is inclusive of ensuring previously developed customizations stay current with EPA's organizational and workflow changes.
c. Manage and maintain dashboards that integrate information from all components of EPA's IT system.
d. Maintain ITSM processes and workflows.
e. Complete lifecycle asset and configuration management including mapping the physical configuration and inventory data to the CMDB.
f. Maintain a comprehensive Service Catalogue of all operational IT services and those being prepared for production deployment.

The ITSM solution shall include high availability with automatic failover providing redundancy, including active and standby services for automated call distribution (ACD) and integrated voice response (IVR).This tool is required to be implemented upon award and completion of the transition period. The system should also include:

a. ACD call routing and priority queuing that can be tailored based on varying business needs and/or skill groups; with workflow capabilities.
b. Call forwarding to a 24 hour EPA NSOC (National Security Operations Center) after hours.
c. Historical reporting – graphical or tabular reports that allow supervisors and service desk managers to manage agents, measure customer experience, measure contract service queue performance and access detailed view for each contact made.
d. Voice menus and queued calls - programmable voice menus with the ability to customize queues and options to prompt and collect customer-entered information, as well as provision for callers to transfer to any other number or service, including voicemail.

C.6.3.5 SUBTASK 3-5 - IT SERVICE CONTINUITY MANAGEMENT

The primary objective of this task is to improve and maintain EPA's IT readiness response to planned and unplanned contingencies through exercise support and a viable COOP and Disaster Recovery (DR) Program for critical infrastructure and network security operations. COOP support for EPA Headquarters is located in Mt. Weather, VA. National Security Presidential Directive-51 (May 9, 2007) (NSPD-51)/ HSPD-20 (May 9, 2007), National Continuity Policy specifies certain requirements for continuity plan development, including the requirement that all Federal executive branch departments and agencies develop an integrated, overlapping continuity capability. The range of recovery services under this functional area covers the spectrum from partial loss of function or data for a brief amount of time to a "worst-case" scenario in which a man-made, natural disaster, or IT failure results in the loss of the entire IT enterprise. Services may be required during any timeframe from initial declaration of a disaster to final recovery of all business processes. The contractor shall provide services related to any and all methodologies pertaining to DR and business continuity to include:

a. Adhere to Agency COOP Plans and Mission Essential Playbooks.
b. Ensure standard and emergency processes and procedures are documented and submitted to the designated EPA authority and the EPA CO for approval before implementation.
c. Assist EPA in preparations necessary for recovery to an operational status and provide restoration services after each security event or incident as applicable.
d. Provide communications capability that permits management to coordinate recovery tasks across each of EPA's critical departments and the supporting functions for each of those departments.
e. Maintain a high level of readiness and be capable of implementation, both with and without warning.
f. Ensure that all support staff functions are designed such that no critical function poses a single point of failure.
g. Ensure timely and orderly recovery from an emergency and resumption of full service to reduce any complexity, confusion, or exposure to error that may occur.
h. Ensure the continuous performance of the agency's essential functions/operations during an emergency.
i. Be operational no later than 12 hours after activation. Take maximum advantage of existing agency field infrastructures.
j. Maintain sustained operations for up to 30 days.

k. Participate in response team deployments for on-site support requirements on an as-needed basis.
l. Research, evaluate, and propose IT infrastructure at the COOP sites(s) on an ongoing basis.
m. Engineer data redundancy systems to ensure that critical files are available (as defined by the COOP Plan).
n. Assist the Government in designing and coordinating installation of necessary site telecommunications that provide multiple, highly redundant communications links as defined by the COOP Plan requirement.
o. Ensure that all availability, resiliency, and recovery mechanisms are appropriately tested on a regular basis to ensure optimum ongoing service and system delivery continuity and reliability.
p. Execute annual internal EPA testing and exercising of COOP plans and procedures to ensure the ability to perform essential functions and operate from designated alternate facilities.
q. Perform quarterly testing of alert and notification procedures and systems for any type of emergency.
r. Support tests, pre-incident training, and exercises in order to demonstrate and improve the agency's ability to execute the plan.
s. Provide periodic training sessions and training aides to prepare EPA employees to use the specific technology and procedures during the COOP exercise.
t. Provide updated COOP plans and contingency plans as necessary and review and update the EPA OEI playbooks in accordance with Section F.
u. Provide reconstitution, planning and testing methodologies.

In situations where impending or predictable events are anticipated (such as weather emergencies or transit strikes) EPA may direct and the contractor shall place employees in temporary quarters near EPA sites so that operations can continue. See Section J, Attachment J for COOP and EOC Device and A/V Equipment details.

C.6.4 TASK 4 - PROVIDE SERVICE TRANSITION SERVICES

The contractor shall provide EPA with support for the full lifecycle of transition of service delivery technologies and end-user devices and equipment.

C.6.4.1 SUBTASK 4-1 - KNOWLEDGE MANAGEMENT SUPPORT

Knowledge Management includes the analysis, storage, sharing, and reuse of knowledge and information to improve efficiency by reducing the need to rediscover knowledge. The contractor shall perform knowledge management services to improve the quality of management decision-making by ensuring that reliable and secure information and data is available throughout the service lifecycle to include:

a. Assist EPA OEI infrastructure operations with defining and developing clear cradle-to-grave knowledge lifecycle management processes and procedures.

b. Develop a practical approach to organizing and implementing knowledge management in a support environment that encompasses operational objectives in a knowledge initiative as well as providing tactical and managerial guidance.
c. Align processes to support knowledge creation and use that ensures effective integration and easy linkages between IT processes, especially between incident, problem, and knowledge management.
d. Automate the knowledge lifecycle to ensure quality and relevant content is produced in a timely manner.
e. Identify and create reusable content that is relevant and reflects real customer demand in the form of incidents and problems.
f. Simplify knowledge retrieval to allow customers to access knowledge content in context of the situation and process where and when they need it.
g. Measure knowledge creation and utilization, identify gaps and exceptions, and measure overall outcomes of knowledge management.
h. Maintain and enhance the Enterprise IT Service Desk knowledge base. Ensure resolved incidents are recorded in a corresponding Knowledge Base article.

C.6.4.2 SUBTASK 4-2 - PROVIDE CHANGE MANAGEMENT

The contractor shall provide change management services to include all activities to ensure that standardized methods and procedures are used for efficient and prompt handling of changes on an enterprise-wide and local/regional scale. The goal of change management is to manage the lifecycle of all changes in order to minimize the impact of change upon service quality and consequently to improve the day-to-day operations of the EPA OEI infrastructure. Change Management covers all aspects of managing the introduction and implementation of changes affecting all services and in any of the management processes, tools, and methodologies designed and utilized to support service components. Change management processes are complementary to release management and configuration management, as well as incident management and problem management. The contractor shall work within the ITIL framework and follow EPA OEI procedures for changes and incidents affecting any EPA OEI system. In situations where OEI procedures are out of harmony with ITIL, the contractor shall identify such situations and suggest amendments to procedures to improve business processes as part of the TIIL transformation. The contractor shall perform the following key change management tasks under this subtask:

a. Participate in EPA change management process to include the all Advisory Boards (e.g. Change Advisory Board (CAB)).
b. Identify the change process owner, manager and develop a RACI matrix as they pertain to all types of changes.
c. Establish change documentation and tracking system.
d. Conduct, maintain and support a Request for Change (RFC) process to include:
    1. Initial review, recording and filtering of change requests.
    2. Establishment of a Core-CAB and ancillary members.
    3. Assess/Evaluate required changes based on impact, risk, resources and make a recommendation to the appropriate change authority.

4. Facilitate the change authorization process and maintain a change schedule and projected service outage register/report.
5. Monitor the release and deployment process and report issues to the CAB and Change Authority.
6. After Build/Testing is completed, ensure that formal authorization to deploy is granted and a remediation/back-out plan is in place before changes are released into production.
7. Conduct a Post Implementation Review and closure of the change to include a verification that all testing, configuration, asset and service related information is updated.

e. Establish a Change Proposal method for major or high impacting changes.
f. Conduct a periodic review of all changes in order to identify areas for process improvement as well as determine if certain change frequencies justify the establishment of a standard change.
g. Participation in IT service continuity and DR planning.
h. Integrate with EPA OEI change management policies, procedures, processes and training requirements per the change management process components outlined above, including CCB composition, activities, and the financial, technical, and business approval authorities appropriate to EPA OEI and business requirements.
i. Receive and document all RFC and classify proposed changes to the services, which shall include change cost, risk impact assessment, and system(s) security considerations.
j. Provide a change management plan to EPA OEI for review.
k. Develop and maintain a schedule of planned approved changes (Forward Schedule of Changes (FSC)) and provide to EPA OEI for review.
l. Provide change documentation as required, including proposed metrics as to how effectiveness of the change will be measured.
m. Participate in CCB meetings as EPA OEI deems appropriate or necessary.
n. Monitor changes, perform change reviews and report results of changes, impacts, and change effectiveness metrics.
o. Verify that change met objectives based upon predetermined effectiveness metrics and determine follow-up actions to resolve situations where the change failed to meet objectives.
p. Define and support the Emergency CAB process and ensure that emergency changes are fully documented after release.

C.6.4.3 SUBTASK 4-3 - RELEASE AND DEPLOYMENT MANAGEMENT

The contractor shall schedule, implement and control approved changes to software and components that are required to support the infrastructure (e.g., virus detection software, software required to manage the Storage Area Network (SAN), backup software, retention of prior versions of production Operating Systems (OS), etc.), release, and deployment management activities and take a holistic view of a change to a service, including all aspects, technical and non-technical, software, and hardware changes. These changes can be implemented by rolling out a combination of new applications, infrastructure software, upgraded or new hardware, or simply by making changes to the service hours or support arrangements. Release

and deployment management processes and activities are complementary to those of change management, configuration management, and problem management.

Releases typically consist of a number of problem fixes and enhancements to an existing service. A release consists of the new or changed software required and any new or changed hardware needed to implement the approved changes. Releases are generally divided into the following categories:

a. Major software releases and hardware upgrades or replacements, normally containing large areas of new functionality. A major upgrade or release usually supersedes all preceding minor upgrades, releases, and emergency fixes.
b. Minor software releases and hardware upgrades, normally containing small enhancements and fixes, some of which may have already been issued as emergency fixes. A minor upgrade or release usually supersedes all preceding emergency fixes.
c. Emergency software and hardware fixes, normally containing the corrections to a small number of known problems.

The contractor shall develop a Release and Deployment Management (RDM) Plan which will detail how the contractor will coordinate and deliver end-to-end release and deployment services in an ITIL-based framework.

The contractor shall provide the following key release and deployment management services:

a. Identify the RDM process owner and manager.
b. Establish standardized release management policies and procedures.
c. Develop, manage, update, and maintain formal release plans and schedules for all planned releases.
d. Provide release management plans and schedules to EPA OEI for review.
e. Establish and manage a release documentation and identification schema.
f. Validate that all releases have proper approval from change management prior to execution.
g. Conduct and manage the release design, build, and configuration processes.
h. Rollout planning including quality plans and regression plans.
i. Provide release communication, preparation, and training.
j. Manage the successful rollout/distribution and installation of all elements of a release.
k. Ensure that only correct, authorized, and tested versions are installed and that changes are traceable and secure.
l. Establish and administer the version control schema as it relates to release management of EPA OEI custom applications.
m. Develop quality plans and regression plans as appropriate for each release.
n. Ensure that any new software or support services required for the release are procured and available when needed.
o. Conduct and manage release testing and testing management.
p. Ensure that all necessary testing environments are available and properly configured to support release testing. Plan and manage the acceptance testing process for each release.

q. Ensure that thorough testing is performed prior to release and assess business risk related to any change that is not fully tested prior to implementation. (Submit a Test Plan for EPA OEI approval prior to the start of test.)
r. Schedule and conduct release management meetings to include review of planned releases and results of changes made.
s. Identify and document all Configurable Items (CIs) that need to be included in the release, as well as all system interdependencies.
t. Provide release documentation as required and update all required knowledge management systems.
u. Provide early life support to Operations as required
v. Review release management details and alter as appropriate to meet the needs of the EPA OEI (e.g., back-out plan, go/no go decision).
w. Notify EPA business unit affected applications "owners" of release timing and impact.
x. Implement release in compliance with change management requirements and adherence to detailed release plans.
y. Modify configuration database, asset management items, and service catalog (if applicable) to reflect changes to CIs due to the release.
z. Conduct post-mortem of releases that necessitated implementation of the regression plan and develop and implement appropriate corrective or follow-up actions to minimize future occurrences.

C.6.4.4 SUBTASK 4-4 - SERVICE VALIDATION AND TESTING

The contractor shall provide service validation and testing to include quality assurance and production control support services. The contractor shall automate validation and testing where feasible to gain efficiencies during the performance of the TO.

Service Validation and Testing (SVT) is planning and coordinating tests to ensure that specifications for the service design are met and validated through delivery of the service and to manage and limit risks that could result from insufficient utility and warranty of the service in operation. SVT shall not be performed by the same resources that build the release. The contractor shall provide service validation and testing to include:

a. Identify the SVT process owner and manager and ensure they are not involved with any of the RDM activities for the any release that is part of the service.
b. Ensure proper testing occurs for all changes released into the production environments.
c. Create and validate test plans.
d. Manage the test plans and test environments.
e. Conduct tests.
f. Verify the results.
g. Communicate the results to stakeholders.
h. Create test reports.
i. Evaluate the test according to exit criteria.
j. Conduct post-release testing to evaluate the change to ensure it delivers value to the business.

k. Validate and communicate results of testing activities.

C.6.4.5 SUBTASK 4-5 - SERVICE ASSET AND CONFIGURATION MANAGEMENT (SACM) SUPPORT

SACM may cover non-IT assets, work products used to develop the services, and configuration items required to support the service that are not formally classified as assets. The scope covers interfaces to internal and external contractors where there are assets and configuration items that need to be controlled, e.g., shared assets.

The contractor shall develop a SACM Management Plan which will include SOPs, a SACM Strategy and Roadmap, an Annual Physical Asset Inventory Plan with Schedule, and outline the delivery of SACM Deficiency Reports as stated in Section F.

The contractor shall provide Service Asset and Configuration Management (SACM) services to manage the full service lifecycle of EPA OEI assets and configuration items to include the following:

a. Develop and maintain a forward-looking SACM strategy and roadmap to mature EPA OEI's existing SACM program to achieve the following goals:
    1. Identify the SACM process owner and manager.
    2. Support efficient and effective service management processes by providing accurate and timely configuration information that aids decision making (e.g., to authorize change and release and resolve incidents and problems faster).
    3. Ensure the integrity between business requirements and configuration items by maintaining an accurate and complete Configuration Management System.
    4. Improve overall service performance and optimize the costs and risks caused by poorly managed assets (e.g., service outages, correct license fees, and failed audits).
b. Develop a SACM Management Plan that shall detail how the contractor will provide service asset and configuration management services in an ITIL-based framework.
c. Develop well-defined SACM processes and procedures with roles and responsibilities. Establish process interfaces between SACM and other processes; in particular, Change Management, Release and Deployment Management, and Knowledge Management (incidents and problems). Perform regular reviews of SACM processes, procedures, and associated techniques and methods to ensure continuous process improvement.
d. Establish procedures for auditing and verifying the accuracy of service assets and configuration items, adherence to SACM processes, and identifying process deficiencies. Audit and verify accuracy of service assets and configuration items and report deficiencies. Provide deficiency reports and recommendations on the steps to be taken to address the issues identified.
e. Establish appropriate authorization controls for modifying configuration items and verify compliance with software licensing. Develop procedures for establishing configuration baselines as reference points for rebuilds and provide ability to revert to stable configuration states.
f. Provide support for managing maintenance procurement activities, asset inventory control (including hardware and software license attributes), hardware and software asset lifecycle planning and management (e.g., timing of asset refresh, asset disposition), and

software version management, and identify opportunities for refresh or insertion of technology.

g. Manage lifecycle of all assets from identification, requisition ordering, inventory, installation, and maintenance to disposal. Update asset records related to all approved change activities (e.g., Install, Move, Add, Change (IMAC) activities, break/fix activities, and change management).
h. Develop, maintain, and update an Equipment Spares Inventory Management Plan and spare inventory according to Section F, including recommendations on appropriate levels of spares for each equipment type at each Government facility sufficient to support the specified service levels and availability requirements.
i. Identify, document, and report license compliance issues by end users and recommend solutions to resolve issues. Manage and perform audits and reconcile the number of software licenses to the number of installs.
j. Manage and maintain the Configuration Management System (CMS) within the IT system to include a logical model of the IT Service Areas' devices and their relationships by identifying, controlling, maintaining and verifying installed hardware, software, and documentation (e.g., maintenance contracts, SLA documents, etc.). The CMS shall account for all IT assets and provide accurate information on IT Service Area components and configurations and provide a sound basis for incident, problem, change, and release management and to verify configuration records against the infrastructure and correct any exceptions.
k. Work with the IT System team to define and configure SACM capability.
l. Evaluate existing SACM systems and the design, implementation, and management of new and improved systems for efficiency and effectiveness.
m. Recommend key performance indicators and critical success factors that align SACM with EPA business needs to create a customer-focused IT delivery environment.
n. Provide reports, including management reports, configuration item analysis reports, and asset inventory reports.
o. Ensure all data relating to SACM is available to the Government when required.
p. Perform annual physical inventory of EPA OEI assets in accordance with EPA policies.

C.6.5 TASK 5 - PROVIDE SERVICE OPERATIONS MANAGEMENT

The contractor shall provide service operations management of the EPA OEI end user applications to maintain ongoing service operations stability while allowing for changes in design, scope, scale of the services, and service levels with minimal disruption to service delivery.

The contractor shall deploy robust, end-to-end operational practices and shall execute and manage the lifecycle of the following operational-level activities in a manner consistent with the ITSM framework:

a. Request Fulfillment
b. Incident Management
c. Problem Management
d. Access Management

e. Event Management

C.6.5.1 SUBTASK 5-1 - PROVIDE ENTERPRISE IT SERVICE DESK (EITSD) SUPPORT

The contractor shall provide a structure capable of meeting the needs of EPAs varied user communities, fosters user confidence and security by providing the highest quality of service to address all registered concerns quickly and accurately, and follows through in a manner that considers the needs of the users and the agency. The contractor shall be responsible for fulfilling user requests, resolving service failures, performing routine operational tasks, performing administrative tasks (including Microsoft Windows, Office 365, Lotus Notes, Active Directory, and security management) and addressing and fixing problems and incidents to ensure a high level of efficiency and support.

The EITSD shall be located in contractor's facilities within CONUS. The EITSD must be available such that the contractor can ensure continual operations in the event of a power outage, man-made or natural disaster. The contractor shall provide a full description of the contractor's EITSD solution, to include but not limited to, facility, equipment and support systems redundancy, floor plan, total square footage, and any ATO that may be leveraged. The EITSD data provided shall enable the Government to clearly determine the contractor's ability to effectively manage and deliver service desk operations. The contractor's EITSD solution shall be subject to Government site survey and verification.

The contractor shall provide an EITSD solution with the following minimum capabilities:

a. Provide a consolidated call center and help desk service available agency-wide. Responsive, reliable, and consistent service delivery from 0600 - 2100 local time for each EPA location Monday through Friday, excluding Federal Holidays. Tier 1 and Tier 2 (remote support) consolidated EITSD services in accordance with ITIL practices. Provide after-hours support on an as-needed basis.
b. Provide after-hours Premier support (VIPs and executives). This includes Tier 2 remote support from 0900 – 1800 ET on Saturdays, Sundays, and holidays. This support includes remote support for all Agency standard software and services, including mobile devices.
c. Contractor-furnished facilities meeting security criteria and ATO necessary to obtain connectivity to EPA.
d. Multiple alternative communications channels, including voice, voicemail, e-mail, web chat, Short Messaging Service (SMS), collaboration tools, and internet/intranet.
e. Voice Communications Services that provide dynamic call routing, auto-attendant and call back, and the ability to post ad hoc outbound notifications for outages within minutes. The Interactive Voice System must allow for a prompt exit from the system and live communication with a service desk agent.
f. Demonstrated utilization of ITSM processes and industry best practices for customer service.
g. Processes that demonstrate service desk cradle-to-grave ownership for all service desk contacts from inception to closure, regardless of whether they are closed at the first level or passed to another service management group for resolution (see Section J, Attachment K for Combined Call Center and Help Desk Metrics for Ticket Volume by Location/Group Information).

h. Demonstrated use of automated processes, remote device and software management technologies, self-help and self-healing options, and detailed, searchable knowledge bases that increase first level resolution at the service desk and minimize incident escalations.
i. Provides channels for proactively communicating information to customers. This information should include details of current system outages, applications issues, and network performance issues, and might include known issues that are likely to cause future problems or service interruptions, forthcoming changes, forthcoming releases of software and maintenance activities.
j. Prompt and proficient call response, trained, qualified and cleared technical personnel, clear and courteous communications (English), and timely incident resolution, escalation as needed, and closeout.
    1. All EPA customers have a single point of contact for each incident and Service Request and resulting Service Desk Ticket.
    2. All EPA customers receive appropriate, prompt, and responsive support (see Section J, Attachment L for User Types Supported, Tiers, and Priority Levels).
k. Support services that are responsive to the time-sensitive needs of executives and COOP/EOC sites, to include prompt referrals to local IT support service.
l. Provides support to remote access users who are connecting to the EPA network using tools such as Pulse Secure, RSA Tokens, VDI, etc. in other than their primary business location.
m. Support to incidents and requests based on priority and impact.
n. User community easy access to a knowledge base to facilitate self-help and training resources for common IT problems/requests.
o. A full archive of service desk status and trouble ticket tracking information for the duration of the contract.
p. A managed, readily accessible, and actionable collection of recommendations for service improvements based on monitoring and identifying trends experienced at the service desk.
q. Utilize the Enterprise IT Services Dashboard to reduce reporting time on service desk metrics and analytics.

The contractor shall operate the EITSD as the enterprise-wide single point of contact (SPOC) for providing end-to-end responsibility for responding to and managing all end-user calls for incident and service request support. The contractor shall provide all aspects of end-user support through the SPOC service desk, followed by a desk-side support capability for those incidents and service requests that cannot be resolved and completed remotely (see Section J, Attachment K for Combined Call Center and Help Desk Metrics which includes historic metrics, contact volume, and transferred Tier 3 tickets).

The EITSD shall receive, coordinate, record, respond to, track, monitor, diagnose, resolve or escalate and manage all incidents and service requests. The contractor shall resolve incidents and service requests at the service desk level to the maximum extent practical. The contractor shall refer or escalate incidents and service requests to more-specialized entities for resolution if the incidents or Service Requests cannot be resolved at the service desk level.

The EITSD shall manage the entire incident and service request process and assume "cradle-to-grave" ownership of end-user issues through ticket closure. This shall include acceptance of user calls, chats, and emails, ticket creation, centralized queue management, and tracking, Tier 1 and 2 first-level resolution and/or escalation, follow-up with users and Tier 2 Deskside services as needed (see Section C.6.5.2) to expedite and confirm resolution, root cause identification, and ticket closure.

The contractor shall utilize the "parent" (i.e., the initial Service Desk Ticket) in reporting performance and determining the number of tickets being processed and counted toward the contractor's level of effort for any particular period. The contractor shall identify, manage, monitor, and report on all "child" tickets, work orders, etc. required in order to resolve the "parent" ticket.

The contractor may augment the system with additional modules, APIs and licenses if approved by the Government throughout performance of this TO. The contractor shall maintain the knowledge base to support the resolution of incidents and service requests.

The contractor shall implement and maintain Self-Help support capabilities that enable end-users to perform self-service including incident and service request status checking, password management and resets, a searchable knowledge base that includes self-help features such as Frequently Asked Questions (FAQ) and Questions and Answers (Q&A), common solutions and how-to instructions, connectivity instructions for teleworkers, search for service desk application support, and help tools (to include chat features).

As part of the EITSD solution, the contractor shall provide real-time how to and functional phone support on EPA standard applications, such as Office365. The EITSD shall provide enhanced executive level support for specifically designated senior executives and their immediate support staff via a Premier Support or Very Important Person (VIP) Hotline. For incidents related to EPA-designated executive users, the EITSD shall attempt to resolve on first contact and escalate by warm handoff to Deskside support or more-specialized entities for resolution.

The EITSD shall provide Tier 1 application support for EPA acquisition, financial, human resource, and administrative applications. The contractor is required to maintain the necessary service desk knowledge, skills, and abilities to ensure continuity of services post-transition and to effectively support EPA applications for the life of the TO.

The contractor shall provide Tier 0 support for EPA components, systems, and support applications that are not subject to coverage by the EITSD. Areas not subject to EITSD coverage may require Automatic Call Distribution automated routing, warm handoffs, referrals, or ticket creation and routing to other help desks.

The contractor shall support the EITSD shared services environment and provide mechanisms for warm handoffs between help desks, managing shared ticket queues, and coordinating service activities among the different help desks. These services often involve a separate contact number and support personnel, including contractor and Government application subject matter experts (SMEs). Additional service fulfillment or support organizations are likely to be added over the course of the TO.

The contractor shall utilize the existing EPA call center telephone numbers (1-866-411-4EPA (4372), 1-866-489-4900, and 703-889-1510). The contractor shall put into operation a telephone/queue tree for enhanced and streamlined call flow and routing for the service desk.

Following a major service incident or service outage, the contractor shall develop Incident Reports and Root Cause Analysis Reports as referenced in Section F.

C.6.5.2 SUBTASK 5-2 - PROVIDE DESKSIDE SERVICES

The contractor shall provide adequate Tier 2 deskside touch support services in support of the full lifecycle of activities associated with operational logistics, installation, configuration, and break/fix management of end-user computing devices and phones at each of the EPA locations specified in Section J, Attachment M. The contractor shall provide responsive, local, Deskside services to all on-site users to troubleshoot, diagnose, and resolve incidents and problems, and fulfill requests that require touch support that cannot be resolved at the first level by the EITSD.

In performance of this task, the contractor shall:

a. Provide responsive, local, Deskside services to all on-site users to troubleshoot, diagnose, and resolve incidents and problems, and fulfill requests that require touch support that cannot be resolved at the first level by the EITSD.
b. Provide Deskside support personnel on-site at all EPA HQ Locations (including Labs) identified in Section J, Attachment M during the core business hours of 0600 – 1800 local time for each location. Provide after-hours support on an as-needed basis.
c. Provide Deskside IT services that appropriately respond to the time-sensitive needs of Premier/VIPs and executives, to include prompt responses to Tier 1 service desk escalations. Premier on-site support shall be from 0600 - 2200 ET at Washington D.C. HQ Monday through Friday (see Section J, Attachment N for EPA Washington, D.C. Area Locations which includes locations for VIP support).
d. Provide full support remotely for additional field locations found in Section J, Attachment D where OEI devices are deployed. This includes dispatching technical support personnel to remote lab locations between normal business hours of 0600 and 1800 local time at the government's discretion.
e. Utilize the proposed ITSM tool to fully document all work performed in a timely manner.
f. Provide break/fix, asset inventory, spares/parts management, desktop administration, desktop applications, remote access, troubleshooting and upgrading of mobile devices, and security services for all end-user devices.
g. Present topics to the CCB for approval.
h. Provide Deskside services to include both hardware and software and include:
    1. Large and small scale IMACs to include technology refreshes (see Section J, Attachment K for historic IMACs by Location)
    2. Operational monitoring
    3. Problem determination and resolution
    4. Tier 2 technical support
    5. Break/fix services
    6. System and office productivity software deployment and management
    7. Remote access service support

8. Light training and testing support
9. Backup and restore
10. Cable management
11. Asset and inventory management
12. Copying and preserving data for litigation hold cases

i. Provide IT technical support for local special events, conferences, and meetings.
j. Provide on-site Video Teleconferencing (VTC), Audio/Visual, Telepresence support, video and audio broadcast support to include conference rooms, training rooms, auditoriums, senior leadership offices and workspaces, and Telepresence rooms. Support includes training end-users how to use equipment, equipment set-up, starting meetings, and troubleshooting issues. Deskside services also functions as the Video Communications Services Tier 2 technical experts.
k. Provide on-site support for a storefront solution that will be established in an EPA HQ facility. The storefront solution, known as the Walk-Up Service Desk, is a walk up location whereby customers can walk in and obtain assistance with IT issues or ask questions and get quick answers on "How do I?" type questions.
l. Provide technical support for small and large end-point deployments and equipment refresh cycles, to include support for distributed computing hardware resources, including networked and non-networked personal computer (PC) systems on the distributed computing environment personal/local printers, scanners, VOIP, VTC units and other peripherals; and tablet computers and other similar devices.
m. Provide technology refresh plan aligned with EPA planned refresh of 25% of the agency's serviced seats annually. Plan shall address 1) communications, 2) scheduling, 3) quality assurance, 4) deployment, 5) imaging, 6) data migration, 7) certification and sanitization/disposal, and 8) asset tracking.
n. Provide facilities-related services at Washington, D.C. HQ area locations (see Section J, Attachment N) to include cable and wiring installation from the core switch through the end points in locations with existing access, termination, testing, and maintenance; installs, removes, maintains, consolidates and enhances fiber optic/twisted pair/coaxial cabling to support the enterprise infrastructure; and servicing of wiring closets and related contents. The contractor must survey and supply the bill of material for the project, provide all materials and equipment required to complete the project, manage the full lifecycle of the cable project, and ensures personnel assigned to the project have the necessary certifications to meet project requirements and EPA standards.
o. The contractor shall report real time Deskside support operational and performance status through the Enterprise IT Services Dashboard.

C.6.5.3 SUBTASK 5-3 - PROVIDE ENGINEERING SERVICE SUPPORT

EPA OEI requires support for enterprise engineering and application support agency-wide and customized local engineering and application support for HQ (including labs) locations.

The contractor shall provide management of the desktop/laptop operating systems including drivers and patches, application, and configuration management. See Section J, Attachment P for tools supported and utilized. The contractor shall provide guidance, assistance, and expertise to

OEI offices (e.g. Hosting, Security, etc.) during the planning and implementation of new projects. The contractor shall provide the engineering services listed below:

a. Enterprise automated software deployment support.
b. Image creation and compatibility.
c. Security Compliance to include patching, encryption, configuration management, energy management, remote device management, and reporting/visibility.
d. Support for applications in the VDI and Citrix environments.

C.6.5.3.1 Enterprise Engineering and Application Support

The focus of the support is the system and desktop administrators rather than end users. The contractor shall create the images that support agency-wide EPA desktops/laptops that may connect directly to the EPA network. The contractor shall provide Tier 3 support for all end-user enterprise applications for desktops/laptops, and applications hosted in the VDI and Citrix environments. The contractor shall directly interface with, coordinate, and support the network, server services, and IT Security teams on issues that cross these functional areas while maintaining EPA Enterprise Architecture standards to ensure a consistent and compatible configuration for EPA enterprise infrastructure.

In support of enterprise engineering services, the contractor shall:

a. Provide Tier 3 technical support services across the EPA enterprise for agency-wide end-user computing platforms for desktops, laptops, and mobile devices; device configuration; technical refresh and customer data migration from one machine to another; and service activities processed in a seamless manner (cradle-to-grave) with a single point of contact with the customer for all activities. This should be from 6:00-9:00 pm EST.
b. Provide comprehensive support for EPA enterprise applications on agency-provided hardware while providing best-effort support for user-owned devices.
c. Provide automated software deployment to OEI user workstations via a standardized enterprise management solution.
d. Provides remote assistance service (currently via Bomgar) that provides administrators, tech support, and help desk technicians the ability to remotely assist users via screen sharing.
e. Take corrective actions to maintain service and quality levels.
f. Develop and maintain enterprise GPOs to enforce consistency.
g. Support testing of new hardware and software for possible deployment in the environment.
h. Create the quarterly “Gold” (Common Core Desktop) image that will be used on EPA’s physical client hardware and as the basis for the EPA VDI image. Although EPA attempts to maintain a single “Gold” image we may require support for multiple images for new Operating System versions, VDI requirements, and special needs. Provide quarterly update on the Gold image and monthly on the VDI image.
i. Develop software delivery packages for the removal, replacement, and/or upgrading of applications and patches required on 10 or more workstations up to the enterprise level (all workstations). It is incumbent upon the contractor to support all software on EPA

laptops and desktops and assist in the deployment, maintenance, and clean-up whether by retirement and or removal of software that does not have a migration path towards an EA approved list.

j. Provide effective management, monitoring, and metering of software inventory loaded on EPA hardware, to include agency-wide commercial and COTS software agreements and licenses per OMB mandates.
k. Create, support, and manage standard installation packages for centrally procured software that is not part of the common core desktop, such as Microsoft Visio, Project, Adobe Creative Cloud Suite, etc.
l. Work with EPA security operations to troubleshoot and resolve anti-virus and other security incidents and to ensure functionality of antivirus components.
m. Vendor shall administer a "laboratory" for testing all enterprise software, settings and configurations. This includes a small server room currently managed at an off-site location in RTP, NC. Vendor shall be responsible for re-locating the infrastructure to another location (likely the EPA NCC) upon request with 45 days' notice.
n. Create and maintain a library of IT Standard Configuration Documents, policies and procedures for publication on EPA's internal websites.

C.6.5.3.2 Local Engineering and Application Support

The contractor shall provide for the successful operation, maintenance, management, and enhancement of various aspects of EPA deployed desktops and laptops across supported HQ (including labs) sites as listed in Section J, Attachment O and associated technology. The contractor shall deploy software or settings directly to end-user, production desktops/laptops and mobile devices.

In support of local engineering and application support, the contractor shall support all activities listed above, but at a customized local level. Additional local engineering and application support includes:

a. Manage local user profiles on end points.
b. Provide Tier 3 support of other EPA teams on any issues that involves end-user hardware (e.g. BIOS upgrades and maintenance).
c. Further customize "Gold" image to create and manage local or site specific images requiring specialized software and/or settings.
d. Patching and updating non-standard applications.
e. Provide troubleshooting for desktop encryption, un-encryption, and for removing data from encrypted hard drives.

C.6.5.4 SUBTASK 5-4 – MOBILE DEVICES

EPA issues government furnished mobile devices to its employees and contractors; these devices include but are not limited to cell phones, smart phones, personal tablet computers, and other wireless internet devices (e.g., air cards/MiFi) (see Section J, Attachment O for Deployed Devices By Location and Type, includes Mobile Device Metrics). Mobile devices and accessories are procured by EPA under through a separate BPA and the carriers include Verizon, T-Mobile and AT&T services. The current devices are Apple or Windows-based. The contractor

shall provide an end to end mobile device management lifecycle solution that is platform-agnostic.

The contractor shall provide:

a. Mobile Device Management (MDM)
    1. Utilize the Agency's MDM application (MaaS360) to provide management, monitoring, and reporting and end-user support of the agency's mobile devices. This includes but is not limited to:
        i. Add/remove devices – utilize Apple's device enrollment program (DEP) to automatically enroll devices into MDM
        ii. Create and deploy IT configuration policies based on EPA security requirements
        iii. Handle theft/loss protection, including remote wipe, lock, and password resets
        iv. Application management
            1. Remove apps and add approved mobile apps to the EPA App catalog
            2. Manage the deployment of App updates
            3. Deploy approved apps directly to devices as requested
        v. Enforce policy settings, profile settings, certificate management, iOS updates
        vi. Perform system upgrades, fixes, log file analysis, and troubleshooting
        vii. Stay abreast of Apple and MDM system enhancements
        viii. Coordinate with Apple and MDM vendor when needed to address issues, functional questions, and implement new features
    2. Coordinate with local help desk POC's to assist with use of MDM tool to ensure protocols such as Active Sync are in place for Microsoft Office365 applications (email, calendar, contacts) to be available on mobile devices
b. Management of EPA's Apple Volume Purchase Program Portal
    1. Add, remove, transfer and cancel mobile app licenses for third party apps from the Apple App store (with a cost and free)
    2. Set license threshold
    3. Ensure portal works with MDM application
c. Mobile Device Processing
    1. Process new orders, cancellations, transfers, upgrades and replacements submitted via EPA's eBusiness system.
    2. Order mobile devices, accessories, and/or services from carriers via EPA's BPA
    3. Track, receive and check orders for accuracy, pack order with appropriate labels and instructions, test devices, ship equipment and notify customer
    4. Coordinate all mobile device services (such as service plans, coverage, features, equipment, promotions, accessories, etc.) with the carriers/vendors including any changes to their offerings
    5. Assist users in determining the appropriate service plan and/or equipment that will best suit their needs as well as ensuring compatibility with EPA's infrastructure and security policies

6. Provide support and administer loaner devices for users traveling internationally based on EPA International Travel Policy and Procedure and coordinate with carrier to request international rate plans
7. Support port and transfer requests with the carriers and coordinate these activities within 5 business days.
8. Coordinate arrangements with the carriers (with the (TPOC's approval) to obtain demo equipment (or zero cost equipment) of the latest devices, cell phones, smart phones, and air cards to ensure that proper testing is performed and to provide expertise on using this equipment within the EPA environment for EPA's customer base
9. Prepare and maintain system and user documentation (e.g. Quick Reference Guides, Frequent Asked Questions, memorandums, etc.)
10. Provide updates to eBusiness ordering catalog as required including rate plan offerings, special carrier promotions, inventory management, and the catalog. Catalog maintenance typically annually or when mobile devices offerings change.
11. Monitor usage of mobile devices and submit requests for suspension of service for devices that have zero utilization within a specified period to the carriers on a monthly basis. If the user does not respond to have service restored within 90 days after submitting the suspension request, the contractor shall submit a request to cancel the service with the carrier. The contractor shall ensure that eBusiness is also updated to reflect suspension and cancelation of the services with the carriers.
12. Provide Ad Hoc reports as needed along with the following specified reports:
    i. Provide an electronic inventory of activated devices as well as a report of the status of the MD orders received, processed, and outstanding.
    ii. Provide Program Offices with periodic analysis of usage, and recommend pooled plans or special plans upon request.
    iii. Provide less than 30% utilization reports for customers
    iv. Provide report for any overage of pooled plans (trending, anomaly reports)

C.6.5.6 SUBTASK 5-5 - ELECTRONIC MESSAGING AND COLLABORATION SERVICES

EPA's email and collaboration service is provided to approximately 24,000 users across the country. These users consist of EPA staff and approved contractors, as well as groups and test accounts. The Agency uses Microsoft Office365 platform (the G3 license in Microsoft's Government Community Cloud) as its primary email and collaboration solution. Previously, the Agency used Lotus Notes. At the time of the conversion to Office365 in 2013, the Agency chose to copy only 30 days of mail over from Lotus Notes to Office365. Currently, the Agency is working on completing the migration of older mail into the Office365 archives. The email and collaboration service is managed in accordance with EPA policy and to defined service levels for capacity, availability, performance and recovery.

The Microsoft Office365 solution includes email (Exchange and Outlook), SharePoint, Skype for Business, mobile device support, OneDrive, Security and Compliance and other services and solutions under the Microsoft Office365 umbrella. Microsoft's Office 365 Office Web App (OWA) and Outlook clients have replaced Lotus Notes client for email. OWA/Outlook provide

users with easy-to-use, uniform access to email, contacts, calendar, conference room, resource reservations, and tasks across PCs, virtually any browser, and mobile devices. Skype for Business client provides for instant messengering, web and video conferencing. OneDrive application provides for synchronization of data files between the desktop and the users dedicated cloud service.

The contractor shall support the Agency's implementation of Office365 by ensuring the solution shall provide the ability for users to reliably communicate and collaborate with internal and external users. In addition, the contractor shall provide support for legal requests that GSA is required to support to the EPA Legal Departments, Freedom of Information Act (FOIA) requests, and Inspector General (IG) requests.

Specifically, the contractor shall:

a. Provide daily operations support for Office365 production and test tenant. This task includes daily operations maintenance and escalation for onsite and remote issues related to issues such as profile/identity synchronization, access (identity & connectivity), service availability and serve as a contact source for engaging escalation support with Microsoft or other applicable vendor.
    1. Provide required support following the current EPA SOP or create/provide a more efficient process to complete the tasks. (Note: all new processes are to be approved by EPA).
b. Address and resolve issues. Immediately address and attempt to resolve all outage or reduction in service issues reported during the core hours (06:00 to 21:00 ET) upon notification or detection of a problem.
    1. The problem/outage should be reported to the Operational Lead, researched, and resolved within 30 minutes. If the problem cannot be resolved within 30 minutes, a report that provides the plan/proposed steps to be taken to resolve the problem is to be presented to the Operational Lead within 4 hours. The core hours of operation may change based on EPA requirements.
    2. The contractor shall escalate to Microsoft or other applicable vendor as necessary to ensure effective and timely resolution of issues.
c. Manage configuration and change. Office365 shall be set up and configured to align with EPA's unique business requirements and processes. Over time, this configuration shall be revised to include new features as they are released and to adapt to changing organizational needs. The contractor shall provide configuration support and testing of changes in test tenant prior to enabling the change in the production environment.
    1. Develop communications to end users about changes to the technical environment.
    2. Maintain the One EPA Workplace project page based on inputs provided by EPA.
    3. Participate in the Agency Change Control board.
    4. Participate and support the Agency's Microsoft Office365 Advisory Board designed to provide a forum for Agency stakeholders to participate in the governance and implementation process for new capabilities.
d. Manage content search, archive, and capacity. The Office365 service currently includes content storage and archival. The contractor shall support content archival, disposition, and monitoring of capacity used in all aspects of the Office365 services and ensure

compliance with email archiving and retention, records management, and other legal (FOIA, eDiscovery) requirements/retention policies.

e. Manage health and monitoring. The contractor shall support daily monitoring of services for outages and health. This shall include monitoring the hosted service and internal infrastructure supporting the framework, such as network traffic load, accessibility from different EPA regions, and suspicious activity.
f. Reporting and analytics. The contractor shall provide analytical reports on usage data and network traffic on a periodic basis. These reports are intended to enable the Agency to proactively forecast service disruption trends, mitigate risks, and create targeted campaigns for adoption or training opportunities.

The contractor shall:

a. Respond to standard move, add and change requests including provisioning new accounts and verifying, disabling and deleting the account following the current SOP. This includes:
    1. New Hire Request / Individual Mailbox
    2. Creating an email alias address of the mailbox
    3. Username Changes
    4. Saving data for departed employees and delegating access as appropriate
    5. Export/import of Office 365 account data
    6. Manage Partner Access Licenses (PALs)
    7. Create, delete, and manage mailing lists and groups
    8. Global Address List (GAL) administration and ensuring synchronizes with AD.
    9. Implement filtering in order to block unwanted emails or strip unwanted/prohibited types of attachments, types of email, or embedded code.
    10. Provide and support the ability to recover files, emails, calendar entries, etc., that are accidentally deleted, corrupted, or lost within 30 days or the specified time allowed.
    11. Administratively support the ability to easily, quickly and reliably collect data across all content (email, calendar, collaboration tools) that may require troubleshooting, analysis and resolution.
    12. Provide support to Tier 1 support in performing administrative tasks, e.g., resetting accounts, removing members, etc.
    13. Provide profile management that allows administrators to configure the fields in the user profiles in order to standardize information and facilitate searching.
    14. Provide administrative support to the end user to create contact/distribution list that can be used across all components of the Email/Collaboration solution.
    15. Ensure email reliably synchronizes mail, contact records, and calendar with information associated with mobile accounts.
    16. Create and delete calendars and resources, delegating users to shared calendar and resources and transferring ownership as appropriate.
b. Provide support for content management and retrieval efforts including FOIA, eDiscovery and Records activities.
    1. Manage the eDiscovery Center functionality to include, deployment, scripting and manage permissions.

2. Provide support for the Security and Compliance Center tool identified regarding requests relevant to Litigation hold, eDiscovery and Forensics.
3. Respond to requests from EPA's legal community, for Freedom of Information Act, for the Inspector General, for Congressional requests and for the Labor and Employee Relations office. Execute searches, download results and provide access to PST files as appropriate.
4. Collaborate with the Hosting Team to allocate storage as required/in response to request from Office of Inspector General (OIG) for confidential investigation data
5. Respond to requests to create .PST files. The .PST files will be collected at a central repository (NCC storage server). The contractor shall be responsible for the server organization (create folders by Program Offices/Regions) and access control configuration/ permission to customer submitting .PST requests.

c. In support EPA's SharePoint environment, the contractor shall:
   1. Maintain the Office365 landing pages
   2. Manage and respond to global support tickets
   3. Support SharePoint global administration
   4. Support AD SharePoint integration administration
   5. Monitor usage of SharePoint
   6. Work with SharePoint administers to troubleshoot issues and ensure adherence to governance model.
   7. Provide scripting support for databases in SharePoint
d. In support Skype for Business and One Drive, the contractor shall ensure the desktop client is updated and integrates with Cloud based version of Office365 component.

C.6.5.6 .1 Email Gateway Application

The conversion to the email gateway resulted in significant benefits to EPA email users by improving delivery times between the different email platforms (Office 365 and Legacy Lotus Notes and Domino) providing greater efficiency of the email gateways. The email gateway has been integrated with Secure Email Gateway (SEG) which has further enhanced the handling of email, spam, whitelisting, attachments, etc. with greater efficiency. The contractor shall administer and support EPA email system that today consists of six (6) Linux Simple Mail Transfer Protocol (SMTP), Message Transfer Agent (MTA) systems, two (2) Lotus Notes SMTP gateways, and one (1) Linux Spam quarantine. The contractor shall provide and implement a recommendation for a new secure email gateway methodology in light of the Lotus Notes migration.

The contractor shall provide:

a. Operation and maintenance of the email gateway application servers. This entails ensuring the servers are up and running, ensuring mail is flowing into the agency since they are the central point for all inbound external mail, patching servers as needed to adhere to CSIRC security vulnerabilities, and ensuring SMTP tables files are updated and mail routes to the correct domains (Notes, Office 365) by the next business day.

b. Email maintenance in addition to any and all work that must be performed on the email system. Maintenance must take place between 9:00 p.m. and 5:00 a.m. All services must be restored by 5:00 a.m. the next business day.
c. A recommendation for an email solution that provides the capability for government administrators to define and implement filtering, in order to block unwanted emails or strip unwanted/prohibited types of attachments, types of email, or embedded code. This functionality shall be available to EPA administrative personnel and shall be in addition to that normally administered by the contractor (such as spam filtering).
d. Management of the current applications including but not limited to configuration of software. Application servers listed: MINTRA11, MINTRA12, MINTRA13, MSEIVE11, MSEIVE12, MSEIVE13, MBLAST11, MBLAST12, MBLAST13.
e. Operation and maintenance of the AT&T Secure Email Gateway (SEG) console.
f. Monitoring of incoming spam volume.
g. Locking of keywords/attachments as requested by CSIRC.
h. Configuration of SEG for epa.gov email domains (normal epa.gov, listserv.epa.gov, etc.).
i. Troubleshooting mail routing issues.
j. Removal of attachments based upon EPA standard requirements.
k. Monitoring and processing of mail not received.
l. Management of undeliverable messages.
m. Provide support with configuring printers, fax machines, etc.
n. Root Cause Analysis (RCA) covering any outages.
o. Monitoring of email messages going to postmaster account to ensure mail flowing and there are no backlogs.
p. Manage the white listing of email addresses, servers, etc., as required.

C.6.5.6 2 Legacy Notes Support and Migration

The Lotus Notes Domino system is currently being phased out. The application is still available for use in the live environment, therefore it is critical that this application continue be supported until its planned decommissioning is complete. The contractor shall provide support and maintenance for the Lotus Notes Domino system and provide analysis and recommendations to support the migration of users from Notes to Office 365 and the preservation of legacy data that is required for storage and retrieval in accordance with data retention policies, regulations and statutes. The Lotus Notes Domino Legacy email system is currently comprised of the following:

a. Primary and Archive Email Databases
b. Lotus Domino Directory Name and Address Book (NAB)
c. Domino Applications
d. Coexistent Application Servers (coordinate with MDM and AD)
e. Reproduction of .NSF files
f. Provide .NSF files to OIG
g. HUB application servers
h. ID Vault Management
i. Management of NAB Certification Documents

There are a total of 22,000 Lotus Notes accounts containing 92,947 GBs/90.8 TBs of data that must be migrated.

The contractor shall:

a. Ensure compliance with Agency standards for the configuration of the email clients and the desktop configuration.
b. Maintain existing operational procedures, operator's guides, user support guides, and user how-to documents relative to EPA email use and other related Microsoft technologies where applicable. In addition, provide disaster recovery procedures, security guidelines, and security plans.
c. Maintain Tier 2 telephone and email support for agency administrators
d. Ensure compliance with email archiving and retention, backup (Schedules 161 and 165), records management, and other legal (FOIA, eDiscovery) requirements/retention policies.
e. Provide Notes administrator support to all regional offices, labs, etc., that do not have Notes administrators in addition to supporting administrators remaining in the various offices.
f. Provide support of migration period that encompasses the migration of Lotus Notes legacy email to Office 365 and the migration of applications to SharePoint
g. Communicate unscheduled outages to EPA within 30 minutes of outage. Upon restoration of service, conduct a RCA of outage and/or major issue and provide a report to the Operational Lead within 2 business days. The report should include a description of the issue, its duration/impact, corrective action taken for resolution, and the preventive action required to ensure the problem does not happen again.
h. Enable the ability for local Notes/Domino administrators to move users within their organization or outside of their organization.
i. Enable the ability for Help Desk and the local administrators to manage the process and validate the removal of terminated users from the EPA email system
j. Enable ability for Help Desk and local administrators to reset lost passwords and fully expired ID files, including the management of the Lotus Notes ID Vault.
k. Respond to the Office of Inspector General's (OIG), Office of General Counsel (OGC), and Human Resources (HR) requests
l. Install, upgrade, test, patch, and maintain system software on the Legacy Lotus Notes/Domino systems, as needed.
m. Submit change controls for scheduled outages no less than 10 days in advance to ensure ample time for approval and customer notification.
n. Ensure all email content is included in the migration.
o. Evaluate and present a discovery phase to identify the types of encryption used by EPA to determine if users IDs have been well managed are corrupt or lost.
p. Ensure e-mail messages are preserved with all message content intact and readable.
q. Manage, administratively support and assist with transferring of the Notes mail into the designated O365 Exchange containers or designated media.
r. Preserve the metadata fields for all email messages.
s. Metadata showing when mail was sent/received (sent date, received date, time stamps);
t. Metadata showing who sent/received e-mail (From, To, CC, BCC, Address);

u. Metadata demonstrating what was sent (attachments, subject line, is-part-of);
v. Any other email "header" metadata;
w. Ensure full email thread content is viewable and able to be imaged, not "collapsed";
x. Ensure collapsed email threads will migrate;
y. Ensure all email attachments are migrated and preserved with document metadata intact;
z. Document the treatment of any non-migrated attachments possibly requiring custom services;
aa. Calendar entries including metadata (meeting occurred (start date, end date, time, duration); Event location, Attendees).
bb. Administratively support configuration changes relative to continuing the integrity of the database .nst files.

C.6.5.7 SUBTASK 5-6 AUDIO, VIDEO, AND WEB CONFERENCING

The contractor shall operate, maintain and support EPA's audio, video, and web conferencing services. In addition to Office365, EPA current uses Reservationless-Plus for Audio Conferencing, Adobe Connect for Web Conferencing (and eLearning platform), and Tandberg for Video Conferencing. The contractor will support the continued integration of EPA's currently separate audio, video and web conferencing solution with its Email Collaboration Suite (Office365) while ensuring the continued availability of existing functionality. In support of these services, the contractor shall provide a best-in-class service to maintain these systems, recommend improvements and enhancements to the Government, and execute successful upgrades and transitions when approved and requested by the Government. Currently, EPA provides the video and web conferencing solutions but is looking for the contractor-proposed audio conferencing solution. The contractor shall work with EPA to provide better integration of and streamlining of its collaboration toolset while maintaining the services and capabilities needed by the Agency.

C.6.5.7.1 Video Teleconferencing (VTC) Services

The contractor shall:

a. Provide administrative level support for EPA OEI's Video Conferencing Solution, which is currently managed using Cisco Telepresence Management Suite. The system is made up exclusively of Cisco Telepresence products including Multipoint Control Units, Video Communications Servers, ISDN Gateways, Telepresence Content Servers, and Cisco endpoints.
b. Provide on-site equipment installation, equipment diagnosis and repair, and usage monitoring for EPA-acquired VTC systems (see Section J, Attachment Q for VTC Counts by Location, VTC Infrastructure, and VTC Lab Equipment).
c. Provide solutions for higher functionality conference rooms that provide a mix of video, audio, and data to include design, purchase, build-out, installation, testing, and user acceptance.
d. Provide support in planning, scheduling, and running of video bridging and video teleconferences services, including Video over Internet Protocol, Firewall Traversal solutions, and streaming video conferences on the Internet.

e. Operate and maintain the VTC technology lab in order to test and evaluate patches, upgrades and other changes prior to release and to assist with troubleshooting issues.
f. Provide support for the procurement of new devices and new technologies
g. Maintain inventory of VTC endpoints including a VTC Codec directory for EPA-wide, maintenance of critical event logs.
h. Monitor system performance and capacity status; assesses impact of LAN/WAN circuits on the VTS services.
i. Ensure continuity, and provide technical information and support for the EPA VTC Fail-Over Site. This is located at EPA's Potomac Yard location, with an additional failover site located at Region 8, Denver, Colorado.
j. Provide optimization support service including, but not limited to software, performance engineering and optimization and knowledge transfer and mentoring on service modules in support of CISCO and Avaya's Family of Communications products.
k. The contractor shall support the WCF business processes to ensure that systems ordered by customers (a) meet their needs, (b) are procured in a timely fashion and (c) are installed and configured per EPA configuration standards.
l. Maintain and support OEI's Video Bridge application (currently located at the NCC Facility at RTP, North Carolina.)
m. Maintain the Microsoft Outlook Scheduler for use in scheduling multi point call via the video bridge. This database will be an integral part of the reservation system and will be used to prevent scheduling conflicts. Operational settings will be stored for access to conference.
n. The contractor shall offer the following VTC bridge services:
    1. User-dialed (Meet-Me) multipoint video conferencing, with features controlled by the EPA conference chairman;
    2. Continuous presence monitoring; operator present at all times during video conference;
    3. Operator-dialed multipoint video conferencing, monitored for quality by conference operators;
    4. Protocol bridging (e.g., H.320 and H.323);
    5. Audio add-on to a multipoint video conference;
    6. Configurable windows showing multiple locations simultaneously during a video conference (sometimes called a continuous presence);
    7. When required, streaming service for the use of ISDN connection or VBrick application (Cisco IPTV replacement)
    8. Monitor and maintain video connectivity in all EPA locations on a daily basis where video systems are installed throughout EPA nationally.
    9. Respond to Customer issues and keep Service Manager and Operational Lead abreast on notification changes from Tandberg Management Suite.
o. Coordinate management and maintenance of gateway, VCS, gatekeepers, Tandberg Management Suite, border controller, all required servers, and other essential equipment, in order to support video conferencing services provided to EPA customers.
p. Provide Tier 3 level support to users.

q. Provide operations of the service including review and evaluation of upgrades, enrollment of customers, troubleshooting issues, monitoring security and availability of system, and coordinating with solution provider,
r. Recommend any future upgrades, modifications, or innovative alternative solution.
s. Provide communication on administration and management issues (i.e., outages, upgrades, etc.) for the EPA provided solution
t. Provide communications and training to ensure EPA end-user proficiency, awareness of inherent features and other capabilities that can enhance the EPA video conferencing
u. Establish and maintain user Self Service Library that will include, documentation to assist user in how to host and facilitate meetings/events and how to use EPAs tools most effectively.

C.6.5.7.2 Web Conferencing and Web Seminar Support

The contractor shall:

a. Provide administrative level support for EPA OEI's Web Conferencing Solution, currently Adobe Connect.
b. Provide Tier 3 SME level support to users. Coordinate resolution of issues with Tier 1/2 (deskside/helpdesk) or Tier 4 (solution provider).
c. Provide operations of the service including review and evaluation of upgrades, enrollment of customers, troubleshooting issues, monitoring security and availability of system, and coordinating with solution provider.
d. Recommend any future upgrades, modifications, or innovative alternative solution.
e. Provide communication on administration and management issues (i.e., outages, upgrades, etc.) for the EPA provided solution.
f. Provide communications and training to ensure EPA end-user proficiency, awareness of inherent features and other capabilities that can enhance the EPA web conference meeting or web seminar/classroom experience (e.g. audio, video, closed caption, "pod", etc.).
g. Provide web conference training, routine end-user outreach and informational forums; and customized professional services and support.
h. Establish and maintain user Self Service Library that will include, documentation to assist user in how to host and facilitate meetings/events and how to use EPAs tools most effectively.

C.6.5.7.3 National Audio Conferencing Service

The contractor shall provide a full service audio teleconferencing capability worldwide that offers audio conference options to the EPA users, which is easy, secure, and cost effective and provides the ability to collaborate with co-workers, partners, and customers locally and globally (see Section J, Attachment R for current EPA National Voice Metrics).

The contractor shall:

a. Provide a solution and support an automated state-of-the-art technology to connect meeting participants via audio technology that provides the following features.
    1. "Reservationless" access to conferences.

2. Muting options on the sender and listener's ends.
3. Operator assistance to conference leaders and participants available 24 hours a day, 365 days a year.
4. Services to record messages and capture participant responses.
5. Digital recordings of conferences. Record options should include providing recordings into MP3 or WAV files for websites, or on a CD/DVD.
6. Written or electronic transcriptions of the conference.
7. Other available features that will help personalize and provide an intuitive automated conferencing system for end users.
8. The ability to choose from automated, operator-assisted, or operator dial-out conference calls.
9. Integrated audio and data conferences.
10. An electronic routing device solution that allows the person leading the event to reach a range of participants; with some conferences which may require an automated bridge that can accommodate 1,000 or more participants.
11. Technical consultation support from the company providing the bridge should include availability to assist leaders and participants. For more formal presentations, operators should be available to help make sure that everything goes as expected. Making sure that everyone can access the common space, monitor calls, and respond to requests.

b. The contractor shall provide the following services in support of the National Audio Conferencing subtask.
   1. Conference scheduling, set up, variables, troubleshooting, billing, usage records, and audits.
   2. Call management support interfaced with Help Desk tickets and reports.
   3. Technical consulting and customer service.
   4. WCF business support.

C.6.6 TASK 6 - FIELD SITE COMMUNICATIONS SUPPORT

The Field Site Communications Support includes technical services required to provide field site support in EPA's Region 4, which is located in Atlanta, Georgia. The contractor shall make programming changes in the Avaya VoIP servers, gateways, and associated voice network gear. The contractor shall work with the respective service vendors to resolve maintenance and operational problems, software upgrades and periodic maintenance support.

The contractor shall install or relocate network cable and telephone desk sets, provide voice network programming to establish telephone station and voice mailboxes to the IP-based Avaya Communications Manager and Modular Messaging server, and provide training to regional office staff on usage of both systems. The contractor shall maintain a cellular phone provided by the EPA for easy access by the Operational Lead for problems that occur during and after normal business hours. The contractor shall maintain an accurate inventory database of all telephone equipment and its location, including all components of the VoIP network to include the voice mail system. The contractor shall execute program changes, and provide monthly reports on system usage and events. The contractor shall provide technical assistance to users of the Avaya IP-based voice network, to include answering questions and individual training on the use of this

service. This service may be requested through the CATS helpdesk (404-562-9982), and performed by the contractor without additional Operational Lead approval.

The contractor shall provide technical support for Disaster Recovery Planning for voice and video systems. This service shall be requested through the local work request system and approved by the Operational Lead. The contractor shall perform and monitor installation and maintenance of various telecommunications equipment for the benefit of EPA's voice network services, overhead paging network, facsimile, audio and video conferencing, TTY equipment, headsets, handsets, ACD equipment and all other acquired telecommunications equipment by EPA.

The contractor shall isolate, diagnose, and repair troubles or refer to appropriate vendor for repair. Any request for equipment service must be approved by the Operational Lead.

The contractor shall perform installation, maintenance, testing and documentation of wiring system (including data wiring). Documentation includes floor plans with office/cubical locations in (AutoCAD File Format). Any major planned changes will be secured by the Operational Lead.

For all activities, the contractor shall:

a. Document work actions, including keeping records and an Avaya VoIP network and voicemail system.
b. Provide programming, maintenance, installations, relocations, and IMACs.
c. Ensure that all telecommunications actions are ordered through the service order system specified by the Operational Lead.
d. Report on the performance and monitor the status of service.
e. Avaya Voice over Internet Protocol (VoIP) network.
f. Programming, maintenance, and administration of the region's audio and video conferencing systems, voicemail system (Avaya MMS), training/administration, facsimile installation and maintenance.
g. Maintain performance, installation of voice and data wiring and supports the Operational Lead in wireless communications applications.

C.6.6.1 SUBTASK 6-1 - VOIP SERVICES

The contractor shall support VOIP services as follows:

a. Install or relocate network cable and telephone desk sets, provide voice network programming to establish telephone station and voice mailboxes to the IP-based Avaya Communications.
b. Maintain an accurate inventory database of all telephone equipment and its location, including all components of the VoIP network to include the voice mail system.
c. Repair and test telephone sets that are currently in stock (cords, keypads, handsets, buttons etc.). If repairs cannot be made on site, a written fault diagnosis shall be attached to the equipment, and the contractor shall notify the Operational Lead.
d. Send equipment for repair as approved by the Operational Lead.
e. As approved by the Operational Lead, the contractor shall perform traffic and utilization studies of the VoIP network and voice mail system to ensure the integrity of the systems in coordination with EPA.

C.6.6.2 SUBTASK 6-2 - VOICE MAIL

The contractor shall support voice mail services as follows:

a. Execute program changes, and provide monthly reports on system usage and events. Any exceptions or recommendations on operation or configuration of the IP-based Avaya voice network shall be reported to the Operational Lead via E-mail for information requiring immediate attention, or via the monthly report.
b. Perform fault determination and shall place requests for repair from the appropriate maintenance vendors, where existing warranties or maintenance agreements are in place.
c. Provide technical assistance to users of the Avaya IP-based voice network, to include answering questions and individual training on the use of this service. This service may be requested through the CATS helpdesk (404-562-9982), and performed by the contractor without additional Operational Lead approval.
d. Provide technical support for Disaster Recovery Planning for voice and video systems. This service shall be requested through the local work request system and approved by the Operational Lead.

C.6.6.3 SUBTASK 6-3 - AUDIO AND VIDEO CONFERENCING

The contractor shall support audio and video conference requests. The work shall include:

a. Scheduling and setup of conferencing equipment, and provide connection support to participating locations.
b. Maintaining and arranging for repair of conferencing equipment.
c. Audio conferencing equipment is located throughout the Regional Office, in addition to a small audio bridge conference system, with connectivity through the VoIP network.
d. Maintaining both ISDN and IP connectivity to audio/video devices.
e. Performing authorized Audio/Video/VTC/CCTV related tasks as approved via the ticketing system or by the TM including AV cabling, troubleshooting and installation of displays, speakers, camera or other AV equipment.
f. Providing the above AV support for VTC rooms/systems, presentation and informational displays, digital signage, CCTV, cable satellite TV distribution and streaming video.
g. Performing and monitoring installation and maintenance of various telecommunications equipment for the benefit of EPA's voice network services, overhead paging network, facsimile, audio and video conferencing, TTY equipment, headsets, handsets, ACD equipment and all other acquired telecommunications equipment by EPA.
h. Performing installation, maintenance, testing and documentation of wiring system (including data wiring). Documentation includes floor plans with office/cubical locations.

C.6.6.4 SUBTASK 6-4 - COOP AND REGIONAL RESPONSE CENTER (RRC) SUPPORT

The contractor shall provide COOP site set up, testing, troubleshooting and repair of all telecommunications associated with an actual COOP event and all COOP drills and exercises. The contractor shall be available 24/7, if needed. The Regional Response Center (RRC) may have emergencies other than regional COOP emergencies for which contractor shall be expected to assist at the Athens, GA or Norcross, GA sites.

C.6.7.1 TASK 7 – PROVIDE ENTERPRISE END USER AS-NEEDED CAPABILITIES - SURGE.

The contractor shall support planned and unplanned surge support services. These support services may cross all task and subtask areas within the TO. The contractor shall account for surge activities and provide the resources necessary to accommodate them without burdening Government and contractor operational staff. During the life of the TO, the workload in any one area may grow significantly for a period of time. Some activities are recurring while others are not. Recurring activities include, but are not limited to, audit support, the annual physical inventory of IT assets, year-end procurements, and technology refresh cycles. Examples of non-recurring activities include major system rollouts, major office moves, COOP/DR events, unexpected increases in Federal staffing to meet EPA mandates, and implementation of new EPA programs and projects.

For project support work, the contractor shall develop project and design plans, and once the plans and scheduled dates are mutually agreed to between the Government and contractor, the contractor shall ensure actual implementation dates do not deviate from the planned schedule dates by more than 14 calendar days.

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E.1 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performance, reports, and other deliverables under this TO will be performed by the FEDSIM COR and the EPA TPOC.

E.2 SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy, and conformance to TO requirements by the FEDSIM COR and TPOC. Inspection may include validation of information or software through the use of automated tools, testing, or inspections of the deliverables, as specified in the TO. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables.

The Government requires a period NTE 15 workdays after receipt of final deliverable items for inspection and acceptance or rejection.

E.3 BASIS OF ACCEPTANCE

The basis for acceptance shall be in compliance with the requirements set forth in the TO, the contractor's proposal, and relevant terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

The final acceptance will occur when all discrepancies, errors, or other deficiencies identified in writing by the Government have been resolved, through documentation updates, program correction, or other mutually agreeable methods.

Reports, documents, and narrative-type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments on deliverables shall either be incorporated in the succeeding version of the deliverable, or the contractor shall explain to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, or improper format, or otherwise does not conform to the quality assurance requirements stated within this TO, the document may be rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR.

E.4 DRAFT DELIVERABLES

The Government will provide written acceptance, comments, and/or change requests, if any, within 15 workdays (unless specified otherwise in Section F) from Government receipt of the draft deliverable. Upon receipt of the Government comments, the contractor shall have ten workdays to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

E.5 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The FEDSIM CO/COR will provide written notification of acceptance or rejection (Section J, Attachment T) of all final deliverables within 15 workdays (unless specified otherwise in Section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

E.6 NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies shall be corrected, by the contractor, within ten workdays of the rejection notice. If the deficiencies cannot be corrected within ten workdays, the contractor shall immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within ten workdays.

If the contractor does not provide products or services that conform to the requirements of this TO, the Government will document the issues associated with the non-conforming products or services in the award fee determination report, and there will be an associated reduction in the award fee earned.

F.1 PERIOD OF PERFORMANCE

The period of performance for this TO is a one year base period, with four one-year option periods.

F.2 PLACE OF PERFORMANCE

The primary place of performance is contractor facilities with government site performance in the Washington, DC metro area, Research Triangle Park, Cincinnati, OH, and select Lab locations specified in Section J, Attachment M. Remote support is provided to regional offices and labs CONUS/OCONUS with possible travel to any of the EPA locations in support of the task order.

F.3 TASK ORDER SCHEDULE AND MILESTONE DATES

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this TO.

The following abbreviations are used in this schedule:

DEL: Deliverable
IAW: In Accordance With
NLT: No Later Than
TOA: Task Order Award
All references to days: Government Workdays

Deliverables are due the next Government workday if the due date falls on a holiday or weekend.

The contractor shall deliver the deliverables listed in the following table on the dates specified:

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
	Project Start (PS)			10 WD After Award	*N/A*
1	Kick-Off Meeting Agenda	X001	C.6.1.1	At least three workdays prior to the Kick-Off Meeting	Unlimited IAW 52.227-14(c)(1)
2	Kick-Off Meeting	X001	C.6.1.1	PS	*N/A*
3	Monthly Status Report	X001	C.6.1.2	Monthly (10th calendar day of the next month)	Unlimited IAW 52.227-14(c)(1)
4	Monthly Technical Status Meeting	X001	C.6.1.3	Monthly	*N/A*
5	Monthly Technical Status Meeting Minutes	X001	C.6.1.3	5 workdays of Monthly Technical Status Meeting	Unlimited IAW 52.227-14(c)(1)

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
6	Draft Project Management Plan	X001	C.6.1.5	Due at Kick-Off Meeting	Unlimited IAW 52.227-14(c)(1)
7	Final Project Management Plan	X001	C.6.1.5	10 workdays after receipt of Government comments	Unlimited IAW 52.227-14(c)(1)
8	Project Management Plan Updates	X001	C.6.1.6	As project changes occur, no less frequently than annually	Unlimited IAW 52.227-14(c)(1)
9	Trip Report(s)	X001	C.6.1.7	Within 10 workdays following completion of each trip (if requested)	Unlimited IAW 52.227-14(c)(1)
10	Updated Transition-In Plan	X001	C.6.1.8	Due at Kick-Off Meeting	Unlimited IAW 52.227-14(c)(1)
11	Final Transition-In Plan	X001	C.6.1.8	5 workdays after receipt of Government comments	Unlimited IAW 52.227-14(c)(1)
12	Draft Transition-Out Plan	X001	C.6.1.13	NLT 6 Months prior to expiration of the TO	Unlimited IAW 52.227-14(c)(1)
13	Final Transition-Out Plan	X001	C.6.1.14	10 workdays after receipt of Government comments	Unlimited IAW 52.227-14(c)(1)
14	Copy of TO (initial award and all modifications)	X001	F.4	Within 10 workdays of award	*N/A*

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
15	IT Service Management Plan To include: -Operational Level Agreements -Service Quality Plan -Service Level Requirements -Service Level Agreements -Service Improvement Plans - Release and Deployment Management Plan - SACM Management Plan -Change Management Plan	X001	C.6.2.1 C.6.3.3 C.6.3.3 C.6.3.3 C.6.3.3 C.6.3.3 C.6.4.3 C.6.4.5 C.6.4.2	PS + 6 Months – Updated PS + 12 Months, then updated annually	Unlimited IAW 52.227-14(c)(1)
16	Enterprise IT Security Plan	X001	C.6.3.2	NLT 30 calendar days after TOA and annual update	Unlimited IAW 52.227-14(c)(1)
17	Enterprise IT Services Dashboard Plan	X001	C.6.3.4	PS + 90 WD	Unlimited IAW 52.227-14(c)(1)
18	Enterprise IT Services Dashboard	X001	C.6.3.4	PS + 6 Months	Unlimited IAW 52.227-14(c)(1)
19	Test Plan	X001	C.6.4.3 C.6.4.4	As Needed	Unlimited IAW 52.227-14(c)(1)
20	*Incident Reports	X001	C.6.5.1	Within 4 hours of incident identification	Unlimited IAW 52.227-14(c)(1)
21	*Root Cause Analysis reports	X001	C.6.5.1	Within 24 hour of incident/ problem resolution	Unlimited IAW 52.227-14(c)(1)
22	Technology Refresh Plan	X001	C6.5.2	As Needed	Unlimited IAW 52.227-14(c)(1)
23	Ad Hoc Drawings, Diagrams, and Reports	X001		Ad Hoc	Unlimited IAW 52.227-14(c)(1)

**These deliverables/reports are anticipated to be required as stated in the table, however, the frequency or need for the report may be adjusted over time, or replaced by the Enterprise IT Services Dashboard automated reporting in Section C.6.3.4.*

The contractor shall mark all deliverables listed in the above table to indicate authorship by contractor (i.e., non-Government) personnel; provided, however, that no deliverable shall contain any proprietary markings inconsistent with the Government's data rights set forth in this TO. The Government reserves the right to treat non-conforming markings in accordance with subparagraphs (e) and (f) of the FAR clause at 52.227-14.

F.4 PUBLIC RELEASE OF CONTRACT DOCUMENTS REQUIREMENT

The contractor agrees to submit, within ten workdays from the date of the FEDSIM CO's execution of the initial TO, or any modification to the TO (exclusive of Saturdays, Sundays, and Federal holidays), a portable document format (PDF) file of the fully executed document with all proposed necessary redactions, including redactions of any trade secrets or any commercial or financial information that it believes to be privileged or confidential business information, for the purpose of public disclosure at the sole discretion of GSA. The contractor agrees to provide a detailed written statement specifying the basis for each of its proposed redactions, including the applicable exemption under the Freedom of Information Act (FOIA), 5 United States Code (U.S.C.) § 552, and, in the case of FOIA Exemption 4, 5 U.S.C. § 552(b)(4), shall explain why the information is considered to be a trade secret or commercial or financial information that is privileged or confidential. Information provided by the contractor in response to the contract requirement may itself be subject to disclosure under the FOIA. Submission of the proposed redactions constitutes concurrence of release under FOIA.

GSA will carefully consider all of the contractor's proposed redactions and associated grounds for nondisclosure prior to making a final determination as to what information in such executed documents may be properly withheld.

F.5 DELIVERABLES MEDIA

The contractor shall deliver all electronic versions by electronic mail (email) and removable electronic media, as well as placing in the EPA's designated repository. The following are the required electronic formats, whose versions must be compatible with the latest, commonly available version on the market.

a. Text	MS Word, Google Docs
b. Spreadsheets	MS Excel, Google Sheets
c. Briefings	MS PowerPoint, Google Slides
d. Drawings	MS Visio, Google Drawings
e. Schedules	MS Project,

F.6 PLACE(S) OF DELIVERY

Copies of all deliverables shall be delivered to the FEDSIM COR at the following address:

GSA FAS AAS FEDSIM
ATTN: Kent Taylor (QF0B)
1800 F Street, NW

Washington, D.C. 20405
Telephone: (202) 480-7302
Email: kent.taylor@gsa.gov

Copies of all deliverables shall also be delivered to the EPA TPOC. The TPOC name, address, and contact information will be provided at award.

F.7 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT (PNR)

The contractor shall notify the FEDSIM COR via a Problem Notification Report (PNR) (Section J, Attachment U) as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery, and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including, but not limited to, termination.

G.1 CONTRACTING OFFICER'S REPRESENTATIVE (COR)

The FEDSIM CO appointed a FEDSIM COR in writing through a COR Appointment Letter (Section J, Attachment A). The FEDSIM COR will receive, for the Government, all work called for by the TO and will represent the FEDSIM CO in the technical phases of the work. The FEDSIM COR will provide no supervisory or instructional assistance to contractor personnel.

The FEDSIM COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the Contract or the TO. Changes in the scope of work will be made only by the FEDSIM CO by properly executed modifications to the Contract or the TO.

G.1.1 CONTRACT ADMINISTRATION

Contracting Officer:

Laurel Weiskopf
GSA FAS AAS FEDSIM (QF0B)
1800 F Street, NW
Washington, D.C. 20405
Telephone: 703-216-1498
Email: laurel.weiskopf@gsa.gov

Contracting Officer's Representative:

Kent Taylor
GSA FAS AAS FEDSIM (QF0B)
1800 F Street, NW
Washington, D.C. 20405
Telephone: 202-480-7302
Email: kent.taylor@gsa.gov

Technical Point of Contact:

Provided after award.

G.2 INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in General Services Administration Acquisition Manual (GSAM) 552.232-25, PROMPT PAYMENT (NOV 2009), to be considered proper for payment. In addition, the following data elements shall be included on each invoice:

Task Order Number: *(from GSA Form 300, Block 2)*
Paying Number: (ACT/DAC NO.) (From GSA Form 300, Block 4)
FEDSIM Project Number: EP00802
Project Title: ITS EPA III Task Order 1

The contractor shall certify with a signed and dated statement that the invoice is correct and proper for payment.

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category.

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Assisted Services Shared Information SysTem (ASSIST) to submit invoices. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

https://portal.fas.gsa.gov

Log in using your assigned ID and password, navigate to the order against which you want to invoice, click the Invoices and Acceptance Reports link in the left navigator, and then click the *Create New Invoice* button. The AASBS Help Desk should be contacted for support at 877-472-4877 (toll free) or by email at AASBS.helpdesk@gsa.gov. By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. However, the FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment. A paper copy of the invoice is required for a credit.

G.3 INVOICE REQUIREMENTS

The contractor shall submit a draft copy of an invoice to the client POC for review prior to its submission to GSA. The draft invoice shall not be construed as a proper invoice in accordance with FAR 32.9 and GSAM 532.9. The contractor shall submit simultaneous copies of the invoice to both GSA and the client POC. Receipts are provided on an as requested basis.

If the TO has different contract types, each should be addressed separately in the invoice submission.

The final invoice is desired to be submitted within six months of project completion. Upon project completion, the contractor shall provide a final invoice status update monthly.

Regardless of contract type, the contractor shall report the following:

a. GWAC Contract Number
b. Task Order Award Number (NOT the Solicitation Number)
c. Contractor Invoice Number
d. Current period of performance.
e. Amount of invoice that was subcontracted.
f. Amount of invoice that was subcontracted to a small business.

G.3.1 COST-PLUS-AWARD-FEE (CPAF) CLINs (for LABOR)

The contractor may invoice monthly on the basis of cost incurred for the CPAF CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B), by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

a. Employee name (current and past employees)
b. Employee company
c. Employee Alliant labor category
d. Exempt or non-exempt
e. Monthly and total cumulative hours worked
f. Corresponding negotiated ceiling rate
g. Effective hourly rate
h. Any cost incurred not billed
i. Labor adjustments (from any previous months (e.g., timesheet corrections))
j. Current approved billing rates in support of costs billed

All cost presentations provided by the contractor shall also include Overhead charges and General and Administrative charges at a minimum at the cost center level and shall also include the Overhead and General and Administrative rates being applied.

The contractor may invoice after accepting the modification which includes the award fee determination and any corresponding deobligation of unearned fee. See the Award Fee Determination Plan in Section J, Attachment D for additional information on the award fee determination process.

G.3.2 TOOLS AND OTHER DIRECT COSTS (ODCs)

The contractor may invoice monthly on the basis of cost incurred for the Tools and ODC CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

a. Tools and/or ODCs purchased
b. Consent to Purchase number or identifier
c. Date accepted by the Government
d. Associated CLIN
e. Project-to-date totals by CLIN
f. Cost incurred not billed
g. Remaining balance of the CLIN

All cost presentations provided by the contractor shall also include Overhead charges, General and Administrative charges and Fee in accordance with the contractor's Defense Contract Audit Agency (DCAA) cost disclosure statement.

G.3.3 TRAVEL

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

a. Joint Travel Regulation (JTR) - prescribed by the GSA, for travel in the contiguous U.S.
b. Federal Travel Regulation (FTR) Volume 2, Department of Defense (DoD) Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.

c. Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas" - prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the JTR. The invoice shall include the period of performance covered by the invoice, the CLIN number and title. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN/Task Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN/Task. The current invoice period's travel details shall include separate columns and totals and include the following:

a. Travel Authorization Request number or identifier, approver name, and approval date
b. Current invoice period
c. Names of persons traveling
d. Number of travel days
e. Dates of travel
f. Number of days per diem charged
g. Per diem rate used
h. Total per diem charged
i. Transportation costs
j. Total charges
k. Explanation of variances exceeding ten percent of the approved versus actual costs
l. Indirect handling rate

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All cost presentations provided by the contractor shall also include Overhead charges and General and Administrative charges in accordance with the contractor's DCAA cost disclosure statement.

G.4 TASK ORDER CLOSEOUT

The Government will unilaterally close out the TO six years after the end of the TO period of performance if the contractor does not provide final DCAA rates by that time.

H.1 KEY PERSONNEL

The following are the minimum personnel who shall be designated as "Key." The Government does not intend to dictate the composition of the ideal team to perform this TO.

a. Program Manager (PM)
b. Service Delivery Manager
c. Service Desk Manager

The Government desires that Key Personnel be assigned for the duration of the TO. All Key Personnel must possess excellent oral and written communication skills and be fluent in English.

H.1.1 PROGRAM MANAGER

The contractor shall identify a full-time, single PM to serve as the Government's primary POC and to provide overall leadership and guidance for all contractor personnel assigned to the TO. The PM is ultimately responsible for the quality and efficiency of the TO, to include both technical issues and business processes. The PM shall be an employee of the prime contractor. This PM shall have the authority to commit the contractor's organization and make decisions for the contractor's organization in response to Government issues, concerns, or problems. This individual will direct, plan, organize, control and manage the project/program to ensure that all contractual obligations are fulfilled in an efficient and timely manner. The PM will be assigned to complex programs involving multiple tasks, multiple performing organizations, and complex responsibilities. This person shall be readily available to respond to Government questions, concerns, and comments, as well as be proactive in alerting the Government to potential contractual or programmatic issues including situations that may comprise the contractor's ability to provide services.

It is required that the PM has the following qualifications:

a. Certified Project Management Professional Certification (Project Management Professional (PMP) or Program Management Professional (PgMP)) at the time of proposal Part III submission.

It is desired that the PM has the following qualifications:

a. A minimum of 3 years of experience with the management of an Enterprise IT Service Delivery and Management Program similar in size, scope, and complexity to the requirements of this Task Order Request (TOR).
b. ITIL® Foundation Level Certification (or better).
c. A minimum of 10 years' experience managing large projects with organizational complexity.
d. Experience with the management, manpower utilization, and supervision of employees (including subcontractors) of various labor categories and skills in projects similar in size and scope as proposed for this TOR.
e. Familiarity with the administration of cost-type contracts.

H.1.2 SERVICE DELIVERY MANAGER

The Service Delivery Manager shall manage all service delivery-related processes and the delivery of projects from engineering to operation; shall be the service owner for all end user and customer-facing IT services and solutions; and shall ensure end-to-end delivery of services based on Government-approved ITSM processes consistent with industry best practices.

It is desired that the Service Delivery Manager has the following qualifications:

a. Experience in providing Enterprise IT Services similar in size, scope, and complexity to the requirements of this TOR, including implementation of ITIL best practices.
b. Certified Project Management Professional Certification (Project Management Professional or PgMP) at the time of proposal Part III submission.
c. ITIL® Intermediate Level Certification (or better).
d. Demonstrated success improving, optimizing, standardizing, and streamlining customer support processes that yielded improvements in customer satisfaction and resulted in cost reductions.
e. Five years' experience managing IT service delivery requirements similar in size, scope and complexity to this TOR.
f. Five years' experience managing service desk teams supporting the requirement similar in size, scope, and complexity to this TOR.
g. Demonstrated experience providing performance-based customer service support against multiple performance metrics in the Federal Government.
h. Experience in communicating with Government personnel, including agency executives.

H.1.3 SERVICE DESK MANAGER

The Service Desk Manager shall manage the performance of service desk and deskside services to users. The Service Desk Manager will provide users efficient and timely first and second level support to ensure that service levels are achieved in line with the TO and that customer expectations are met or exceeded. The Service Desk Manager shall be located at the contractor's service desk facility.

It is desired that the Service Desk Manager has the following qualifications:

a. Certified ITIL® Intermediate Level Certification (or better).
b. Certified Project Management Professional Certification (Project Management Professional or PgMP)).
c. Five or more years of related technical and managerial experience in an end-to-end service desk and deskside service delivery environment similar in terms of size, scope and complexity to that of this TOR
d. Help Desk Institute or Service Desk Institute Service Desk Manager Certification.
e. Demonstrated success improving, optimizing, standardizing, and streamlining customer support processes that yielded improvements in customer satisfaction and resulted in cost reductions.
f. Demonstrated experience and proven success implementing changes, processes, and standards to improve an enterprise-wide service desk.

g. Demonstrated experience with service desk technologies proposed by the contractor.
h. Demonstrated experience providing performance-based customer service support against multiple performance metrics in the Federal Government.
i. Demonstrated in-depth experience with the implementation and customization of service desk tools and automation technologies.

H.1.4 NON-KEY PERSONNEL REQUIREMENTS

All personnel assigned to the TO and who have access to EPA systems must meet the necessary security standards required before they can be given badges or passwords (see H.4). It is desired that the non-key Project Managers have an active certification in accordance with Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK) as a Project Management Professional. In addition, all personnel must be knowledgeable of and adhere to all EPA policies and procedures, including the maintenance of all certifications, training, and licenses specific to their job function. All personnel must complete all required EPA training.

H.1.5 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the CO. Prior to utilizing other than personnel specified in proposals in response to a TOR, the contractor shall notify the Government CO and the COR of the existing TO. This notification shall be no later than ten calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute personnel qualifications shall be equal to, or greater than, those of the personnel being substituted. If the Government CO and the COR determine that a proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6 Termination (Cost Reimbursement).

H.1.6 CONTRACTOR PERSONNEL REMOVAL AND REPLACEMENT

The Government CO and COR may require the contractor to remove and/or replace contractor personnel during the life of the TO for cause.

H.2 GOVERNMENT-FURNISHED PROPERTY (GFP)

GFP provided may change throughout the life of the TO. The Government envisions furnishing the contractor with the following equipment:

a. Work space [laptop and phone] will be provided for individuals assigned full time to EPA. a. In addition, onsite performance will include containers for document storage and access to network multifunction printers.
b. Laptop computers and mobile devices (smart phones) as needed.
c. Passwords and access cards and/or tokens (upon completion of security requirements) to systems, tools, and devices required for performance of the work.
d. For contractor personnel not located in Government space, EPA will provide remote access to the EPA network.

e. The Government will provide an EPA-owned email account, and service desk toll-free and international numbers.
f. Government will initially furnish tools for remote assistance and endpoint management (see Section J, Attachment P for Tools Supported and Utilized)

H.3 GOVERNMENT-FURNISHED INFORMATION (GFI)

The Government will provide the historical data from its current ITSM Tracking Tool, Remedy ITSM v.8 that must be transferred to and used by the incoming service desk tool. The Government will also furnish the contractor with the documentation available for existing hardware and software in use as part of EPA's operations. In addition, detailed descriptions of EPA's current IT platforms, customers, locations, and other technical information not provided in Section J that is needed to perform the TO will be provided during the Transition-In period.

H.4 SECURITY REQUIREMENTS

Work cannot begin on a contract requiring unescorted physical access to an EPA-controlled office or facility until after the contractor employee investigation process has been initiated. Prior to starting work at an EPA facility, contractors must submit all applicable paperwork, as identified in the contract, and have that paperwork reviewed and approved by the EPA Personnel Security Branch (PSB). In addition, contractor employees must be fingerprinted by the EPA and receive favorable results. Once these requirements have been met, contractor employees may begin work while OPM conducts the background investigation.

TPOCs are the focal point for processing contractor security applications and are responsible for ensuring the investigative process is initiated in a timely manner. Prior to implementation, PSB will provide TPOCs with training materials and detailed instructions.

The following are basic steps for the investigative process:

a. Contractor company point of contact logs onto the secure EPA-identified portal iBOARD, creates an account, and submits complete employee information (name, Social Security Number, date of birth, citizenship, etc.). The processing time will vary depending on the number of employees the contractor submits.
b. TPOC reviews and approves the data using the iBOARD utility in EPASS. Again, the amount of processing time necessary will vary depending on the number of employees submitted.
c. TPOC completes risk designation by answering five questions in EPASS. Based on the answers to the questions, a risk designation is automatically assigned.
d. Local/regional security representative approves or changes the position's risk designation. On average, this could take up to three business days.
e. PSB performs a reciprocity check for prior investigations. Equivalent background checks from other agencies are considered acceptable. On average, this could take up to two business days.
f. Contractor personnel access OPM's Electronic Questionnaires for Investigations Processing (e-QIP) system to complete required standard investigative forms. This is only necessary for contractor employees who need access for more than six months.

g. All contractor employees must be fingerprinted and provide two forms of ID, at a time and location to be specified by Security Management Division (SMD). Those needing access for more than six months must also be photographed. CORs will be copied on all notifications sent to contractor employees. The amount of processing time necessary will vary depending on the location. At headquarters, fingerprinting can be done without an appointment during normal business hours. Security offices collecting electronic fingerprints, like headquarters, can expect results in two to three business days. Collecting fingerprints on paper can take five or more business days.

H.4.1 INFORMATION ASSURANCE

The contractor may have access to sensitive (to include privileged and confidential) data, information, and materials of the U.S. Government. These printed and electronic documents are for internal use only and remain the sole property of the U.S. Government. Some of these materials are protected by the Privacy Act of 1974 (AMENDED) and other applicable laws. .

H.4.1.1 SAFEGUARDING SENSITIVE DATA AND INFORMATION TECHNOLOGY RESOURCES

During the course of performing the work stated within this SOW, contractor employees and staff may come in contact with Confidential Business Information (CBI), Law Enforcement information or other information considered sensitive. Examples of sensitive information include the following:

a. Identity of product inert ingredients.
b. Identity of product ingredient sources.
    1. Description of manufacturing or quality control processes and corresponding impurities.
c. Product chemistry registration data.
d. Information about pending registration actions.
e. Sales, production or other commercial or financial information. The contractor shall protect all sensitive information from unauthorized disclosure. Neither the contractor nor any of its employees or affiliates shall disclose or disseminate any sensitive information that could result in, or increase the likelihood or possibility of, a breach of EPA's policies regarding its handling. The contractor shall ensure all sensitive information it comes in contact with during the performance of this Task Order is handled in accordance with EPA policy and procedures relating to sensitive information and the National Environmental Information Systems Engineering Center (NEISEC) security plan as it relates to the handling of sensitive information. Even if the COR decides no confidential information will be accessed on this Task Order, the contractor must ensure all Agency information is safeguarded during the performance of this project in accordance with EPA information security policy and procedures, the security plan for this Task Order, and the NEISEC security plan as it relates to protecting EPA information resources. The contractor shall also adhere to all physical and logical security requirements as identified in EPA Order 3210 - Physical Security Program. This requirement includes dissemination of information that might result in a negative impact to the government's reputation.

The following EPA policies must be followed. These policies can be found at: https://www.epa.gov/irmpoli8/current-information-directives

a. CIO 2104.0 Software Management and Piracy Policy
b. CIO 2130.1 Section 508: Accessible Electronic and Information Technology
c. CIO 2134.0 Information Collection Policy
d. CIO 2135.0 Enterprise Information Management Policy (EIMP)
e. CIO 2150.1 Interim Agency Network Security Policy
f. CIO 2150.3 Environmental Protection Agency Information Security Policy
g. CIO 2150.4 Mobile Computing Policy
h. CIO 2151.1 Privacy Policy
i. CIO 2155.1 Records Management Policy
j. CIO 2171.0 Information Access Policy
k. CIO 2180.1 Web Governance and Management
l. CIO 2181.0 Posting Copyrighted Works on EPA Web Site
m. CIO 2184.0 Social Media Policy

H.4.2 SECURITY CLEARANCES

All contractor personnel participating in the design, development, operation, and/or maintenance of sensitive systems/applications, or having access to sensitive information are required to have an appropriate level of background screening. The contractor must follow the procedures to obtain local access badges and/or EPA Personnel Access and Security System (EPASS) badges.

The level of screening required under OMB Circular A-130 varies from minimal checks (SF 85P, Questionnaire for Public Trust Positions) to full background investigations (SF 86, Questionnaire for National Security Positions depending on the sensitivity of the information to be handled, and the risk and magnitude of loss or harm that could be caused by the individual.

The contractor's Information Security Office (ISO) shall review all SF 85, for Public Trust positions or SF 86, National Security Positions for accuracy and completeness and deliver these form(s) to EPA's Technical Information Security Staff, OTOP, OEI within 10 workdays after award of the TO or change in personnel. The contractor shall identify those individuals with a change in status (i.e., transferred, terminated, resigned, etc., within 10 workdays to the COR. The contractor shall identify those individuals not specifically identified by the SOW, if needed, (i.e., Human Resources representative), and request their background investigations be adjudicated. Additional background checks (SF 86s) will be performed on all contractor and subcontractor employees who have access to Confidential Business Information (CBI, EPA financial data, (e. g., payroll) and data related to FIFRA, TSCA, and RCRA CBI. Upon completion of the investigations, the TJSS shall provide written authorization to the contractor authorizing contractor and/or subcontractor employees' access to sensitive information, including CBI via the contractor's ISO.

Costs for conducting the required personnel investigations will be paid by EPA. Investigations will be conducted in accordance with Office of Personnel Management minimum investigations requirements.

Homeland Security Presidential Directive 12 (HSPD-12), entitled "Policy for a Common Identification Standard for Federal Employees and Contractors," calls for a mandatory, government-wide standard for the issuance of secure and reliable forms of identification to executive branch employees and employees of federal contractors for access to federally-controlled facilities and networks. Consequently, EPA initiated the EPASS project to meet the objectives and requirements of HSPD-12, as well as to ensure the security of EPA employees and personnel, facilities, and systems.

EPAAG Appendix 4.13.1-A entitled, "Agency Access Badge Requirements for On-site Contractor Personnel," shall be included in all new contracts, that require contractor employees to have unescorted on-site access to an EPA-controlled facility, awarded on December 1, 2011 and after (including simplified acquisition purchase orders, orders placed against General Services Administration Multiple Award Schedule Contracts, Government-Wide Acquisition Contracts, and Multi-Agency Contracts).

H.5 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

a. If a contractor is currently performing work, has performed or anticipates performing work that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI to GSA in accordance with FAR Subpart 9.5. The nature of the OCI may involve the prime contractor, subcontractors of any tier, or teaming partners.

b. The contractor is required to complete and sign an OCI Statement (see Section J, Attachment V). The contractor must represent either that (1) It is not aware of any facts which create any actual or potential OCI relating to the award of this contract, or (2) It has included information in its proposal, providing all current information bearing on the existence of any actual or potential OCI and has included a mitigation plan in accordance with paragraph (c) below.

c. If the contractor with an actual or potential OCI believes the conflict can be avoided, neutralized, or mitigated, the contractor shall submit a mitigation plan to the Government for review.

d. In addition to the mitigation plan, the FEDSIM CO may require further information from the contractor. The FEDSIM CO will use all information submitted by the contractor, and any other relevant information known to the Government, to determine whether an award to the contractor may take place, and whether the mitigation plan adequately avoids, neutralizes, or mitigates the OCI.

e. If any such conflict of interest is found to exist, the FEDSIM CO may determine that the conflict cannot be avoided, neutralized, mitigated or otherwise resolved to the satisfaction of the Government and the contractor may be found ineligible for award. Alternatively, the FEDSIM CO may determine that it is otherwise in the best interest of the United States to contract with the contractor and include the appropriate provisions to avoid neutralize, mitigate, or waive such conflict in the contract awarded.

H.5.1 NON-DISCLOSURE REQUIREMENTS

If the contractor acts on behalf of, or provides advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall execute and submit a Corporate Non-Disclosure Agreement (NDA) Form (Section J, Attachment W) and ensure that all its personnel (to include subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO:

a. Are listed on a signed Addendum to Corporate Non-Disclosure Agreement (NDA) Form (Section J, Attachment W) prior to the commencement of any work on the TO.
b. Are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.
c. Are instructed in FAR Part 9 for third-party disclosures when acting in an advisory capacity.

All proposed replacement contractor personnel also must be listed on a signed Addendum to Corporate NDA and be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this TO or obtained from the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

H.6 SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all Electronic and Information Technology (EIT) products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 United States Code (U.S.C.) 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 Code of Federal Regulations (CFR) 1194. The contractor shall identify all EIT products and services provided, identify the technical standards applicable to all products and services provided, and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

H.7 SECTION 504 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, Section 504 requires agencies to provide individuals with disabilities an equal opportunity to participate in their programs and benefit from their services, including the provision of information to employees and members of the public. Agencies must provide appropriate auxiliary aids where necessary to ensure an equal opportunity. Types of auxiliary aids may include brailed or large print versions of materials, electronic diskettes, audiotapes, qualified interpreters or readers, telecommunications devices for deaf persons (TDDs), captioning of video, and other methods of making information available and accessible to persons with disabilities. In considering what type of auxiliary aid to provide, agencies must give primary consideration to the request of the individual with a disability and shall honor that request, unless it can demonstrate that another effective means of communication exists. All products and services proposed shall fully comply with Section 504,

and the contractor must ensure that the auxiliary aids are accessible by typical users beginning at time of award.

H.8 COST ACCOUNTING SYSTEM

The adequacy of the contractor's accounting system and its associated internal control system, as well as contractor compliance with the Cost Accounting Standards (CAS); affect the quality and validity of the contractor data upon which the Government must rely for its management oversight of the contractor and contract performance. The contractor's cost accounting system shall be adequate during the entire period of performance and shall permit timely development of all necessary cost data in the form required by the contract.

H.9 PURCHASING SYSTEMS

The objective of a contractor purchasing system assessment is to confirm it is a Government-approved purchasing system and evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting. A Government audited and approved purchasing system (e.g. approved by DCAA or DCMA) is mandatory for the prime contractor.

When and if reviews are conducted of the purchasing system, the contractor shall provide the results of the review to the FEDSIM CO within ten workdays from the date the results are known to the contractor.

H.10 TRAVEL

H.10.1 TRAVEL REGULATIONS

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

a. Federal Travel Regulations (FTR) - prescribed by the GSA, for travel in the contiguous U.S.
b. Joint Travel Regulations (JTR), Volume 2, Department of Defense (DoD) Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.
c. Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas" - prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

H.10.2 TRAVEL AUTHORIZATION REQUESTS

Before undertaking travel to any Government site or any other site in performance of this TO, the contractor shall have this travel approved by, and coordinated with, the FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long-distance travel, the contractor shall prepare a TAR (Section J, Attachment X) for Government review and approval. Long-distance travel will be reimbursed for cost of travel comparable with the FTR.

Requests for travel approval shall:

a. Be prepared in a legible manner.
b. Include a description of the travel proposed including a statement as to purpose.
c. Be summarized by traveler.
d. Identify the TO number.
e. Identify the CLIN associated with the travel.
f. Be submitted in advance of the travel with sufficient time to permit review and approval.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

H.11 TOOLS (HARDWARE/SOFTWARE) AND/OR ODCs

The Government may require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified at the time a TOR is issued or may be identified during the course of a TO by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the FEDSIM COR a Request to Initiate Purchase (RIP). If the prime contractor is to lose an approved purchasing system during the period of performance, the contractor shall submit to the CO a Consent to Purchase (CTP). The RIP and CTP (see Section J, Attachments Y and Z) shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the COR or an approved CTP from the CO and without complying with the requirements of Section H.12, Commercial Supplier Agreements.

H.12 COMMERCIAL SUPPLIER AGREEMENTS

H.12.1 The Government understands that commercial software tools that may be purchased in furtherance of this TO as described in Section C.6 and as contemplated in the Tools and ODC CLINs in Section B.4 may be subject to commercial agreements which may take a variety of forms, including without limitation licensing agreements, terms of service, maintenance agreements, and the like, whether existing in hard copy or in an electronic or online format such as “clickwrap” or “browsewrap” (collectively, “Software Agreements”). For purposes of this TO, the Software Supplier Agreements are “collateral agreements” within the meaning of the FAR clause at 52.227-14(c)(2).

H.12.2 The contractor shall ensure that any proposed Supplier Agreements allow the associated software and services to be used as necessary to achieve the objectives of this TO. The contractor shall provide all applicable Supplier Agreements to the FEDSIM CO prior to purchase and shall cooperate with the Government, including negotiations with the licensor as appropriate, to ensure compliance with this Section. Without limiting the generality of the foregoing, a compliant Supplier Agreement shall permit all of the following at no extra charge to the Government: (a) access and use by support contractors, including a successor contractor upon termination or expiration of this TO. The above rights constitute “other rights and limitations” as contemplated in subparagraph (d) of the FAR clause at 52.227-14, Rights In Data – General (May 2014), Alternate III (Dec 2007).

H.13 NEWS RELEASE

The offeror shall not make any news release pertaining to this procurement without prior Government approval and only in coordination with the FEDSIM CO.

H.14 INTELLECTUAL PROPERTY RIGHTS

The existence of any patent, patent application or other intellectual property right that encumbers any deliverable must be disclosed in writing on the cover letter that accompanies the delivery. If no such disclosures are provided, the data rights provisions in FAR 52.227-14 apply. The Software Agreements referenced in section H.12, amended as contemplated therein, shall be deemed to constitute such disclosure with regard to their associated commercial software tools and shall prevail over any inconsistent provision in FAR 52.227-14 to the extent of such inconsistency.

H.15 AWARD FEE

See the Award Fee Determination Plan in Section J, Attachment D.

I.1 TASK ORDER CLAUSES

All applicable and required provisions/clauses set forth in FAR 52.301automatically flow down to all Alliant task orders, based on their specific contract type (e.g., cost, fixed-price, etc.), statement of work, competition requirements, commercial or not commercial, and dollar value as of the date the TO solicitation is issued.

I. X FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This TO incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request the FEDSIM CO will make their full text available. Also, the full text of a provision may be accessed electronically at the FAR website:

http://www.acquisition.gov/far/

52.203-14	Display of Hotline Poster(s) https://www.epa.gov/sites/production/files/2016-05/documents/_epaoig_2016_hotlineposter_draft2_85x11_flat.pdf	OCT 2015
52.204-2	Security Requirements	AUG 1996
52.204-9	Personal Identity Verification of Contractor Personnel	JAN 2011
52.204-13	System for Award Management Maintenance	JUL 2013
52.204-14	Service Contract Reporting Requirements	JAN 2014
52.215-22	Limitations on Pass-Through Charges - Identification of Subcontract Effort	OCT 2009
52.216-7	Allowable Cost and Payment	JUN 2013
52.227-14	Rights in Data – General	MAY 2014
52.227-14	Rights in Data – General Alternate II and III	DEC 2007
52.227-15	Representation of Limited Rights Data and Restricted Computer Software	DEC 2007
52.227-17	Rights In Data Special Works	DEC 2007
52.232-20	Limitation of Cost	APR 1984
52.232-22	Limitation of Funds	APR 1984
52.232-40	Providing Accelerated Payments to Small Business Subcontractors	DEC 2013
52.239-1	Privacy or Security Safeguards	AUG 1996
52.246-5	Inspection of Services—Cost-Reimbursement	APR 1984
52.247-14	Contractor Responsibility for Receipt of Shipment	APR 1984
52.247-67	Submission of Transportation Documents for Audit Fill-in: COR, see Section G	FEB 2006

I. X.1 FAR CLAUSES INCORPORATED BY FULL TEXT

FAR 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days of the end of the period of performance.

(End of clause)

FAR 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

a. The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.
b. If the Government exercises this option, the extended contract shall be considered to include this option clause.
c. The total duration of this contract, including the exercise of any options under this clause, shall not exceed 66 months.

(End of clause)

I.X GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM), CLAUSES INCORPORATED BY REFERENCE

The full text of a provision may be accessed electronically at the GSAM website:

https://www.acquisition.gov/gsam/gsam.html/

GSAM	TITLE	DATE
552.204-9	Personal Identity Verification Requirements	OCT 2012
552.212-4	Contract Terms and Conditions-Commercial Items (Alternate II) (FAR Deviation)	JUL 2015
552.215-70	Examination of Records by GSA	JUL 2016
552.228-5	Government as Additional Insured	JAN 2016
552.232.25	Prompt Payment	NOV 2009
552.232-39	Unenforceability of Unauthorized Obligations (FAR Deviation)	JUL 2015
552.232-78	Payment Information	JUL 2000
552.239-70	Information Technology Security Plan and Security Authorization	JUN 2011

J.1 LIST OF ATTACHMENTS

The following attachments are attached, either in full text or electronically at the end of the TOR.

Attachment	Title
A	COR Appointment Letter
B	Acronym List
C	Incremental Funding Chart (electronically attached .xls) (Attached at TO award)
D	DRAFT Award Fee Determination Plan
E	EPA OEI and OITO Organization Chart
F	Monthly Status Report Template (Sample)
G	Draft Working Capital Fund Billing Information
H	EPA CSIRC Vulnerability Rankings
I	Historical Minimum Levels of Performance
J	COOP & EOC Device and A/V Equipment
K	Call Center and Help Desk Metrics and Trends
L	User Types Supported, Tiers, and Priority Levels
M	Deskside Services Locations By User Base and Deployed Devices
N	EPA Washington D.C. Area Locations
O	Deployed Devices by Locations Supported (HQ Locations Including Labs) and Type
P	Tools Supported and Utilized List
Q	VTC Counts by Location, Infrastructure, and Lab Equipment
R	National Voice Metrics
S	Matrix of End User Services by Location
T	Deliverable Acceptance/Rejection Report
U	Problem Notification Report (Sample)
V	OCI Statement
W	Corporate Non-Disclosure Agreement (NDA) Form
X	Travel Authorization Request (Sample)
Y	Request to Initiate Purchase Template
Z	Consent to Purchase Template (electronically attached .xls)
AA	CLIN X001 Cost Workbook (to be removed at TOA)
BB	CLIN X002 SURGE Cost Workbook (to be removed at TOA)
CC	Key Personnel Qualification Matrix (To be removed at TOA)
DD	Project Staffing Plan Template (To be removed at TOA)
EE	Corporate Experience Template (To be removed at TOA)
FF	Offeror Q&A Template (To be removed at TOA)

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L.1 FAR 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the FEDSIM CO will make the full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation of offer. Also, the full text of a solicitation provision may be accessed electronically at this address:

https://www.acquisition.gov/far

FAR	TITLE	DATE
52.215-1	Instructions to Offerors-Competitive Acquisition	JAN 2004
52.232-38	Submission of Electronic Funds Transfer Information with Offer	JUL 2013

L.1.1 SOLICITATION PROVISIONS PROVIDED IN FULL TEXT:

FAR 52.215-20 Requirements for Certified Cost or Pricing Data and Data Other Than Certified Cost or Pricing Data – Alternate IV (OCT 2010)

(a) Submission of certified cost or pricing data is not required.

(b) Provide data described below:

All data required to be submitted as part of the offeror's proposal is described in Sections L.5, L.6, and L.7 of this solicitation. The offeror must use the formats for submission of data prescribed in these sections. By submitting a proposal, the offeror grants the FEDSIM CO or an authorized representative the right to examine records that formed the basis for the pricing proposal. That examination can take place at any time before award. It may include those books, records, documents, and other types of factual data (regardless of form or whether the data are specifically referenced or included in the proposal as the basis for pricing) that will permit an adequate evaluation of the proposed price.

L.2 GENERAL INSTRUCTIONS

a. The offeror is expected to examine this entire solicitation document including the Master/Basic Contract. Failure to do so will be at the offeror's own risk.

b. The Government may make award based on initial offers received, without discussion of such offers. Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments listed in Section J). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

c. An offeror submitting restrictive data shall mark it as follows in accordance with the FAR 52.215-1, Instructions to Offerors - Competitive Acquisition, which is incorporated by reference. FAR Clause 52.215-1(e) states: "Restriction on disclosure and use of data. Offerors that include in their proposals data that they do not want disclosed to the public for any purpose, or used by the Government except for evaluation purposes, shall –

(1) Mark the title page with the following legend:

This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed--in whole or in part--for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of--or in connection with--the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets *(*insert numbers or other identification of sheets*)*; and

(2) Mark each sheet of data it wishes to restrict with the following legend:

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal."

d. The Government assumes no liability for disclosure or use of unmarked data and may use or disclose the data for any purpose. Unless restricted, information submitted in response to this request may become subject to disclosure to the public pursuant to the provisions of the Freedom of Information Act (5 U.S.C. 551).

e. This procurement is conducted under the procedures of FAR Subpart 16.5. The policies and procedures of FAR Subpart 15.3 do not apply.

L.3 GENERAL INFORMATION

The total estimated CPAF of the TO is between $187 million and $207 million. The estimate does not include Surge, Materials and Equipment, ODCs, Long-Distance Travel, and CAF. Any proposal that is not within this range shall include an explanation that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range.

Proposals shall be valid for a period of not less than 120 calendar days from the date of delivery. **For proposal purposes only**, offerors shall use a Project Start date of March 31, 2017.

L.3.1 AVAILABILITY OF EQUIPMENT AND SOFTWARE

All commercial hardware and software proposed in response to this solicitation document shall have been formally announced for general release on or before the closing date of the solicitation. Failure to have equipment or software announced prior to submission of proposal may render the offeror's proposal unacceptable.

L.3.2 CONTRACTOR SUPPORT DURING TECHNICAL EVALUATION

The Government expects to have contractor support during the evaluation from E3 Federal Solutions, LLC. The prime offeror is encouraged to sign a Non-Disclosure Agreement (NDA) with E3 Federal Solutions, LLC for its submission that addresses the written and oral technical proposals (see GSAM 503.104-4). An offeror who chooses to enter into an NDA with E3 Federal Solutions, LLC shall submit its corporate NDA to the POC listed below specifically referencing this solicitation. If an NDA is signed, the NDA shall be submitted with the proposal Part I submission. E3 Federal Solutions, LLC is prohibited from proposing on any work related to ITS EPA III.

E3 Federal Solutions, LLC

POC: Will Fortier

Telephone: 202.321.7011

Email: wfortier@e3federal.com

L.4 SUBMISSION OF OFFERS

Each offer shall be provided to the Government in four separately bound Parts and shall contain the following:

a. Part I – Preliminary Written Cost/Price Proposal Information
b. Part II – Remainder of Written Cost/Price Proposal
c. Part III – Written Technical Proposal
d. Part IV – Video Technical Proposal Presentation

The offeror shall submit each Part on the due dates indicated on the Cover Letter.

Unless otherwise specified, one page is one side of an U.S. Letter size (8.5" x 11") piece of paper. All electronic files shall be in Microsoft Word or Excel formats. Any documents provided in Section J, List of Attachments shall be submitted using the same file format (e.g., Project Staffing Plan shall be submitted in Excel file format using the Excel template provided). Printed pages must maintain one inch margins, 12 point Times New Roman font, and be single spaced. Headers and footers may be of a font larger than 12 point, but shall not be smaller than ten point font. Charts/Graphics/Tables embedded in the proposal will count toward page limitations. Charts/Graphics/Tables must maintain a minimum of ten point Times New Roman font, including in the Part IV slides. Ledger size (11" x 17") paper may be used in the staffing plan when providing charts/graphics/tables. A single side of an 11" x 17" piece of paper will be counted as two pages where page limitations apply. Items such as a Title Page, Table of Contents, Cover Letter, List of Figures, and Acronym Lists are excluded from the page counts below, unless they are inclusive of a document (e.g., a Table of Contents within the Draft Transition-In Plan), in which case it would count toward the stated page limitations. PDF files will be allowed for executed documents such as Letters of Commitment.

Any pages submitted beyond the page limitations will be removed and not evaluated.

L.5 SUBMISSION OF THE WRITTEN COST/PRICE PROPOSAL (PARTS I and II)

Audits may be performed by Defense Contract Audit Agency (DCAA) on the offeror and all subcontracts. Cost/Price Proposals shall meet the DCAA audit submittal requirements. The offeror shall fully support all proposed costs/prices. An offeror's proposal is presumed to represent the offeror's best efforts in response to the solicitation. Any inconsistency, whether real or apparent, between promised performance, and cost/price, shall be explained in the proposal.

The offeror shall provide adequate information, which will allow the Government to perform a Cost Realism analysis. Pursuant to FAR 15.404-1(d)(1), Cost Realism analysis is defined as:

> "…the process of independently reviewing and evaluating specific elements of each offeror's proposed cost estimate to determine whether the estimated proposed cost elements are realistic for the work to be performed; reflect a clear

understanding of the requirements; and are consistent with the unique methods of performance and materials described in the offeror's technical proposal."

As indicated in Section L.1.1 under FAR Clause 52.215-20, a description of the data required to be submitted with the offeror's proposal in order to facilitate the Cost Realism analysis is provided below in Section L.5.2.3.

The preliminary Written Cost/Price Proposals (Part I) shall be submitted as one electronic copy. Written Cost/Price Proposals (Part II) shall be submitted as one original printed version, two paper copies, and one electronic copy. The offeror shall submit all proposed costs/prices using Microsoft Excel software utilizing the formats without cells locked and including all formulas. All electronic submissions shall be separated per tab as an individual electronic file (e.g. Volume I shall contain five separate electronic files). The offeror shall include adequate information, which will allow the Government to perform the required Cost Realism analysis.

The offeror shall not include any cost/price data in Parts III and IV of the proposal.

L.5.1 PRELIMINARY WRITTEN COST/PRICE PROPOSAL INFORMATION (PART I)

Part I contains the Preliminary Written Cost/Price Proposal information. This volume shall contain the following:

a. Organizational Conflict of Interest Statement (Tab A)
b. Contract Registration (Tab B)
c. Current Forward Pricing Rate Agreements or Recommendations (Tab C)
d. Management Systems (Adequate Cost Accounting and Approved Purchasing Systems) (Tab D)
e. Cost Accounting Standards (CAS) Disclosure Statement (D/S) (Tab E)

L.5.1.1 ORGANIZATIONAL CONFLICT OF INTEREST (OCI) STATEMENT (TAB A)

The offeror and each subcontractor, consultant, and teaming partner shall complete and sign an OCI Statement. All information pertaining to OCI is outlined in Section H.5.

If an offeror enters into an NDA with E3 Federal Solutions, LLC the offeror may include the signed agreement in Tab A.

L.5.1.2 CONTRACT REGISTRATION (TAB B)

The offeror shall submit a statement that the contract vehicle under which this proposal is being submitted has been registered in ASSIST and that all information in ASSIST is up-to-date. ASSIST can be accessed by visiting the following webpage:

https://portal.fas.gsa.gov/assist-web/registration/contractor/search

L.5.1.3 CURRENT FORWARD PRICING RATE AGREEMENTS OR RECOMMENDATIONS (TAB C)

The offeror shall submit all forward pricing rate agreements including that of the prime contractor.

L.5.1.4 MANAGEMENT SYSTEMS (ADEQUATE COST ACCOUNTING AND APPROVED PURCHASING SYSTEM) (TAB D)

a. The offeror shall describe all applicable management systems (e.g., accounting, estimating, purchasing, Earned Value Management System (EVMS)).
b. The offeror shall specifically include the date of the last DCAA/DCMA (or other designated responsible Government agency) cost accounting system and purchasing system audits, a copy of the results of the audits, audit report number, and date determined adequate. This shall include verification in a form acceptable to the Government of the currently determined adequate systems (e.g., copy of most recent Government purchasing system approval and Government Cost Accounting System adequacy letter).
c. The offeror shall include the name, office, and phone number of its cognizant DCAA/Government audit agency and DCMA/Government Administrative Contracting Officers (ACO) who are responsible for any cost accounting and purchasing system reviews of the contractor.

L.5.1.5 COST ACCOUNTING STANDARDS (CAS) DISCLOSURE STATEMENT (D/S) (TAB E)

The offeror shall include a copy of the CAS D/S. Also, the offer shall state the adequacy of D/S, date audited, audit report number, date determined adequate by ACO, and include any non-compliances with CAS.

L.5.2 REMAINDER OF WRITTEN COST/PRICE PROPOSAL (PART II)

Part II is the Remainder of Written Cost/Price Proposal and shall contain the following:

a. Solicitation, Offer and Award (SF33) (Tab F)
b. Section B – Supplies or Services and Prices/Costs (Tab G). Do not include cost/price for six-month extension period authorized by FAR clause 52.217-8.
c. Cost/Price Supporting Documentation (Tab H)
d. Subcontractor Supporting Documentation (Tab I)
e. Cost/Price Assumptions (Tab J)
f. Representation of Limited Rights Data and Restricted Computer Software (Tab K)
g. Pass/Fail elements (Tab L)
h. OCI Management Plan (Tab M)
i. SubContractor Current Forward Pricing Rate Agreements or Recommendations (Tab N)

L.5.2.1 SOLICITATION, OFFER, AND AWARD (SF 33) (TAB F)

When completed and signed by the offeror, Standard Form (SF) 33, “Solicitation, Offer, and Award,” constitutes the offeror’s acceptance of the terms and conditions of the proposed TO. Therefore, the form must be executed by representatives of the offeror authorized to commit the offeror to contractual obligations. The offeror shall sign the SF 33 in Block 17.

The authorized negotiator or the signatory of the SF 33 will be notified of the date and time of the Oral Question and Answer (Q&A) session. The offeror shall provide the name of the individual, the position title, telephone number, fax number, and email address of that individual.

L.5.2.2 SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS (TAB G)

The offeror shall indicate the cost/price to be charged for each item in **Section B** rounded to the nearest whole dollar. The offeror shall insert not-to-exceed indirect/material handling ceiling rates in accordance with B.5.1

As a supplement to the summary information provided in Section B, the offeror shall provide full back-up documentation for the Labor CLINs for each period of performance and each task area using the provided Cost/Price Excel Workbooks (Section J, Attachment AA and Attachment BB). The offeror shall complete all worksheets in the Cost/Price Excel Workbook in accordance with the instructions provided in the Cost/Price Excel Workbook. **The offeror shall not lock any cells and the offeror shall ensure all calculation formulas are included in order to effectively show the cost build up in the Cost/Price Excel Workbook.** The back-up documentation shall include a summary total for each element of cost (e.g., direct labor, overhead, General and Administrative (G&A), Facilities Capital Cost of Money (FCCM), fee, etc.).

L.5.2.3 COST/PRICE SUPPORTING DOCUMENTATION (TAB H)

The cost/price supporting documentation is required to enable the Government to perform cost or price analysis. The offeror shall provide the following cost/price supporting documentation:

a. Cost Narrative:
    1. The offeror shall provide a detailed cost narrative, which explains the processes and methodologies used to develop its cost/price proposal. This includes, but is not limited to, the estimating methodology used by the offeror to estimate direct labor and subcontractor labor, explanation of the application of indirect rates, planning assumptions used in the development of the cost estimate, etc.
    2. The offeror shall also include a crosswalk of its labor categories, basis of cost element, weightings, and explanations to those in the solicitation.
    3. The offeror shall specifically indicate in its narrative any applicable Uncompensated Overtime Policy and how such policy affects the hourly direct labor rates and Full-Time Equivalent (FTE) hours being proposed during any TO year.
b. Indirect Rate Information:
    1. The offeror shall break out all proposed indirect rates (Overhead, Fringe, General and Administrative, etc.) by CLIN, by each applicable TO period, and by task area.
    2. The offeror shall clearly identify the cost base from which each proposed indirect rate is being applied.
    3. Historical indirect rates (unburdened) shall be provided (Overhead, Fringe, General and Administrative, etc.) for the last five years inclusive of appropriate explanations for any major increases and decreases in the rates between years.
c. Direct Labor Rate Information:

1. The offeror shall provide the base direct labor rate (unburdened) for all proposed labor categories (Key and non-Key) and all projected rates (factoring in escalation) for all option years. The Key Personnel labor rates shall be supported by evidence of actual rates currently being paid and/or the basis for specific rates being proposed.
2. The offeror shall identify all direct labor escalation factors and basis for any escalation index being utilized for all option years.
3. The offeror shall also submit a Position Classification Plan, which identifies the classes of labor employed by the offeror and the guidelines for determining the title and pay level of each position.

d. Fee Review:

1. The offeror shall break out all proposed fees and clearly delineate the cost base in which the fee percentages are applied.

L.5.2.4 SUBCONTRACTOR SUPPORTING DOCUMENTATION (TAB I)

The offeror shall also provide supporting cost/price documentation for all proposed subcontractors, to include the total value of the proposed subcontract, the proposed type of subcontract, the rationale and/or justification for this type of subcontract type, and how fee will be determined and paid. Additionally, the offeror shall provide a narrative detailing the processes used to evaluate the subcontracts it is proposing, including cost and/or price analysis conducted as appropriate for each subcontract. In addition to the supporting cost back-up documentation, DCAA contact information and relevant cost/pricing data shall be provided for all cost type subcontractors. Failure to provide complete supporting documentation may result in no further consideration of the offeror's proposal. Subcontractors may submit proprietary data directly to the FEDSIM CO or through the prime contractor in a separate, sealed envelope. **The prime contractor shall specifically state whether the estimated costs of any proposed subcontractor will be in excess of $10M over the life of the TO for Government accomplished Equal Employment Opportunity (EEO) verification purposes.**

The prime offeror is responsible for ensuring that all cost type subcontractors include the same type of cost detail in the same format as required in Section L.5.2.3. All non-cost subcontractors shall provide the following information: the total value of the proposed subcontract, the proposed type of subcontract, the rationale and/or justification for this type of subcontract type. In addition for all non-cost subcontractors (with the exception of Firm-Fixed Price subcontracts) the Government requires supporting pricing documentation. This may include for example; the subcontractors Alliant Pricing, GSA Schedule Pricing, OASIS Pricing (all matched to appropriate Labor Categories). If the proposed subcontractor does not possess one of these established vehicles the subcontractor shall provide payroll/invoices and or Commercial Catalogs for labor rate verification

L.5.2.5 COST/PRICE ASSUMPTIONS (TAB J)

The offeror must submit all (if any) assumptions upon which the Cost/Price Proposal is based.

L.5.2.6 REPRESENTATION OF LIMITED RIGHTS DATA AND RESTRICTED COMPUTER SOFTWARE (TAB K)

The offeror shall complete and provide the remainder of FAR 52.227-15(b), Representation of Limited Rights Data and Restricted Computer Software, paragraph representing that it has reviewed the requirements for the delivery of technical data or computer software.

L.5.2.7 PASS/FAIL ELEMENTS (TAB L)

A failure on any single Pass/Fail criteria will make the proposal ineligible for award, with no further evaluation of the Technical and Cost/Price proposal accomplished by the Government. The offeror shall provide:

a. Named Key Personnel: Each proposed Key Person shall be named at the time of proposal Part II submission. The offeror shall provide a list of Key Personnel, including position title and name (Section H.2, Key Personnel, and additional Key Personnel positions, if any). This list shall be consistent with the information provided in the Section J, Attachment CC, Project Staffing Plan Template and Section J, Attachment DD, Key Personnel Qualification Matrix (KPQM) in the Written Technical Proposal. A proposal that states, "To Be Determined" (TBD) for a proposed Key Person, or omits a Key Person, will be rejected by the Government.

b. Letters of Commitment: The offeror shall provide a Letter of Commitment for each proposed Key Person, at the proposal Part II submission due date. To meet this Pass/Fail criterion, the letter shall be signed by the proposed Key Person and shall state that (1) the proposed Key Person named is employed by the offeror or subcontractor, or has an offer of employment from the offeror or subcontractor that the Key Person intends to accept in the event of an award being made to the offeror; and (2) the proposed Key Person is available and committed to begin work on the Project Start Date designated in Section F.3.

c. Section 508 Compliance: The offeror's written proposal shall include a statement, provided at the time of proposal Part II submission, indicating its capability to comply with Section 508 requirements throughout its performance of this TO in compliance with Section H.6.

d. Awardee of the Master Contract: The offeror shall represent that it is an awardee of the master contract.

e. Approved Purchasing System: The offeror shall represent that as the prime they possess an approved purchasing system. The Government will reject any proposal from the prime contractor that does not have a Government-approved purchasing system at the time of the proposal Part I submission due date. If the Prime is a Joint Venture on the Alliant master contract, the possession of an approved purchasing system by one of the individual members of the Joint Venture team is acceptable, provided that the firm possessing the approved purchasing system is actually being proposed, at a minimum, to provide such purchasing services under this acquisition.

L.5.2.8 OCI MANAGEMENT PLAN (TAB M)

The offeror shall complete and submit an OCI Management Plan, which shall disclose all projects that meet the following criteria:

a. Offeror assisted with the development of a possible competitor's proposal for this EPA TO itself or any EPA ITS III TOs; *or*
b. Offeror reviewed the performance of a possible competitor; *or*
c. Offeror was or is aware of a possible competitor's proprietary information, such as its overhead rates or proprietary technology or methods; *or*
d. Offeror or the offeror's current staff had access to networks or systems that presented an opportunity for the offeror or staff to access competitors' information to gain an advantage; *or*
e. Offeror was involved in any of the items 1 through 4 above with respect to any acquisition outside EPA ITS III, any of the participating EPA offices supported by this or any of their components in this TO; *or*
f. Otherwise created an actual, potential, or perceived conflict of interest.

The offeror's OCI Management Plan shall address the mitigation, avoidance, or neutralization of any actual, potential, or perceived OCI. In addition to the management of OCI for this TO, each offeror's OCI Management Plan shall address how the offeror plans to manage potential or actual EPA ITS III program-wide OCI(s) that may arise across the span of multiple TOs issued by FEDSIM or EPA in support of ITS III or from other related contractual relationships or vehicles.

The OCI Management Plan shall address at a minimum:

a. Physical separation or barriers between the Alliant Prime and subcontractors involved in acquisition package preparation and evaluation, and any members of those applicable firms who are responsible for submitting a response to the competitive acquisition package. Physical separation includes office space and buildings, as applicable.
b. Geographic separation or barriers.
c. Organizational and management separation or barriers.
d. Corporate separation.
e. Financial separation.
f. Communications separation.
g. Information technology and cybersecurity separation.
h. OCI staff training.
i. Corporate ethics or rules of behavior.
j. Any other structures or processes not already covered above which serve to avoid a conflict of interest with respect to the competitive acquisition of Ancillary Products and Services.

L.5.2.9 SUBCONTRACTOR FORWARD PRICING RATE AGREEMENTS OR RECOMMENDATIONS (TAB N)

The offeror shall submit Current Forward Pricing Rate Agreements or Recommendations for any cost-type subcontractors, and/or proposed Joint Venture. Subcontractors may submit proprietary

data directly to the FEDSIM CO or through the prime contractor in a separate, sealed envelope.

L.6 SUBMISSION OF THE WRITTEN TECHNICAL PROPOSAL (PART III)

Each offeror shall submit all information described in the following paragraphs. The offeror shall provide one original printed version, six paper copies, and one electronic copy, containing all required sections of this Part. The Project Staffing Plan (Section J, Attachment DD) shall only be provided as one original printed version and one electronic copy; additional hard copies shall not be provided.

Part III is the written Technical Proposal and shall contain the following:

a. Project Staffing Plan (Tab A)
b. Project Staffing Rationale (limited to 10 pages) (Tab B)
c. Key Personnel Qualification Matrix (KPQM) (limited to 3 pages for each Key Person) (Tab C)
d. Draft Transition-In Plan (limited to 10 pages) (Tab D)
e. Draft Operating Level Agreement (limited to 25 pages) (Tab E) Quality Assurance Quality Control Plan (limited to 5 pages) (Tab F)
f. Technical Assumptions (if any) (Tab G)
g. Corporate Experience (limited to 10 pages) (Tab H)
h. Service Level Agreements (SLAs) and Performance Metrics (Tab I)
i. Video Technical Proposal Presentation Slides (Tab J).

L.6.1 PROJECT STAFFING PLAN

The offeror shall provide a Project Staffing Plan in accordance with the Project Staffing Plan Template contained in Section J, Attachment DD. The submission shall contain all proposed individuals that will be working on this effort. All Key Personnel proposed shall be identified in the Project Staffing Plan and available to begin work immediately on the Project Start Date indicated in Section L.3 of this solicitation.

All non-Key Personnel shall meet the requirements of the Alliant Contract. If the names of all non-Key Personnel are not known prior to offer submission, the offeror may indicate to be determined (TBD) in the Project Staffing Plan. The names of non-Key Personnel are the only identifiers that may remain unspecified in the Project Staffing Plan. The offeror shall supply all requested information for all proposed personnel regardless of whether a name or TBD is provided. The names of all non-Key Personnel that can be provided shall be provided. Information in the Project Staffing Plan provides a basis for the Government to determine the efficacy of the Project Staffing Plan in relation to the offeror's Technical Approach. If TBD is indicated for any non-Key Personnel, the offeror shall supply the offeror's proposed experience/certifications that would be needed to perform the proposed Technical Approach in that role. All qualification sections of the proposed Project Staffing Plan shall be completed uniquely for each person or TBD role provided.

The offeror shall include all proposed personnel in each performance period of the Project Staffing Plan, regardless of whether there are hours proposed for that person in that period to maintain consistency between each period of performance.

The offeror shall ensure there is consistency in the level of effort between the Project Staffing Plan provided in Part III and the Written Cost/Price Proposal provided in Parts I and II, being cognizant of rounding issues.

L.6.1.1 PROJECT STAFFING RATIONALE

The offeror shall provide a Project Staffing Rationale for the proposed project staffing solution presented in the Project Staffing Plan. The offeror shall describe its rationale for the proposed labor mix and level of effort to support each TOR task. The offeror shall also describe what factors drove its proposed labor mix and how its proposed staffing solution will accomplish the Government's objectives and requirements.

L.6.2 KEY PERSONNEL QUALIFICATION MATRIX (KPQM)

The offeror shall submit a KPQM Section J, Attachment CC for each Key Person proposed relating the specialized experience identified in Section H.1 of this solicitation and the qualifications of the person or persons being proposed for that position. For those additional Key Personnel proposed, the offeror shall identify the specialized experience and the corresponding qualifications for this experience. The offeror shall represent the following:

a. All Key Personnel meet the requirements of the Alliant Contract.
b. All Key Personnel meet the requirements of the TO.

L.6.3 DRAFT TRANSITION-IN PLAN

The offeror shall provide a Draft Transition-In Plan that aligns with the requirements in Section C.6. The offeror shall include in the Draft Transition-In Plan an approach that provides for a seamless transition from the incumbent to the new contractor (hereafter referred to as the offeror).

The Draft Transition-In Plan shall identify the roles and responsibilities of the offeror including proposed schedule(s) and milestones to ensure no disruption of service, as defined in C.6.1.8. The Draft Transition-In Plan shall also identify and discuss the roles and responsibilities of the incumbent contractor and information expected from the incumbent. The offeror shall also identify any actions contemplated on the part of the Government.

L.6.4 DRAFT OPERATING LEVEL AGREEMENT

The offeror shall provide a Draft Operating Level Agreement that aligns with the requirements in Section C.6.3.4. The offeror shall include in the Draft Operating Level Agreement an approach that provides a general overview of responsible stakeholders across the ITS EPA III portfolio. Each offeror shall disclose if they plan to submit a proposal in parallel with other ITS EPA III task orders released through GSA FEDSIM. The offeror shall also disclose if the same Key Personnel will be proposed on the other parallel efforts. If so, how will the offeror ensure that the Key Person will be able to matrix time to each awarded task order. At a minimum, the plan shall identify a high-level description of service agreements, service provider roles and responsibility to include work requests, ad-hoc requests, and service change requests. In addition, the offeror shall describe management methodologies and technical approaches to resolving normal and major incidents, escalation procedures, and problem management across a diverse stakeholder environment. The offeror shall propose methodologies to ensure that coordination

and collaboration is emphasized across the TO, as well as the ITS EPA III portfolio, to ensure a coordinated service delivery, build synergies, promote knowledge sharing, and drive efficiencies.

The Draft Operating Level Agreement shall also identify and discuss the roles and responsibilities of other contractor(s) supporting ITS EPA III, and the level of information expected to be shared across the enterprise. The offeror shall also identify any actions contemplated on the part of the Government. The Government expects a minimal acceptable level of performance for EPA end users under this TO, and is seeking industry best practices to manage performance to hold each contractor accountable as part of the ITS EPA III portfolio to ensure that performance exceeds expectations.

L.6.5 TECHNICAL ASSUMPTIONS

The offeror shall identify and address any assumptions affecting the technical proposal citing the component(s) of the proposal to which they pertain. All technical assumptions and Basis of Estimate assumptions shall be included in the technical volume. This shall include any non-Cost/Price information that serves as the basis of a Cost/Price assumption identified in the offeror's Written Cost/Price Proposal.

The Government reserves the right to reject any proposal that includes any assumption that adversely impacts the Government's requirements.

L.6.6 QUALITY ASSURANCE QUALITY CONTROL PLAN (QAQC)

The offeror shall identify its approach to ensure quality control in meeting the requirements of each Task Area of the TO (i.e., not just the corporate generic quality control process). The offeror shall describe its quality control methodology and approach for determining and meeting performance measures identified.

The QAQC shall contain at a minimum the following:

a. Performance Monitoring Methods
b. Performance Measures
c. Approach to ensure that cost, performance, and schedule comply with task planning.
d. Methodology for continuous improvement of processes and procedures, including the identification of service metrics that can be tracked in the TO.
e. Government Roles
f. Contractor Roles

L.6.7 CORPORATE EXPERIENCE

The offeror shall provide Corporate Experience for three projects performed within the last five years by the business unit that will perform this effort. One of the Corporate Experience references shall be the offeror's direct experience as the prime contractor; the remaining two references may be augmented by team members. These three projects must be similar in size scope, and complexity to the requirements identified in Section C. The offeror shall discuss the scope of work, the period during which the work occurred, the dollar value of the work performed, the client and project, the specific responsibilities of the offeror, major deliverables produced, performance measures/service levels applied, any awards that were received for superior performance (only include awards in past performance and if applicable, include any

technical platforms, languages, operating systems, etc.) and any problems or issues that occurred and the corrective action taken. Please identify the percentage of similar work performed by the associated business unit as part of the Corporate Experience reference. The Corporate Experience information must be submitted in the format provided in Section J, Attachment EE. The offeror shall ensure that all of the points of contact are aware that they may be contacted.

All three projects shall be contracts or orders for the performance of actual technical requirements. Master contract vehicles (e.g., Blanket Purchase Agreements, Indefinite Delivery/Indefinite Quantity contracts) do not satisfy the Corporate Experience requirement unless submitted together with a TO similar in size, scope, and complexity to this requirement and awarded and performed under the vehicle as specified above.

L.6.8 SERVICE LEVEL AGREEMENTS (SLAs) AND PERFORMANCE METRICS

In addition to the Government's draft SLAs (See DRAFT Award Fee Determination Plan with government-provided SLAs in Section J, Attachment D) the offeror shall provide an additional five SLAs as appropriate to its proposal for a total of 10. The offeror shall also provide performance metrics for each of the Government's SLAs and the offeror's proposed SLAs.

L.6.9 VIDEO TECHNICAL PROPOSAL PRESENTATION SLIDES

The offeror shall submit one original printed version, five paper copies, **and one electronic copy** of the Video Technical Proposal Presentation slides in advance of the Video Technical Proposal Presentation. **The Video Technical Proposal Presentation slides shall be separately bound from all other parts of the written proposal.** If the slides are not submitted by the proposal due date specified in the Cover Letter, they will not be evaluated. The Video Technical Proposal Presentation (Part IV) requirements are described in Section L.7.

Unobtrusive company logos or names can be inserted in any or all slides. Slides should be sequentially numbered in the lower right corner. Transition effects shall not be used. Each slide shall reference in the top right corner, the Section/subsection number from Section C and the Section F deliverable that is being described/discussed on the slide, where applicable.

L.7 SUBMISSION OF THE VIDEO TECHNICAL PROPOSAL PRESENTATION (PART IV)

Each offeror determined to have passed all Pass/Fail requirements shall submit six electronic copies of the Video Technical Proposal Presentation containing the information required herein Section L.X. The Video Technical Proposal Presentation will be used to assess the offeror's capability to satisfy the requirements set forth in the TOR.

While there will be a separate oral Q&A session scheduled (Section L.7.4), the offeror shall present its initially submitted proposal in a manner that is clear and complete.

L.7.1 VIDEO TECHNICAL PROPOSAL PRESENTATION PARTICIPATION AND CONSTRAINTS

The offeror shall identify all authors of the video presentation by name and association with the offeror in the opening credits. Key Personnel introductions may be integrated into the video opening credits for clarity. Participation in the Video Technical Proposal Presentation shall be limited to the offeror's Key Personnel and no more than three additional corporate

representatives of the offeror. An offeror's Key Personnel includes only those persons who will be assigned to the TO as Key Personnel as described in Section H.2. The three additional corporate representatives (e.g., CEOs, company presidents, or contract representatives) from the offeror may appear for an introductory role, but will not be allowed to deliver the content of the offeror's video presentation. Introductory remarks by any corporate representatives will not be evaluated, but will count towards the offeror's allotted Video Technical Proposal Presentation time. For the remainder of the video presentation, only Key Personnel shall present. Content presented by any non-Key Personnel will not be evaluated.

The offeror's video presentation shall not exceed 60 minutes. There is no limit to the number of slides that can be presented during the Video Technical Proposal Presentation within the allotted timeframe. Only those video presentation slides presented as part of the Video Technical Proposal Presentation will be evaluated. Any content presented after the time limit is reached and any slides over and above those presented during the video presentation will not be evaluated.

L.7.2 VIDEO TECHNICAL PROPOSAL PRESENTATION MEDIA

The Video Technical Proposal shall be in a presentation format. Generally, the visual of the Key Personnel presenting the content shall be visible and not obscure the slide. Limited use of graphics will be allowed, such as zooming in to parts of the offeror's technical solution. During this time, the visual of the Key Personnel may be replaced with the name of the speaker. Limited use of animation for technical diagrams is allowable. While this will not be evaluated, the Government discourages the use of advanced video graphics or cinematic features.

The offeror shall provide the presentation in one of three formats:

a. BluRay quality: H.264, 24 megabits per second (Mbps), file type: .MP4
b. Digital Video Disk – Read Only Memory (DVD-ROM) High Definition (HD) video quality: H.264, 24 Mbps, file type: .MP4
c. DVD (regular) quality: H.222/H.262, 9 Mbps, file type .MP4

Please note, the Government does not have a preference as to which format offerors elect to use. Video Resolution is up to the offeror. Resolution quality is not rated in the technical evaluation. Submission on the entire presentation on a single, playable disk is preferred.

GSA FEDSIM uses Azend Group Corp Model#BDP-M1061, Sony Model#BDP-SX1000, and Blu-Ray Combo Model#SBC-06D2X-U video players to view video media. Offerors are encouraged to test video playback and compliance using the same models. As an alternative, the offeror may contact the FEDSIM CS at least one week prior to the due date of Proposal Part IV, Video Technical Proposal Presentation, to schedule a time in which the offeror can utilize one of FEDSIM's players to assess playability themselves. The FEDSIM CS will provide the video player to the offeror and the offeror will have no longer than 30 minutes to assess playability.

L.7.3 TECHNICAL PROPOSAL ORAL Q&A SESSION

The purpose of the oral Q&A session is to allow the Government to ask questions, as deemed necessary, that will serve to clarify to the Government, for evaluation purposes, the offeror's methodologies and approaches as proposed. It is the Government's intent to ask clarifying questions only to the extent deemed minimally necessary for the evaluators to sufficiently understand what is being proposed. The offeror shall be prepared to answer questions about the

Video Technical Proposal Presentation and the Written Technical Proposal in the oral Q&A session. The oral Q&A session will be held at the unclassified level.

Attendance at the oral Q&A session is limited to the offeror's proposed Key Personnel and no more than three additional corporate representatives of the offeror. The offeror's Key Personnel shall be prepared to answer questions about Parts III and IV in the Q&A session.

L.7.4 TECHNICAL PROPOSAL ORAL Q&A SESSION SCHEDULING

The FEDSIM CO will schedule the oral Q&A session with the authorized negotiator or the signatory of the SF 33. Each offeror's oral Q&A sessions will be preliminarily scheduled by the FEDSIM CO and/or FEDSIM CS after receipt of Part I and will be confirmed after Part II is received and the FEDSIM CO determines that the offeror passed all of the Pass/Fail requirements.

The oral Q&A session will be held at facilities designated by the FEDSIM CO. The exact location and any other relevant information will be provided when scheduled. Time slots will be assigned randomly and may not be changed or traded. The Government reserves the right to reschedule any offeror's oral Q&A session at its sole discretion.

L.7.5 TECHNICAL PROPOSAL ORAL Q&A SESSION FORMAT

The offeror shall address any clarification questions posed by the FEDSIM CO or the TEB Chairperson. Although no stated time limit for the duration of the Q&A session will be imposed, for planning purposes, it is anticipated that the session should not last more than one hour. The CO and the TEB Chairperson will be responsible for ensuring the schedule is met and that all offerors are given the same opportunity to answer clarification questions.

The offeror shall bring bound printed copies of its Technical Proposal Parts III and IV to refer to throughout its oral Q&A session. The offeror shall not present any information to the Government other than answering the clarification questions posed. **Proposal revisions are not expected and will not be allowed.** The offeror may briefly caucus to coordinate responses to specific requests for clarifications. These brief caucuses may not last longer than five minutes before presenting the coordinated response.

The entire session will be documented by the Government. Upon completion of the Q&A session, the Government may caucus to formulate any additional clarification questions regarding the technical proposal**.**

L.7.6 PROHIBITION OF ELECTRONIC RECORDING OF THE TECHNICAL PROPOSAL ORAL Q&A SESSION

The offeror may **not** record or transmit any of the oral Q&A session. All offeror's electronic and recording devices shall be removed from the room during the oral Q&A session. The offeror is permitted to have a timer in the room during the oral Q&A session.

L.8 VIDEO TECHNICAL PROPOSAL PRESENTATION TOPICS

Within the Video Technical Proposal Presentation, the Government does not expect the offeror to provide a restatement of the information already submitted in writing in Part III instead, the

offeror shall address this information under the topics provided. The Video Technical Proposal Presentation shall include the following topics, and be organized in the following order:

a. Topic 1: Technical Approach and Project Staffing
b. Topic 2: Management Approach and Key Personnel

L.8.1 TECHNICAL APPROACH AND PROJECT STAFFING (TOPIC 1)

The offeror shall identify and describe the methodology and analytical techniques to be used in fulfilling the technical requirements identified in the TOR. The offeror should tailor the technical approach to achieve the requirements as identified in Section C, F, H, and J. The offeror's proposal shall be relevant to this TOR and demonstrate an effective understanding of TOR requirements. The Technical Approach shall describe the following:

a. The offeror's technical approach for meeting the requirements of each task area focusing on the requirements. The methodology shall clearly identify the technical approach and how it will address the goals, objectives, conditions, and task requirements.
b. The offeror's technical approach to meet the goals of EPA to achieve the desired future state (c.4).
c. The offeror's technical approach to mitigate risk for contract transition with a solution to support user profiles, incident management, and open tickets (C.6.1.8), to include the draft Transition-In Plan (L.6.3).
d. The offeror's project staffing approach for hiring, retaining, replacing, qualified and cleared personnel to support the technical approach throughout the life of the TO.

These elements are not subfactors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating.

L.8.2 MANAGEMENT APPROACH and KEY PERSONNEL (TOPIC 2)

The offeror shall identify the Management Approach, techniques, and tools that the offeror shall use to accomplish the objectives and requirements identified in this TOR. The offeror shall tailor the management approach to achieve the requirements as identified in Section C. The Management Approach shall describe the following:

a. The offeror's rationale for proposing the Key Personnel in terms of matching qualifications to proposed roles of the offeror's solution and the requirements/objectives of the TOR. The offeror's proposed Key Personnel roles are relevant to Government's requirements and the offeror's solution, and possess qualifications relevant to their roles on the project.
b. The offeror's approach to managing its team as a single integrated service delivery organization in meeting the requirements, to include the use of small businesses.
c. The offeror's approach to transition EPA to adoption and maturation of ITIL standards-based processes over the period of performance, including a cultural strategy for agency adoption.
d. The offeror's approach in coordinating and managing an IT solution while collaborating with Government stakeholders and other contractors, including an approach to risk and technical management as described in the draft Operating Level Agreement (L.6.4). All planned actions to mitigate or eliminate risks should be discussed.

These elements are not sub factors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating.

L.9 SUBMISSION OF QUESTIONS

Offerors are requested to submit questions grouped by solicitation Section and make reference to the particular Section/Subsection number. Questions must be received before the date specified for receipt of questions using the format in Section J, Attachment FF. **Questions or requests for extension submitted after the cut-off date will not be considered.**

Any information given to a prospective offeror concerning this solicitation will be furnished promptly to other prospective offerors as an amendment to the solicitation.

L.10 DELIVERY INSTRUCTIONS

The offeror shall deliver written proposals and receive acceptance from:

Laurel Weiskopf, Contracting Officer
Aaron Sannutti, Contract Specialist
GSC-QFOB-17-33058
FEDSIM Project Number EP00802
GSA FAS AAS FEDSIM (QF0B)
8281 Greensboro Drive
McLean, VA 22102

Proposals not received by the time and the date(s) stated in the Cover Letter will not be considered.

M.1 METHOD OF AWARD

The Government anticipates awarding a TO to the offeror whose proposal is the most advantageous to the Government, price and other factors considered. Technical proposals will be evaluated based on the factors described in Section M.7. A price evaluation will be done for all offerors; a cost evaluation will only be done for offerors with a technical proposal receiving an overall technical rating of ACCEPTABLE or higher. All evaluation factors other than cost or price, when combined, are significantly more important than cost. Award may be made to other than the lowest priced technically acceptable proposal.

This acquisition is being conducted under FAR 16.5. Principles and procedures of Subpart 15.3 do not apply. Accordingly, the Government reserves the right to do any or all of the following:

a. Award on initial proposals, without discussion.

b. Ask clarifying questions during the question and answer period of the presentations if needed. Clarification questions may include asking the offeror to clarify statements made during video presentations, if the contents of the video presentations warrant clarification. Clarification questions may include asking the offeror to clarify its written technical proposals. As a result, the Government may have communications with some, but not all, offerors; these communications, however, will be clarifications and not discussions. In these situations, the Government will consider the offeror's clarifying response(s) without allowing proposal revisions.

c. After an offeror has been selected for award based upon a best value determination, the Government may negotiate a final reduced price. The negotiations will include reductions in profit/fee with the offeror selected for award in order to achieve the absolute best value for the Government. The Government may make award based on initial offers received or the Government may make award after clarifications of some aspects of the proposal or discussions relative to price only.

d. Have communications; ask clarifying questions, request corrections relative to minor errors in the cost/price proposal, or request cost/price substantiating documentation to facilitate the Government's final evaluation of cost proposals with one or some offerors. These communications, clarifications, or requests for corrections or substantiating documentation will not materially change the offeror's proposal in terms of conformance to TOR requirements, constitute discussions such as the removal of an unacceptable assumption, or materially change pricing.

Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

M.2 PASS/FAIL ELEMENTS

The Government will evaluate the following pass/fail elements. **A failure on any single Pass/Fail criteria will make the proposal ineligible for award, with no further evaluation of the technical and cost proposal accomplished by the Government.**

Pass/Fail Elements:
The following will be evaluated on a Pass/Fail basis in accordance with L.5.2.7:

a. The Government will reject any proposal that does not provide a name for each Key Person proposed at the proposal submission due date. A proposal that states, "To Be Determined" or TBD for a proposed Key Person, or omits a Key Person, will be rejected by the Government (Section L.6.2).
b. The Government will reject any proposal that does not provide a Letter of Commitment, signed by each proposed Key Person at the proposal submission due date (Section L.6).
c. The Government will reject any proposal that does not provide a Section 508 Compliance Statement (Section L.5.2.7).
d. The Government will reject any proposal where the offeror is not an awardee of the master contract.
e. The Government will reject any proposal where the offeror does not provide documentation that as the prime they possess an approved purchasing system.

M.3 COST/PRICE PROPOSAL EVALUATION

The offeror's cost proposal (Section L.7, Parts I and II, Tabs A through J) will be evaluated to assess for cost realism and price reasonableness. Cost analysis will be performed on all prime contractors and major subcontractors with contract values over ten percent of the total contract value. The six-month extension period, authorized by FAR clause 52.217-8, will not be included in the total evaluated cost; however, it will be evaluated to ensure that the option is available for the unilateral exercise of the Government should an extension become necessary. The offeror shall not propose a price for the six month extension. The CAF is not included in the price evaluation.

Costs that are excessively high or low (without sufficient justification) may be considered unrealistic and unreasonable and may receive no further consideration. Any proposal that is not within the total estimated CPAF cited in Section B and in Section L.3 shall include an explanation that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range.

The Government will reject any proposal from the prime contractor that does not have a Government-approved purchasing system at the time of the proposal Part I submission due date. If the Prime is a Joint Venture, the possession of an approved purchasing system by one of the individual members of the Joint Venture team is acceptable, provided that the firm possessing the approved purchasing system is actually being proposed, at a minimum, to provide such purchasing services under this acquisition. The Government will determine a prime contractor as non-responsible (and therefore ineligible for award) if the firm does not possess an adequate cost accounting system as determined by the cognizant Federal agency, applicable to the offeror's most current organizational structure, for properly allocating costs applicable to this cost-type contract at the time of the proposal Part I submission due date.

M.4 ORGANIZATIONAL CONFLICT OF INTEREST

Tab A will be evaluated to assess whether or not an actual or potential OCI exists as defined by FAR Part 9.5. If an actual or potential conflict of interest is identified that cannot be feasibly mitigated, avoided, or resolved in accordance with FAR Part 9.5, that offeror may be ineligible for award.

Note: OCI determinations can only be assessed at time of proposal submission when complete information is present.

M.5 COST ASSUMPTIONS

The Government reserves the right to reject any proposal that includes any cost assumptions that may adversely impact satisfying the Government's requirements.

M.6 OVERTIME AND EXTENDED BILLING HOUR PRACTICES

The Government reserves the right to reject any proposal that includes overtime or extended hours billing practices that adversely impact or affect the Government's requirements.

M.7 TECHNICAL EVALUATION FACTORS

The Government will evaluate technical proposals (Section L.6, Parts III and IV) based on the following factors:

Factor 1: Technical Approach and Project Staffing to include the written SLAs and Performance Metrics (Section L.6.8), the written Project Staffing Plan Table and rationale as well as the information presented under the technical approach topic (Section L.8, L.8.1) as part of the offeror's video technical presentation.

Factor 2: Management Approach and Key Personnel to include the Operating Level Agreement (Section L.6.4) and Key Personnel qualifications (Section H.1, Section L.6.2), as well as information presented under the management approach (Section L.8.2) topic as part of the offeror's video technical presentation.

Factor 3: Corporate Experience (Section L.6.7)

The technical proposal evaluation factors are listed in descending order of importance. All three technical factors combined are significantly more important than cost. The Government will combine the results of the written and video submissions, including the Q&A responses, to arrive at a rating for the technical evaluation factors as a whole. The receipt of an evaluation rating of Not Acceptable in any single Factor will result in the overall proposal being determined Not Acceptable and therefore ineligible for award.

M.7.1 FACTOR 1: TECHNICAL APPROACH AND PROJECT STAFFING

The Government will evaluate the Technical Approach and Project Staffing factor based on the clarity and completeness of the approach and the degree to which the proposal meets the requirements of the TOR Section L.8.1 and includes innovative and efficient methodologies.

The Project Staffing Plan will be evaluated to assess the degree to which it complies with the requirements outlined in Section L.6.1including the estimated hours and labor mix for personnel and the experience, skill, and qualifications of the personnel proposed.

The offeror's SLAs and performance metrics will be evaluated based on the degree to which they completely and comprehensively quantify, measure, track, and report operational performance relating to both systems and management performance, as well as the degree to which they achieve the agency's objectives/requirements. The SLAs and performance metrics will also be evaluated to assess the degree to which they comply with Section L.8.1.2 and reflect:

a. A level of service with respect to each performance area.
b. A link of incentives and measures to the requirements of the TO.

These elements are not subfactors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating.

a. The relevancy and comprehensiveness of the offeror's proposed technical approach for meeting the requirements of each task area focusing on the requirements. The methodology shall clearly identify the technical approach and how it will address the goals, objectives, conditions, and task requirements.
b. A clear and comprehensive understanding of the missions and the operational and technical environments of EPA OEI to meet the goals of EPA to achieve the desired future state (C.4),
c. A comprehensive, effective, and efficient technical approach to mitigate risk for contract transition with a solution to support user profiles, incident management, and open tickets (C.6.1.8), to include the draft Transition-In Plan (L.6.3).
d. The offeror's project staffing approach for hiring, retaining, replacing, qualified and cleared personnel to support the technical approach throughout the life of the TO.

M.7.2 FACTOR 2: MANAGEMENT APPROACH and KEY PERSONNEL

The Management Approach will be evaluated to assess the degree to which it reflects an effective, efficient, feasible, and practical level of understanding of the operating environment in accomplishing the tasks and deliverables of this TO from a management perspective, in particular those areas described in Section L.8.2 with minimal risk and innovative and cost effective ideas. The Government will also evaluate the project management strategy including indicators showing how the project will be implemented and the offeror's ability to manage resources.

The Key Personnel Matrix will be evaluated to assess the appropriateness and completeness of the experience, skill and qualifications of the proposed Key Personnel identified in Section H.1 Key Personnel will also be evaluated to assess the currency and applicability of experience as it relates to Section H.1

The following are not sub-factors and will not be separately evaluated. The offeror's Management Approach will be evaluated based on the degree to which it reflects:

a. The degree of relevance, comprehensiveness, and effectiveness of the stated qualifications, experience, skills, and roles of each of the named Key Personnel offeror's rationale for proposing the Key Personnel in terms of matching qualifications to proposed roles of the offeror's solution and the requirements/objectives of the TOR. The offeror's proposed Key Personnel roles are relevant to Government's requirements and the offeror's solution, and possess qualifications relevant to their roles on the project.
b. The effectiveness and comprehensiveness of the offeror's approach to managing its team as a single integrated service delivery organization in meeting the requirements, to include the use of small businesses.
c. The relevancy and effectiveness of the offeror's approach to transition EPA to adoption and maturation of ITIL standards-based processes over the period of performance, including a cultural strategy for agency adoption.

d. The degree of effectiveness and comprehensiveness of the offeror's approach in coordinating and managing an IT solution while collaborating with Government stakeholders and other contractors, including an approach to risk and technical management as described in the draft Operating Level Agreement (L.6.4). All planned actions to mitigate or eliminate risks should be discussed.

M.7.3 FACTOR 3: CORPORATE EXPERIENCE

The Corporate Experience factor will be evaluated based on an overall (i.e., taken as a whole) consideration of the following (these elements are not sub factors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating):

a. Corporate experience reflects/identifies experience on projects that are similar in size, scope, and complexity to the requirements contained in Section C of the TOR.

b. Corporate experience reflects current experience and the offeror's roles and responsibilities are similar in size, scope, and complexity to the requirements contained in Section C of the TOR.

c. Corporate experience reflects the offeror's approach to client support to include quality assurance, risk management, and maintaining effective lines of communication.

M.8 TECHNICAL ASSUMPTIONS

Offeror assumptions will be reviewed in the context of the technical factor to which they apply. The Government reserves the right to reject any proposal that includes any assumption that may adversely impact satisfying the Government's requirements.