

**CONTRACTOR TECHNICAL SUPPORT SERVICES FOR THE USCG COMMAND,
CONTROL, COMMUNICATIONS, COMPUTERS, CYBER AND INTELLIGENCE
SERVICE CENTER (C5ISC)**

**Product Support Service Desk
PERFORMANCE WORK STATEMENT**

SECTION I – GENERAL REQUIREMENTS

1.0 GENERAL

1.1 SCOPE

The purpose of this Performance Work Statement (PWS) is to obtain a 3 Tier Information Technology (IT) product help desk support for the Product Support Service Desk in Kearneysville, West Virginia in support of the United States Coast Guard (USCG) Command, Control, Communications, Computers, Cyber and Intelligence Systems Center (C5ISC) and USCG IT systems.

1.2 BACKGROUND

C5ISC is the primary command that provides full lifecycle support for applications and the associated infrastructure. These systems support the USCG's role in Maritime Safety, Maritime Security and Maritime Stewardship. Applications from every Coast Guard directorate (Human Resources, Intelligence, Logistics, Response, Prevention, Finance, Acquisition and Enterprise apps) are developed, operated and maintained at C5ISC. The C5ISC Product Support Service Desk (PSSD) is an integral support element for the Coast Guard missions, providing incident lifecycle management, application support, accounts management, training, system transition support and other critical services to maintain a smooth flow of operations with system users. PSSD provides support for end user Coast Guard members nationally, including Hawaii and Alaska, and internationally, such as the middle east.

1.3 CURRENT OPERATIONS

Currently, C5ISC Kearneysville's computer floor hosts over 75 business systems and support groups. In Kearneysville, the PSSD currently supports over 60 enterprise applications and business systems, many of which contain multiple sub-systems and applications. The contractor currently provides user application support, user accounts management, system review and testing, and business application training and support for existing and future business/computer systems and communications networks. This may include products external to the C5ISC as needed to accommodate federated IT systems. Changing regulatory and mission requirements of the Coast Guard may require the addition of new business/computer systems and communications networks to augment the mission portfolio.

1.4 TYPE OF CONTRACT

The Government intends to award a Firm-Fixed-Price contract, with Time & Materials (T&M) CLINs for Other Direct Costs and Travel.

1.5 PERIOD OF PERFORMANCE

The period of performance for this contract Base (12- months) and Four (4) Options each 12 months

Period	Start	End
Base	07/01/2025	06/30/2026
Option Period 1	07/01/2026	06/30/2027
Option Period 2	07/01/2027	06/30/2028
Option Period 3	07/01/2028	06/30/2029
Option Period 4	07/01/2029	06/30/2030

1.6 PLACE OF PERFORMANCE

Unless specifically stated, all activities, people, tasking associated with the services described in this PWS will be performed at the USCG C5ISC, Kearneysville, WV or at an alternate location as determined by the Contracting Officer.

Telework Guidance: The Contractor is authorized to enable contractor staff to telework when approved by the KO and the COR. The Contractor shall provide adequate oversight of work products to ensure contract adherence.

1. Contractors shall have formal telework policies in place if telework is employed and a copy of that policy must be provided to the COR and KO in advance of implementation under this contract.
2. The exception would be same day coordination with COR or KO in the event of facility closures due to unforeseen circumstances, emergencies as determined by the Commanding Officer, or inclement weather.
3. Telework shall take place during Core Hours unless previously approved by both the COR and KO.
4. Telework shall not result in an increase in contract price.

1.7 HOURS OF OPERATION

The Contractor shall provide for on-site C5ISC Kearneysville one of the Key Personnel from 0800 to 1600 Monday through Friday (core hours), excluding Federal holidays and those periods when the facility is closed by direction of the Commanding Officer or by Executive Order of the

Product Support Service Desk (PSSD)
PWS

President of the United States. One of the designated Key Personnel will be available by telephone 24 hours per day, 365 days per year (366 days during leap year).

The Contractor shall provide staff on-site at C5ISC Kearneysville for product support services from 0630 to 1830, Monday through Friday (normal Product Support Desk hours). In addition, one PSSD analyst (duty analyst) will be available by telephone 24 hours per day, 365 days per year (366 days during leap year) to assist with PSSD activities that occur outside of normal PSSD hours. The Contractor is responsible for maintaining a primary and secondary DA phone and MiFi devices for afterhours support.

There may be times when Contractor employees, at the discretion of the Government and in order to meet the mission of the Coast Guard, shall be required to work other than normal business hours, including weekends and holidays, to fulfill requirements under this contract. There may also be times due to inclement weather, pandemic, and other outside forces that would make teleworking a more viable work environment than physically being on-site. The contractor will work with KO/COR when these instances arise on a case-by-case basis.

For Inclement Weather policies please review the most current on-site instruction.

1.8 POST AWARD CONFERENCE

The Contractor shall attend a Post Award Conference with the Contracting Officer (KO) and COR no later than ten business days after the date of award. The purpose of the Post Award Conference, which will be chaired by the (KO), is to discuss technical and contracting objectives of this PWS. The Contractor will be notified of the exact time and location of the conference NLT seven calendar days prior to the scheduled date of the conference. The location of the Post Award Conference will be determined based on current status regarding in-person meetings.

2.0 REQUIREMENTS

2.1 General Requirements (System Services)

The following sections describe system services requirements. Not all systems require all services. The applicable services, by system, will be identified at a later date. There are performance requirement standards and service level agreements (SLAs) that are specific to each system.

2.2 List of Services.

Contractor-provided support services shall include the following:

- Contract Center Support Functions Tier 3 to include:
 - On-site management of all Tier 3 PSSD services
 - End User support via phone, ticketing system, email, instant message and walk up
 - See Table below for a breakdown of the 3 tiers of support offered by PSSD

Product Support Service Desk (PSSD)
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- Knowledge Management and Documentation
- Automatic Call Distribution (ACD) support and administration
- System transitions
- System Review, Testing and Quality Assurance
- Operations Familiarization Demonstration Scripts (OFDs)
- User Account Management
- Application system familiarization
 - Technician Training
- Development of Standard Operating Procedures

Support Level	Support Level Description
Level 0 (Core Support)	C5ISC Kearneysville PSSD will act as the single point of contact for calls, tickets and e-mails, and then escalate them directly to the business system's technical team or sponsor group via CGFIXIT. Level 0's normal operating hours are M-F 0630-1830. Specific support to be determined based on system needs.
Level 1 (Standard Support)	C5ISC Kearneysville PSSD will resolve up to 80% of the requests for application support at the first call and 85% at the first contact prior to escalation to the business system's technical team group or sponsor group via CGFIXIT. Level 1's normal operating hours are M-F 0630-1830. If required by the customer/sponsor, C5ISC PSSD duty analysts can be available via pager outside these hours, the cost estimate will increase based on estimated amount of after-hours calls and time.
Level 2 (Custom Support)	C5ISC Kearneysville PSSD will resolve up to 85% of the CGFIXIT requests prior to escalation to the business system's technical team or sponsor group via CGFIXIT. Level 2's normal operation hours are M-F 0630-1830 with on call duty analyst support 24x7x365.

2.3 Contract Center Support Functions

The Contractor shall manage and perform Contract Center (or customer interaction center) support functions for supported systems. The contractor shall provide the on-site management of all Tier 3 PSSD services.

2.4 Knowledge Management and Documentation

The Contractor shall design, develop, maintain and support knowledge management information and documentation used in support of the PSSD services for the following types of USCG applications:

- Human Relations Systems
- Intelligence Systems
- Logistics and Engineering Systems
- Maritime Law Enforcement
- Search and Rescue

Marine Safety
Enterprise Applications
Accounting and Financial Systems
Acquisition Systems
Training Systems
Infrastructure
Navigation

The Contractor shall use and distribute the knowledge management and documentation products to user sites as required via SLAs with the business systems.

2.5 Automatic Call Distribution System (ACD)

The Contractor shall assist in configuration, management, and maintenance of the Avaya Aura Contact Center (AACC) ACD software and database. Additionally, the Contractor shall have the knowledge and capability to implement contact center solutions that support ACD for voice, VOIP and instant messaging that may be hosted at other Coast Guard sites. The ACD is owned by the CSD and managed by the Unified Capabilities Product Line (UCPL).

2.6 System Transitions

The contractor shall perform system transition activities to include:

- Developing SLAs and Memorandum of Agreement (MOAs) or Operational Level Agreements (OLAs) with the Coast Guard's business systems.
- Providing the Government staff with ticket volume reports broken down by systems supported.
- Planning and documenting system transition activities.
- Updating and maintaining effective knowledge management system.

2.7 Review, Testing and Quality Assurance

The Contractor shall participate in critical design review by performing internal testing and evaluation of application software developed for Coast Guard use in accordance with the Coast Guard's System Development Life Cycle policy.

2.8 Operations Familiarization Demonstration Scripts (OFDs)

The Contractor shall develop, provide, and maintain OFD scripts in electronic format. Additionally, the contractor shall use OFDs to ensure the adequate performance of PSSD services. OFDs are the scripts that are written to help train and test the PSSD staff with respect to knowledge and execution. The C5ISC Kearneysville PSSD drafts the OFDs during the transition process of a new business system and after significant changes to a business system. The government evaluates the readiness of the product support staff to support a business system by having various members of the team perform OFDs in the government's presence. Additionally, the contractor uses OFDs to ensure that the staff stays properly trained and to "sharpen the saw".

2.9 User Account Administration

The Contractor shall establish, maintain, and implement procedures to provide user account administration to the C5ISC Kearneysville's business systems and other Coast Guard systems as assigned. The Contractor shall establish and/or maintain system, group and individual usernames, passwords and privileges as required by the service levels of the business systems. Additionally, the Contractor shall add, modify/change or delete user accounts based on the business requirements and policy.

2.10 Application System Training

The Contractor shall provide application system training to Government-approved field users and system managers. The training location will be determined by the COR, and may be located at user sites, the C5ISC Kearneysville, via online demonstrations, or some other facility.

3.0 CLIENT ENVIRONMENT

The following table provides a short description of the C5ISC Kearneysville PSSD client environment with respect to technologies used at C5ISC Kearneysville.

Technology	Description
Desktop	Coast Guard standard image running Microsoft Windows Operating System, Edge and Chrome web browsers
Office Automation	Microsoft Office 365 suite (Access, Excel, Infopath, Power Point, Publisher, and Word) for personal productivity. Microsoft Outlook 365 via Microsoft Exchange for email service
Customer Relationship Management (CRM) Software	BMC Remedy Action Request System
Phone and Voicemail	Avaya Aura Contact Center (AACC)
Automatic Call Distribution System	Avaya Aura Contact Center (AACC)
Remote Desktop Software	Microsoft's Remote Desktop and Microsoft Teams
Reporting and Decision Analysis Software	Cognos Cubes via the Coast Guard's Business Intelligence (CGBI) business system

4.0 CONTRACT PERSONNEL

The Government may designate additional Contractor personnel as "Key" prior to the contract date of award. Before replacing an individual identified as "Key", the Contractor shall notify the Contracting Officer (KO) no less than 30 calendar days in advance and shall submit the name and qualifications of the proposed substitution. The proposed substitution shall possess qualifications equivalent to or superior to those as stated in the PWS and shall be acceptable to the KO. The Contractor shall not make substitutions for Key Personnel without written consent from the KO.

4.1 Program Management Team & Key Personnel

The Contractor shall provide an effective Program Management Team (PMT), which will be on-site at USCG C5ISC Kearneysville, WV. The PMT will consist of designated Key Personnel that consist of a Program Manager, Deputy Project Manager, and a Delivery Manager. This team shall provide constant management coordination and interaction with the Government and shall ensure that services are provided without disruption to automated information systems and equipment at C5ISC Kearneysville. The responsibilities of the Program Management Team will include but not be limited to the following: day to day coordination of the contract requirements; technical and business area management; and administrative support of security requirements of the contractor staff.

One of the designated Key Personnel shall be physically on-site at C5ISC Kearneysville during core hours. One of the designated Key Personnel will be available by telephone 24 hours per day, 365 days per year (366 days during leap year).

4.1.1 Program Manager (PM)

The Contractor shall provide a Program Manager who shall be designated as Key Personnel and shall be responsible for all work performed under this contract. The PM shall ensure Contractor employees are aware of, understand, and abide by USCG established rules, regulations, and safety practices, and shall have full authority to act on behalf of their company on matters pertaining to the performance of services under this contract.

The PM shall be the primary point of contact for the KO/COR. The name of this individual and the name of any alternate who shall act for the Contractor when the PM is absent, shall be provided in writing to the KO and the COR. The Program Manager position shall be overall responsible for all work performed under this contract.

The PM will serve as the senior on-site liaison between the Coast Guard and the Contractor. The PM will be responsible for ensuring the other contractor positions are meeting Coast Guard targets and objectives and be responsible for carrying out all locally required human resource actions. The PM will be responsible for the overall performance, operations and long-term direction of the product support functions. The PM will be required to provide periodic briefings to Coast Guard management and must promptly alert Coast Guard management to any performance issues or problems needing Government intervention.

The PM shall have a Bachelor's Degree (Business, IT or similar) or higher. A minimum 15 years of call center management experience may be substituted in lieu of a degree. The PM shall demonstrate 10 years supervisory, leadership and management experience and direct hands-on computer experience in a Tier 3 application help desk support environment. Also, the PM shall have a background in Information Technology/Service Management frameworks and methodologies (ITIL, CMM, ISO, HDI and AGILE).

4.1.2 Deputy Project Manager (DPjM)

The Contractor shall provide a DPjM who shall be designated as Key Personnel. The DPjM will be responsible for the day-to-day operations of the application help desk support. The DPjM will be focused on scheduling personnel, staffing levels, providing appropriate measurement criteria on a daily, weekly, monthly, quarterly and annual basis. The DPjM will be responsible for ensuring the day-to-day operations are aligned to meet the Coast Guard's goals and targets and for analyzing statistical data to optimize staffing and support desk systems. The DPjM will be responsible for overseeing the proper operation of on-site resources including but not limited to the Automatic Call Distribution system and statistical data management collected in the PSSD database. The DPjM will be responsible for making continuous improvement recommendations to the Coast Guard on the operation of the product support service desk.

The DPjM shall have an Associate's Degree (Business, IT or similar) or higher. A minimum 10 years of call center management experience may be substituted in lieu of a degree. It is desired the DPjM have 7 years' experience with Private Branch Exchange (PBX) systems, Automatic Call Distribution systems and other application help desk support technologies. In addition, the DPjM shall have a background in Information Technology/Service Management frameworks and methodologies (ITIL, CMM, ISO, HDI and AGILE).

4.1.3 Delivery Manager (DM)

The Contractor shall provide a DM who shall be designated as Key Personnel. The DM shall be responsible for leading project teams with a focus on the technical aspects to meet customer requirements. The DM will be responsible for ensuring that the technical requirements are met for User Account Management, testing, system transitions and development of Standard Operating Procedures. The DM will train and mentor PSSD analysts ensuring they have the proper training to function at a high level.

The DM shall have an Associate's Degree (Business, IT or similar) or higher. A minimum 10 years of call center management experience may be substituted in lieu of a degree. In addition, the DM shall have 7 years direct experience in an application service support desk environment; direct hands-on computer experience in the areas of Microsoft operating systems, project management, Access Management, metrics analysis and in training computer technicians/analysts; and knowledge in the following areas: Privileged User Management Program (PUMP), Windows, Networks, BMC Remedy, BMC Smart Reporting and ORACLE.

The DM shall have 7 years' experience with PBX systems, Automatic Call Distribution systems and other support desk technologies; a background in Information Technology/Service Management frameworks and methodologies (ITIL, CMM, ISO, HDI and AGILE).

4.2 Duty Analyst

The Contractor shall provide a Duty Analyst (DA) who is fully trained and qualified to be a single point of contact for mission essential PSSD support outside of normal working hours. (1830-0630) The DA will only handle calls pertaining to essential Coast Guard operations where

the immediate assistance from the DA is required. All other contacts after hours (phone calls, tickets, etc.) will be left for the qualified help desk team to respond to during normal working hours.

4.3 Contractor Personnel

4.3.1 Qualified Personnel

The Contractor shall provide qualified personnel to perform all requirements in this contract within the time frames specified. All Contractor employees supporting this contract shall also be citizens of the United States, be fluent in the English language, and meet the security background criteria. All contractor personnel must have a favorably adjudicated background investigation as defined by the CG prior to being granted access to a CG IT System. The contractor will be held responsible for applying for, obtaining and maintaining a valid Common Access Card (CAC) as a condition of continued employment under the Contract.

4.3.2 Continuity of Support

The Contractor shall ensure that the contractually required level of support for this requirement is maintained at all times. The Contractor shall ensure that all contract support personnel are present for all hours of the workday. If for any reason the Contractor staffing levels are not maintained due to vacation, leave, appointments, etc., and replacement personnel are not provided, the Contractor shall provide e-mail notification to the Contracting Officer's Representative (COR) prior to employee absence. Otherwise, the Contractor shall provide a fully qualified replacement.

4.3.3 Employee Identification

Contractor employees working on-site at Government facilities shall wear a Government issued identification badge. Contractor employees shall comply with command security requirements regarding display of identification. Contractor employees shall comply with all Government escort rules and requirements. Contractor employees shall identify themselves as Contractors when their status is not readily apparent, and display identification and visitor badges in plain view above the waist at all times while at Government facilities.

4.3.4 Employee Conduct

Contractor's employees shall comply with all applicable Government regulations, policies and procedures (e.g., fire, safety, sanitation, environmental protection, security, "off limits" areas, wearing of parts of military uniforms, and possession of weapons) when visiting or working at Government facilities. The Contractor shall ensure Contractor employees present a professional appearance at all times and that their conduct shall not reflect discredit on the United States, the DHS or the USCG.

4.3.5 Removing Employees for Misconduct or Security Reasons

The Government may, at its sole discretion, direct the Contractor to remove any Contractor employee from USCG facilities for misconduct or security reasons. Removal does not relieve the Contractor of the responsibility to continue providing the services required in this contract. The Contracting Officer will provide the Contractor with a written explanation to support any request to remove an employee.

4.3.6 Conflict of Interest

The Contractor shall not employ any person who is an employee of the United States Government if that employment would, or would appear, to cause a conflict of interest.

4.3.7 Urgent Incidents or Recall

The Contractor shall prepare personnel to be available 24 hours a day for urgent incidents or recall. Following an urgent / recall support event, the contractor will provide a report via electronic mail to the COR and KO the next business day including personnel involved, systems/personnel assisted, services provided, and actions taken. The Contractor shall include urgent incidents or recalls in the monthly status report.

4.4 TRAVEL

In the conduct of this contract, the Contractor may be required to travel to various USCG locations in order to train application users, install systems or components, or otherwise assist USCG personnel. All direct travel costs will be reimbursed in accordance with the Federal Acquisition Regulation (FAR) 31.205-46 - Travel Costs.

4.4.1 Travel Limitations

Travel must be approved in writing by the COR and KO prior to departure. Contractor travel shall be in accordance with the Joint Travel Regulations (JTR) that is in effect at the time of the travel. Reimbursement will be for actual travel expenses, transportation, lodging, meals and incidentals. General and Administrative (G&A) will be included, in accordance with the Contractor's standard accounting practices. Reimbursement for travel costs under the travel cost CLIN will not include any indirect costs or labor hours.

4.4.2 Travel in support of Disaster Recovery

Travel may be required to various locations designated as C5ISC disaster recovery (DR) sites. Currently, the DR site for C5ISC is Chesapeake, VA. DR sites are subject to change based upon the needs of the Government. In the event of a disaster or at the on-set of a predicted event such as a hurricane, pre-agreed upon contractor personnel may be required to travel to the specified disaster recovery site and assist with disaster recovery procedures.

4.4.3 Trip Reports

The Contractor shall deliver, to the COR, a Trip Report three working days after the completion of each trip providing details for what occurred (traveler, destination, length of travel, purpose for trip) and also provide a detailed breakdown of the trip costs.

4.5 TRAINING

The Contractor is responsible for all necessary training and associated travel to bring employees to the necessary level of expertise for the equipment and services identified in this PWS.

The Contractor shall provide adequately trained personnel and shall be responsible to ensure that necessary professional certifications are kept up to date in relevant areas. The Contractor shall be responsible to provide training in order to keep Contractor personnel up-to-date and proficient in their areas of work within six months following release of new versions of operating systems, database management systems, COTS products, and other major software packages used in assigned tasking. The contractor shall ensure that all personnel receive yearly refresher training within their area(s) of expertise.

The Government will not allow costs, nor reimburse costs, associated with the Contractor training employees in an effort to attain and/or maintain minimum personnel qualifications reasonably expected for their labor category and skill set. Training includes classroom, online, and other professional development courses, as well as attendance at conferences, seminars, workshops or symposiums.

The Contractor is responsible for any and all costs associated with training of personnel to maintain proficiency in the tools and technologies currently employed at C5ISC. This includes labor hours incurred while attending training, course/event registration, training materials and supplies, travel costs (airfare, per diem (hotel and meals) etc.) and any other costs incurred as a result of sending contractor personnel to training. There will be no direct charges for any of these training costs.

In instances where the Government mandates a change in technology, the KO may approve the direct charge of training (including all associated travel costs and labor hours). All such requests should be initiated by the COR and must be approved in writing by the KO prior to execution of the training event.

The preceding paragraphs define the government's position on reimbursement of training costs. However, at the Government's discretion, direct charging of labor hours and/or training and travel costs may be approved by the COR and KO. These instances would be rare exceptions, reviewed on a case-by-case basis, and will only be approved when there is clear benefit to the Government. If disapproved, this does not relieve the Contractor of fulfilling the requirements as defined in the previous paragraphs.

Additionally, contractor personnel shall complete general training mandated by USCG, DHS or DOD for information systems security / assurance and other general training requirements as

specified by the government. The Contractor shall require its employees to take any required Coast Guard security training upon initiation of employment and any required annual security training. Mandated desktop Government security training should be completed during normal working hours and is permissible to be a direct charge. The Contractor is responsible for monitoring and recording the completion of all training and ensuring that personnel are trained to conform to the requirements of DoD 8570.1

5.0 TRANSITION

5.1 CONTRACT PHASE-IN

Because the systems at C5ISC Kearneysville are mission-critical, the incumbent Contractor and the awarded Contractor of this contract must work together in order to ensure minimal disruption to vital Government business such as product support service desk, accounts management, and training services. It is anticipated that there will be a one month Phase-In Period.

The Contractor shall provide an updated (final) phase-in project plan to the COR no later than 5 business days after the Post Award Conference.

5.1.1 Phase-In Requirements

The contractor shall:

- Identify all personnel who will participate in the phase-in period and provide sufficient staff on-site at C5ISC.
- Communicate to the KO and COR any issues, critical schedules, plan for incumbent personnel resources in addition to any other special requirements.
- Indicate preferred dates within the phase-in period for the Government to provide a C5ISC familiarization session for new contractor personnel.
- Work with the Property Officer and the incumbent staff to schedule and perform a property inventory to ensure the accountability of all Government Property in accordance with the requirements of this contract.
- Complete the security requirements for the SF-85P (Questionnaire for Public Trust Positions), the FD-258 (Finger Print Cards), and the Contractor Access List.
- Execute the approved phase-in plan to successfully align with the incumbent contractor's phase-out requirements.

5.2 CONTRACT PHASE-OUT

The Contractor will put forth a reasonable effort to transition between contractors in a manner that results in minimum disruption to vital Government business.

5.2.1 Contract Phase-Out Plan

The Contractor shall prepare and submit a Phase-Out Plan 60 calendar days prior to the final option period for Government review and approval.

The contractor's Phase-Out Plan shall include:

- Projected dates for follow-on contractor familiarization and Operation Familiarization Demonstrations (OFDs).
- Copies of all standard operating procedures.
- A strategy to Phase Out with minimal interruptions to existing PSSD operations.
- The Contractor shall submit a certification to the contracting officer that the Government Issued Badges, Identification Cards, Passes, and Vehicle Registrations (if required) have been accounted for all employees and subcontractor employees.
- Copies of all other documentation concerning PSSD and end user technical support operations and procedures.

6.0 GOVERNMENT FURNISHED PROPERTY & EQUIPMENT

Work will be performed at Government facilities (unless otherwise approved by the COR and KO) and no Government Furnished Property will be transitioned to the Contractor. All property and equipment will remain in the USCG property management system. Government Furnished Equipment (GFE) provided will be the necessary equipment/office space to accomplish tasking associated with the PWS. The following list of standard supplied GFE, which is not all inclusive, include the following types of equipment and services to the Contractor's on-site support staff:

- Office space
- Desks
- Chairs
- Workstations
- Licensed copies of project required software
- Telephones
- Conference rooms
- Access to printers
- Access to facsimile

Determination will be made by the Government as to whether any Contractor specified equipment or information can be provided as GFE.

7.0 PROGRESS AND STATUS REPORTS

The principal documentation required by this performance work statement (PWS) is summarized below.

7.1 Monthly Status Reports

The Contractor shall create and deliver ESD-APP's Monthly Status Report to the COR and presented at C5ISC ESD-APP's Monthly Status Report meeting. The ESD-APP MSR shall include a summary of activities to include tickets, emails, voicemails, user accounts and training sessions and shall include a list of actual hours worked for each labor category during the reporting period. The actual time spent supporting each system by the C5ISC PSSD must be

reported so that the USCG can capture an accurate record of the number of contractor hours spent servicing each of the Coast Guard's systems.

7.2 Weekly Status Meeting

The Program Management Team (PMT) shall meet with the COR on a weekly basis to discuss contract progress, exchange information and resolve emergent technical problems and issues. Attendees shall include the COR, PMT and Contractor Management as appropriate or requested by the PMT and/or KO / COR.

7.3 GENERAL REPORT REQUIREMENTS

The Contractor shall provide all written reports in electronic format with read/write capability using applications that are compatible with Coast Guard Standard Workstation (Microsoft Windows and Microsoft Office Applications).

8.0 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

8.1 QUALITY CONTROL PROGRAM

The Contractor shall develop a Quality Control Program (QCP) for measuring and attaining quality of performance under the contract. The Contractor's Quality Control Program shall explain the manner in which the Contractor shall ensure all requirements are being accomplished in accordance with the specifications of this award and industry standards. A sustaining focus throughout the Quality Control Program shall be the attainment of continuous quality improvement. The program shall emphasize deficiency prevention over deficiency detection. The Contractor shall demonstrate a concerted effort in improving its QCP to prevent unsatisfactory performance from consistently recurring in any area and to ensure unsatisfactory performance is addressed and rectified in a timely manner.

8.1.1 Quality Control Plan

The Contractor shall maintain a Quality Control Plan describing the Quality Control Program. The Contractor shall submit a draft QCP to the COR for evaluation purposes within 15 business days after contract award. The Contractor shall submit the final QCP to the KO for approval within 60 calendar days after contract Award. The Contractor shall submit any changes to the Quality Control Plan to the COR for approval ten business prior to implementation.

8.2 QUALITY ASSURANCE AND PERFORMANCE STANDARDS

The Coast Guard has specific performance measurements to evaluate the contractor on an ongoing basis.

8.2.1 Quantitative Standards

The contractor management team will staff, schedule, prioritize work and manage the Product Support Service Desk to meet the following targets (to be documented for the Customer Representative's concurrence on a quarterly basis):

Employee Turnover – The Government will pay close attention to Voluntary staff turnover (contractor employees leave by choice) if it is evident that turnover is related to ineffective management.

Staffing Level – Contractor Full Time Positions (number of contractors on-site) shall be managed with an agent efficiency range between 65-80%. All time spent handling direct product support service desk functions (on-line with customer, performing application troubleshooting, training meetings, etc.) is to be documented. For purposes of this PWS, agent usage is the ratio of documented work (i.e., the number of hours documented in support of users/applications) to the actual number of hours per labor category reported during the reporting period.

Call Answering – Calls are given priority over all other contacts. Calls should be answered with no greater than 5% of the calls being abandoned by the callers. Calls are considered abandoned when a call is terminated by the customer after a 20 second wait time. First contact is support handled solely by PSSD contractor personnel.

First Contact Resolution – Derived from the Business System agreement of Core, Standard and Custom Support.

Core Support – Ticket triage, Product Support may be asked to provide additional detail to the ticket before forwarding to another technical team.

Standard Support – Product Support will provide 80% resolution to business systems requiring standard support before assigning the ticket to another technical team.

Custom Support – Product Support will provide 85% resolution before assigning the ticket to another technical team.

Internal Information Systems Up Time – The Automatic Call Distribution System must be managed and operated with minimum system availability (up time) of 99% during the hours of 0630-1830 M-F EST.

Customer Satisfaction Surveys – The contractor shall maintain good client customer relationships, which shall be documented through customer satisfaction surveys presented to all customers served. Survey results shall maintain an overall average satisfaction score of 90%.

User Account Management – The Contractor shall provide user account management to meet or exceed targets for user account support. User Account targets include the following: 90% of all

account requests (add, change, or delete) completed within 1 business day with approvals, 100% of all business system account requests completed within 2 business days with approvals.

8.2.2 Qualitative Standards

In addition to the above quantitative targets the following qualitative issues must be addressed on an ongoing basis. The Coast Guard Remedy Client provides a survey form on all resolved and closed remedy tickets to rate the following factors, using the Ratings of “Strongly Agree” (6), “Agree” (5), “Somewhat Agree” (4), “Somewhat Disagree” (3), “Disagree” (2), and “Strongly Disagree” (1). The Rating Standard for the contractor to achieve shall be a minimum monthly average of (5).

The contractor shall look for ways to continuously improve the Coast Guard’s PSSD services and make recommendations during the monthly presentation brief provided by contractor management. Specifically, but not limited to the following:

- Development of new customer service initiatives (new requirements) and integrate these new initiatives into the existing process flow within the product support business area.
- Analysis of product support measurements and use of these measures for continuous improvement.
- Maintaining proficiency of information technology advancements and recommending the integration of appropriate technologies into the existing environment.

The contractor shall provide a forum to address issues and concerns of the PSSD staff.

8.2.3 Incidents and Work Orders

The PRS table below reflects the deliverables considered by the Coast Guard to be important for the successful performance of this contract. This example includes the expected standards of performance and planned reductions for not meeting those standards. The Government will establish a Quality Assurance Surveillance Plan that is part of this contract in order to monitor performance requirements.

Objectives	Definition	Performance Standard	Reduction
1. Provide timely response to all incidents reported to the PSSD by Incident Priority.	Every Incident reported by customers or administrators. Also included are requests for new accounts, software installation, and any other incidents for which Remedy is used.	Urgent – 99.9% in 30 minutes. High – 88% in 2 hours. Medium – 80% in 3 hours. Low – 60% in 8 hours.	If the deliverable is determined to be unacceptable to the COR and cannot be resolved to the satisfaction of the government, results will be reflected in the contractor’s past performance evaluation.

9.0 DELIVERABLES

The Contractor shall provide the following contract deliverables in accordance with the table below. The dates stated in these requirements may be changed upon written direction of the Contracting Officer. Changes made will be mutually acceptable to both the Government and the Contractor.

Deliverable / Requirement	Description	Frequency	DUE BY
Post Award Conference	Contractor shall meet with the KO, COR and TA to discuss contract objectives in accordance with Section I, Paragraph 1.8 of the PWS	Once	10 business days after contract award
Draft Phase-In Project Plan	The Contractor shall provide a Draft Phase-In Project Plan for this contract in accordance with Section I, Paragraph 5.1 of the PWS for Government review and comment	Once	5 business days prior to Post Award Conference
Final Phase-In Project Plan	The Contract shall provide a Final Phase-In Project Plan in accordance with Section I, Paragraphs 5.1 and 5.1.1 of the PWS.	Once	5 business days after Post Award Conference
Operational Familiarization Demonstrations	Create, update and perform Operational Familiarization Demonstrations in accordance with Section II, Paragraph 2.8 of the PWS.		5 business days after transition or change of business system
Property Inventory	Schedule and perform a property inventory to ensure the accountability of all Government Property in accordance with Section I, Paragraph 6 of the PWS.	Once	End of Phase-In Period
Quality Control Program (QCP)	The Contractor shall submit an initial QCP to the Government for evaluation within 15 business days after contract award. The Contractor shall submit the final QCP to the KO for approval within 60 calendar days of the Award per Paragraph 8.1.0 of the PWS.	Once	15-60 days after contract award
Key Personnel Substitution Justification	The Contractor shall provide a justification for substitution of key personnel for this Task Order in accordance with Section I, Paragraph 4.0 of the PWS.	As Required	30 calendar days prior to Key personnel change

Product Support Service Desk (PSSD)
PWS

Deliverable / Requirement	Description	Frequency	DUE BY
Operational Familiarization Demonstrations	OFDs are required for all subsequent systems, and new functions to existing systems. OFDs are required for all individuals who assume new positions in accordance with Section II, Paragraph 2.8 of the PWS.	As Required	annual demonstration
Monthly Status Reports	The Contractor shall create and deliver: <ul style="list-style-type: none"> • Status Reports in accordance with Section I, Paragraph 7.1 of the PWS. • Compliance worksheet for 8570 monthly reporting in accordance with Attachment 4, DoD directive 8570.01 	Monthly	15 th day of the following month
Trip Report	The Contractor shall deliver, to the COR, a Trip Report within three business days after the completion of any travel performed under this contract in accordance with Section I, Paragraph 4.4.3 of the PWS.	As Required	3 business days after completion of travel
Weekly Status Meeting	Program Management Team (PMT) shall meet with the Government ALM / COR / TA on a weekly basis to discuss contract progress, exchange information and resolve emergent technical problems and issues in accordance with Section I, Paragraph 7.2 of the PWS. A weekly status report shall be presented to the Government at this meeting.	Weekly	As agreed between PMT and Gov't
Quality Control Program	The Contractor shall submit any changes in the Quality Control Plan and Quality Control Program to the KO for approval 10 business days prior to implementation in accordance with Section I, Paragraph 8.1 of the PWS.	As Required	10 business days prior to implementation of change
Phase-Out Plan	Create and deliver a contract Phase-Out Plan in accordance with Section 1, Paragraph 5.2 of the PWS.	Once	30 calendar days prior to the end of the final option period

10.0 GOVERNMENT ACCEPTANCE PERIOD

The COR will review deliverables prior to acceptance and provide the contractor with an e-mail that provides documented reasons for non-acceptance. If the deliverable is acceptable, the COR will send an e-mail to the Contractor notifying that the deliverable has been accepted.

The COR will have the right to reject or require correction of any deficiencies found in the deliverables that are contrary to the information contained in the Contractor's accepted proposal.

In the event of a rejected deliverable, the Contractor will be notified in writing by the COR of the specific reasons for rejection. The Contractor may have an opportunity to correct the rejected deliverable and return it per delivery instructions. The COR will have 14 business days to review deliverables and make comments. The Contractor shall have 5 business days to make corrections and redeliver. All other review times and schedules for deliverables shall be agreed upon by the parties based on the post award conference. The Contractor shall be responsible for timely delivery to Government personnel in the agreed upon review chain, at each stage of the review. The Contractor shall work with personnel reviewing the deliverables to assure that the established schedule is maintained.

11.0 PROTECTION OF INFORMATION

Contractor access to sensitive information is required under this contract. Contractor employees shall safeguard this information against unauthorized disclosure or dissemination in accordance with DHS MD 11042.1, Safeguarding Sensitive but Unclassified (SBU) Information. SBU includes information categorized by DHS or other government agencies as: For Official Use Only (FOUO); Official Use Only (OUO); Sensitive Homeland Security Information (SHSI); Limited Official Use (LOU); Law Enforcement Sensitive (LES); Safeguarding Information (SGI); Unclassified Controlled Nuclear

Information (UCNI); and any other identifier used by other government agencies to categorize information as sensitive but unclassified. The Contractor shall ensure that all Contractor personnel having access to business or procurement sensitive information sign a non-disclosure agreement (DHS Form 11000-6).

12.0 REFERENCES

- Section 508 Requirements, 1998 Rehabilitation Act – <http://www.section508.gov/>
- The Privacy Act, Title 5 of the United States Code, Section 522(a)
- Federal Travel Regulations
- Management of Federal Information Resources, OMB Circular A-130

Appendix A

ACRONYMS and GOVERNMENT DEFINITIONS

ACRONYMS

AAR – Automated Access Request
AM – Account Manager
AP - Accounts Payable
AR - Accounts Receivable
PSSD – Product Support Service Desk
C5ISC – Command, Control, Communications, Computers, Cyber and Intelligence
CAS – Core Accounting System
CBS – Consolidated Billings System
CBT – Computer Based Training
CG – Coast Guard
CIMS – Contract Information Management System
CM – Configuration Management
COR – Contracting Officer Representative
COTS – Commercial off The Shelf
CPO – Chief Procurement Officer
DHS – Department of Homeland Security
DNDO - Domestic Nuclear Defense Office
FA – Fixed Assets
FINCEN – USCG Finance Center
FPD – Financial Procurement Desktop
FTI – FedTraveler Interface
FOUO - For Official Use Only
GFE – Government Furnished Equipment
GFI – Government Furnished Information
GL – General Ledger
INV – Inventory
JTR – Joint Travel Regulations
KO – Contracting Officer
KS – Contracting Specialist
MBI – Minimum Background Investigation
MPS – Milstrip Processing System
NIST - The National Institute of Standards and Technology
OMB – Office of Management and Budget
OUO – Official Use Only
PA – Project Accounting
PCA – Purchase Card Application
PKI – Public Key Infrastructure
PMT – Program Management Team
PO – Purchase Order
PRS – Performance Requirements Summary

SBU – Sensitive But Unclassified
SFM – Supply Fund Management System
SOP – Standard Operating Procedure
TAC – Travel Advance Certification System
TIER – Treasury Information Executive Repository
TLC – Travel Liquidation and Certification System
TSA - Transportation Security Administration
UDO - Undelivered Orders extraction,
UMS – User Management System
USCG – United States Coast Guard
VMS – Vendor Management System
WINS – Workflow Imaging Network System
ZQQQ - an adjustment (referred as On-Top adjustments) to the TIER for UDO transactions that have not yet been recorded to CAS. These adjustments utilizes transaction codes 051, 051 1, or 051 2

Government Definitions

CAS Suite – This consists of Oracle Federal Financials (all modules- AP, PO, FA, PA, GL, AR, BE, INV, HR), CAS Markview, FPD, CIMS, SSO, CAS Portal, Warrant Management System (WMS), Account Manager, and Sunflower.

Local Feeder Applications – All applications that reside in the FNCLxxxx database environments. This includes WINS, WINS Markview, WINS REMOTE, CBS, TLC, TAC, MPS, SFM, PCA, CG YARD, and FTI.

Local Support Applications – All applications used to support the CAS Suite and Local Feeder Applications. This includes tools to add and manage user account requests (AAR); Unit approved Plans (UAP), Account Management System (AMS), Checkfree, Discoverer, Serena Business Mashups, Serena Dimensions, TIER, FINCEN Intranet and Internet sites, FINCEN BLOG, FINCEN Computer Based Training modules (CBT's).