



United States Department of Agriculture
Foreign Agricultural Service

**PERFORMANCE WORK STATEMENT
(PWS)**

FOR

IT INFRASTRUCTURE MANAGEMENT

SOLICITATION #: 1406-04-08-RP-21039

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1 Background

1.1 Objective

The Information Technology Division (ITD) is responsible for acquisition, design, maintenance, and services of the IT program in support the Foreign Agricultural Service (FAS) of the United States Department of Agriculture (USDA).

1.2 Location

FAS Headquarters has approximately 600 employees located in the USDA South Building, Portals Building, and Reporters Building. FAS has approximately 90 offices around the world with 1 to 20 employees in each office, and 3 regional hub-sites to support email located in Brussels, Tokyo, and Buenos Aires. The FAS Continuity of Operations (COOP) site is located in the National Information Technology Center (NITC) in Kansas City.

1.3 Scope

The contractor shall perform program and project management, network operations and services, security operations and services, desktop management, email management, server management, IIS administration, helpdesk services, telecommunications support, foreign installation of hardware and software. The contractor shall provide all personnel, tools, materials, supervision and other items necessary to perform these tasks. The services under this contract cover all FAS locations.

2 Definition of Terms

Acronym	Definition
C&A	Certification and Accreditation
CCB	Change Control Board
CO	Contracting Officer
COB	Close of Business
COMSEC	Communications Security
CONAUTH	Controlling authority of a communications security material
COTR	Contracting Officer's Technical Representative
COOP	Continuity of Operations Plan
DOD	Department of Defense
DTS	Department of Technology Services
DVC	Digital Video Conference
FAS	Foreign Agricultural Service
FASCF	FAS Computer Facility
FISMA	Federal Information Security Management Act
HVAC	Heating, Ventilation, and Air Conditioning
IDS	Intrusion Detection Systems
ISSP	Information System Security Program
ISSPM	Information System Security Program Manager
IT	Information Technology
ITD	Information Technology Division

Acronym	Definition
ITIL	Information Technology Infrastructure Library
NFC	National Finance Center
NIST	National Institute of Standards and Technology
NITC	National Information Technology Center
NSA	National Security Agency
OEM	Original Equipment Manufacturer
OMB	Office of Management and Budget
POAM	Plan of Action & Milestones
POC	Point of Contact
SIPRNET	Security Internet Protocol Network
USDA	United States Department of Agriculture

Term	Definition
Authorization	The process of granting or denying request.
C&A	All federal agencies in the United States must have their IT systems and infrastructure certified and accredited. Among industry experts, this certification and accreditation process is more informally known as C&A.
CCB	The Change Control Board reviews IT infrastructure, hardware, software, and data communications change requests. The CCB approves whether or not a proposed change is implemented by considering the potential impact that the proposed change will have on production systems and ultimately the customer.
COB	End of the business day.
Contract Discrepancy Report	A contract discrepancy report is the report transmitted to the contractor by the CO, initiated by the COTR
Contracting Officer	The Government employee responsible for executing/administering and providing direction on the contract.
Contracting Officer's Representative	A technical representative designated by the CO to monitor Contractor performance and other contract administration duties associated with the award of a formal contract.
Customer's Complaints	Customer complaints are complaints made by customers that if validated, may be used by the Government for the purpose of assessing the contractor's quality assurance, or for taking deductions to the contract price.
ITIL	ITIL is an integrated set of best-practice recommendations with common definitions and terminology. ITIL covers areas such as Incident Management, Problem Management, Change Management, Release Management and the Service Desk.
Knowledge Base	A knowledge base is a centralized repository for information: a public library, a database of related information about a particular subject.
Performance Metrics	Metrics are a system of parameters or ways of quantitative and periodic assessment of a process that is to be measured, along with the procedures to carry out such measurement and the procedures for the interpretation of the assessment in the light of previous or comparable assessments.
Project Plan	A project plan is a formal, approved document used to guide both project execution and project control. The primary uses of the project plan are to document planning assumptions and decisions, facilitate communication among stakeholders, and document approved scope, cost, and schedule baselines. A project plan may be summary or detailed.

Term	Definition
Quality Control	The actions taken by a contractor to control the production of outputs to ensure that they conform to the contract requirements.
Security Plan	The purpose of a security plan is to provide an overview of security requirements of the system and describe the controls in place or planned for meeting those requirements.

3 Specifications

3.1 General Requirements

This section covers all work provided by the contractor.

- a) The contractor shall perform configuration management, planning and capacity analysis on all areas of responsibilities.
- b) The contractor shall provide recommendations of IT equipment based on thorough evaluation of product feature set, current state of technology, and cost/benefits effectiveness to the Government.
- c) The contractor shall submit all software and hardware changes to production environment to the CCB for approval prior to implementation.
- d) The contractor shall ensure that work meets all requirements for certification and accreditation as required by NIST, OMB, USDA and FAS.
- e) The contractor shall not accept a task from or discuss a task with a customer unless directed by the COTR or designated authority. Only the COTR or designated authority may authorize a task.
- f) The contractor shall immediately notify the COTR or designated authority and FAS helpdesk of all problems that adversely affect the computer systems. The contractor shall keep the COTR and FAS helpdesk updated on the status of the problem until it is resolved.
- g) The contractor shall use the FAS Helpdesk System as the automated procedure for recording, tracking, and resolving all issues. The contractor shall ensure all helpdesk tickets and work orders have accurate client data, problem descriptions and all steps taken for resolution. The contractor shall update Helpdesk tickets and work orders as work progresses.
- h) The contractor shall relay all information to customers via the Helpdesk Notification email account. The contractor shall not use their personal email account to relay information to users.
- i) The contractor shall be responsible for installation of Government purchased equipment when the vendor/manufacturer installation is not provided. If another provider installs new equipment causing damage to the existing equipment, the contractor shall immediately notify the COTR or designated authority. At the request of the COTR or designated authority, the contractor shall repair the damaged equipment. The cost of replacement parts shall be reimbursable to the contractor.
- j) The contractor shall install, maintain, label and document all cabling. The contractor shall ensure all cables are physically free from obstructions or hazards such as extreme heat or water, properly grounded, and meets the OEM specifications.
- k) The contractor shall maintain an adequate stock and supplies and spare equipment to ensure timely response to emergency repairs.

3.2 Program and Project Management

The contractor shall provide program and project management for all projects and tasks performed.

- a) The contractor shall use Projects Management standards to develop systems and processes necessary for tracking the executions of projects.
- b) The contractor shall use the agency's project management software to track projects and tasks.
- c) The contractor shall ensure completions of deliverables, track milestones and adherence to timeliness across projects and institute necessary workflow alterations.

3.3 Network Services and Operations

The contractor shall provide administration, management, configuration, and operation of the FAS network and network services. The network infrastructure consists of several key components. The HQ office, located in the South building of the USDA in Washington DC, contains the primary hardware components for the agency's Local Area Network (LAN). The HQ LAN provides the main computing and IT communications backbone for the agency. In addition to HQ, the agency has three hub locations in Buenos Aires, Brussels, and Tokyo. The hub locations have a direct internet connection as well as a connection to the FAS network via the FAS WAN. The FAS WAN is virtual WAN as the FAS does not own the lines that connect the HQ LAN and its Hub locations. A summary of FAS Network Architecture and Equipment is provided in Appendix-B of this PWS.

- a) The contractor shall provide network infrastructure design, capacity analysis and planning, network design, network build/configuration/test and network troubleshooting.
- b) The contractor shall perform network monitoring to identify network problems. The contractor shall isolate IT systems problems utilizing diagnostic and system management software tools and other appropriate trouble shooting techniques.
- c) The contractor shall provide administration and management of Windows 2003 Active Directory.
- d) The contractor shall provide administration and management of desktops and laptops.
- e) The contractor shall provide administration and management of the email system.
- f) The contractor shall provide administration and management of all wireless devices.
- g) The contractor shall provide administration and management of the Internet Information Server (IIS) web farm.
- h) The contractor shall provide administration and management of all servers.
- i) The contractor shall provide administration and management of Windows SharePoint Services farm.
- j) The contractor shall provide administration and management of file and print services, printers and printer queue configurations.
- k) The contractor shall perform all backup and restore functions for entire network. The contractor shall protect data through the use of data backup and redundancy techniques and arranging for off-site storage of backup data.
- l) The contractor shall provide administration and management of remote access services. This includes Citrix Desktop, VPN, dialup, and may include others.

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- m) The contractor shall provide administration and management to the FAS firewall(s). The contractor shall examine the firewall(s) logs daily, make changes and additions to the configuration to the firewall(s) as requested. Report all incidents. Perform a backup of the firewall(s) log file monthly.
 - n) The contractor shall provide administration and management of IDS and vulnerability scans.
 - o) The contractor shall apply the most current level of security patches and virus protection for all systems.

3.4 Telecommunications Support

The contractor shall provide support for the administration, management, configuration, and operation of the FAS telecommunication services. The network infrastructure consists of several key components. The HQ office contains the primary hardware components for the agency's Local Area Network (LAN). The HQ LAN provides the main computing and IT communications backbone for the agency. In addition to HQ, the agency has three hub locations in Buenos Aires, Brussels, and Tokyo. The hub locations have a direct internet connection as well as a connection to the FAS network via the FAS WAN. The FAS WAN is virtual WAN as the FAS does not own the lines that connect the HQ LAN and its Hub locations. The environment is a large multi-server network employing Ethernet switching technology, routing, distributed hubs and concentrators.

- a) The contractor shall provide support that includes telecommunication design, capacity analysis and planning, build/configuration/test and troubleshooting. This includes network hubs, concentrators, switches, and routers.
- b) The contractor shall perform proactive monitoring and network analysis of the telecommunications services. The contractor shall establish a network traffic analysis baseline on telecommunication segments including utilization rates of leased telecommunications services.
- c) The contractor shall ensure telecommunications integrity, identifying and isolating telecommunications problems (both software and hardware related), correcting the problem or properly communicating the problem to the responsible party, and coordinating all work, testing, etc., toward the timely resolution of the problem.
- d) The contractor shall coordinate troubleshooting efforts with entities providing the telecommunication services and Government and keep the COTR or designated authority informed of actions being taken to identify and isolate telecommunications problems. Entities may include, but are limited to, the NITC Helpdesks, the NFC Helpdesk, the DTS, the ITD service provider, Local Exchange Carrier or Competitive Access Carrier.

3.5 Helpdesk Services

The contractor shall provide support for the administration, management, and operation of all the FAS Helpdesk. The FAS Helpdesk is the single point of contact for users to report IT related problems and request IT hardware and/or software. These can be received by phone, email, and/or fax. The contractor shall provide personnel that have skill in remotely resolving IT related problems and can communicate technical instructions to non-technical users.

- a) The contractor shall implement helpdesk management support based on best practices utilizing the ITIL model.
- b) The contractor shall use the FAS Helpdesk System as the automated procedure for recording, tracking, and resolving all issues. The contractor shall ensure all helpdesk tickets and work orders have accurate client data, problem descriptions and all steps taken for resolution. The contractor shall update Helpdesk tickets and work orders as work progresses.

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- c) The contractor shall forward all tickets that cannot be resolved to the appropriate work group for resolution.
 - d) The contractor shall manage the helpdesk software including maintaining the Knowledge Base, ticket notification lists by application and/or function, and reports as requested by the Government.
 - e) The contractor shall execute office moves and relocations of IT equipment and peripherals including network installations according to Plans.
 - f) The contractor shall provide support for DVC including scheduling requested conferences, coordinating and assisting the connectivity of the participants, and securing the area and equipment at the conclusion. The contractor will report and arrange resolution or repair of any malfunctions identified.
 - g) The contractor shall provide support for laptop and projector setup and use in FAS conference rooms, including trouble shooting problems and securing the area and equipment at the conclusion. The contractor will report and arrange resolution or repair of any malfunctions identified.
 - h) The contractor shall be responsible for performing site transfers of IT equipment and components assigned by government representatives. These IT equipment and components shall be similar to those described in Appendix B. The sites where equipment and components shall be transferred to and/or from in the Washington D.C. area is described in section 1.2.

3.6 Asset/Inventory Management

- a) The contractor shall establish and maintain an inventory database for all FAS IT equipment.
- b) The contractor shall provide support for IT equipment inventory and personal computer transfers.
- c) The contractor shall maintain all IT equipment inventories, supply inventories, and storage areas for the FAS.

3.7 Security Support

The contractor shall provide support to assist FAS with computer security.

- a) The contractor shall advise the FAS Information Security Manager on policies and procedures to ensure appropriate confidentiality, integrity and availability for information assets.
- b) The contractor shall closely coordinate security efforts with the Information Systems Security Program Manager (ISSPM) to ensure a robust ISSP.
- c) The contractor shall provide support with all aspects of the C&A process. This will include development of security plans, risk assessments, and privacy impact assessments. It will also include timely responses to security testing and evaluation; independent verification; and auditing results.
- d) The contractor shall develop security requirements for the acquisition of hardware, software and services.
- e) The contractor shall ensure FISMA self-assessments are completed annually.
- f) The contractor shall design, implement and monitor remedial measures to correct deficiencies in FISMA self-assessments, audits, inspections and POA&Ms.
- g) The contractor shall investigate security incidents, violations, and report results of those investigations to the ISSPM.
- h) The contractor shall be responsible for maintaining a fully current security patching level for all FAS devices at all times.

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- i) The contractor shall be responsible for the receipt, custody, issue, safeguarding and destruction of COMSEC material. Contractor individual(s) shall be thoroughly familiar with the procedures for handling COMSEC material as outlined in NSA Regulation 90-2 and NSTISSI No. 4005.
 - j) The contractor shall report security violations, insecurities, incidents and compromises to the ISSPM, NSA and CONAUTH.
 - k) The contractor shall process classified cables for delivery to primary staff and other customers on request. Perform classified courier duties. The contractor shall assist with SIPRNET accounts, interfaces with DOD on SIPRNET connectivity and related issues.

3.8 Facility Management

The contractor shall provide complete operational support of the FASCF. The contractor shall ensure orderly and efficient operation of the FASCF computer systems and associated peripherals. Work includes monitor of equipment, monitor of power, monitor of HVAC, and backups. The work to be performed shall **not** include the Fire Alarm System, the Halon System or electrical work internal to IT computer equipment.

- a) The contractor shall provide constant monitoring of all aspects of equipment performance; perform basic preventive maintenance, and ensure that custodial functions are performed on schedule.
- b) The contractor shall monitor HVAC equipment, electrical power conditioning and distribution equipment daily to ensure that all equipment is functioning properly. Air temperature in the FASCF will be maintained between 65-75 degrees Fahrenheit and humidity levels are within the 40-50% range. The contractor shall immediately report and correct any malfunctions or failures in the electrical power conditioning and distribution system, air conditioning system, temperature and humidity controls, or other environmental controls, 24 hours per day, 7 days per work, including holidays and other non work days. The maximum response time shall be two (2) hours by a fully trained, qualified technician.
- c) The contractor shall provide support (subcontracting permitted) for preventive and remedial maintenance of the HVAC equipment units located in the FASCF and portable spot coolers. The contractor shall bear the cost of parts, labor and materials related to preventive and remedial maintenance for the HVAC and electrical power systems.
- d) The contractor shall establish comprehensive preventive maintenance schedule for the operation of the electrical power equipment. The preventive maintenance program shall be equal to or better than the program established by the OEM and recognized industry standards. The contractor shall inspect all electrical components and adjust as necessary. Inspection shall include enclosures for debris and cleanliness, electrical connections, components for proper settings and calibrations, wiring and cabinet safety ground, conductors and fastening, high voltage terminals within normal access of operating personnel, and safety or code violations. The contractor shall coordinate preventive maintenance on electrical power equipment and shall notify the COTR at least one month prior. The contractor shall schedule preventive maintenance during non-PC.
- e) The contractor shall perform an evaluation of existing power distribution and conditioning equipment and provide analysis of suitability of current equipment in meeting FASCF requirements. Contractor recommendations, which include the procurement of replacement or additional equipment for improving level of service, shall include cost/benefits derived to the Government.

3.9 Hardware Maintenance

The contractor shall provide advanced technical support to perform warranty repair, preventive maintenance and equipment repair (for equipment out of warranty status) services. The equipment these services will be

performed are described in Attachment B and Attachment C. Equipment maintenance and repair is an advanced support function providing repair services for FAS personal computers and peripherals.

- a) The contractor shall provide repair services for all IT equipment, including equipment not covered under an original equipment manufacturer's warranty.
- b) The contractor shall maintain and manage equipment, spare parts and supplies inventories for repair and maintenance services. The contractor shall manage a spare parts inventory and stock supplies necessary for returning IT equipment to functional operation.
- c) The contractor shall evaluate and verify the specific malfunction prior to request for warranty service. Warranty services are distributed in a variety of methods. Some warranties are on-site, while others are not, some manufactures provide new equipment in exchange for broken equipment and some provide diagnostics via technical support over the phone, etc. Upon verification, the contractor shall perform steps as specified by the original equipment manufacturer or reseller to attain warranty service. The contractor shall ensure steps are taken to return the IT equipment to service in a reasonable time frame.
- d) The contractor shall perform preventive maintenance on all IT equipment. The contractor shall consult the original equipment manufacturer's documentation to identify the preventive maintenance schedule for all equipment. Preventive maintenance shall be performed during normal working hours unless otherwise specified by the COTR.

3.10 Foreign Installations

The contractor shall provide all necessary personnel to install, upgrade, test, configure and document hardware and software to FAS overseas offices. Foreign trips shall follow FAS Travel procedures.

- a) The contractor shall provide project management support for the overseas installation.
- b) The contractor shall complete the installation of hardware and software as directed by the instructions and/or guidelines provided by the Government.
- c) The contractor shall provide the overseas offices with a baseline backup and instructions to be stored in a safe place for use in the event of a massive failure.
- d) The contractor shall provide training on the basic system administration and basic software functionality of the newly installed system.
- e) The contractor shall organize the documentation and media.

3.11 System Documentation and Operating Procedures

The Contractor shall use industry best practices (e.g. ITIL) to compile, maintain current, and make accessible to FAS ITD staff a repository of all specifications, manuals, drawings, repair standards, parts lists, inventories, CM documentation, contractor-developed software programs, capacity/usage data, and service request tracking system documentation to properly maintain, supply, support and upgrade the infrastructure.

The Contractor shall develop the following documentation and assure it is continually updated as the affected systems change. Documentation requirement may be database, web-based, or in Word or Excel files at the determination of the COTR.

- Operational Procedures
- Ad-hoc service procedures
- Network diagram (network equipment layout and interconnection graphic)

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- Telecommunications support procedures
 - Off-Hours/emergency team contact list
 - User manuals
 - Announcements of new features, usage “tips”, and other similar information for timely distribution to users
 - Configuration documentation
 - Contingency Planning and System Recovery Procedures
 - Custom programming documentation
 - Course manuals as needed for specific custom applications
 - Ethernet address/equipment location database
 - Remote access database (lines, modems, ports, etc.)
 - Equipment inventory, registration and repair log database
 - Onsite and offsite backup tape library inventory
 - Production migration requests and results
 - Computer facility visitor log

4 Performance Standards

To facilitate performance-based award and penalty, the Performance Requirements (Required Services) as stipulated in PWS Section C-5 and Attachment-A will be assessed pursuant to a specified set of Performance Standards (metrics) with corresponding weighted incentive/disincentive (award/penalty) mechanism.

The set of Performance Standards consists of 14 metrics:

- 1) User Satisfaction Rating,
- 2) Management Evaluation Rating,
- 3) Availability,
- 4) Time-to-Resolution,
- 5) Maintenance/Backup Audit,
- 6) Tier-1 Resolution,
- 7) Tier-2 Resolution,
- 8) First-Call Resolution,
- 9) Caller Wait Time,
- 10) Reporting Assessment,
- 11) Documentation & Process Audit,
- 12) Risk Mitigation,
- 13) Security Audit, and
- 14) Inventory Audit

As shown in Table 4.1, these 14 metrics belong to 8 general performance categories (Satisfaction Rating & Evaluation, Infrastructure/Networks, Operations & Maintenance, Help Desk, Reporting, Documentation & Process, Security and Inventory), and cover all Performance Requirements (Required Services) as stipulated in Section 4 and other applicable sections of the PWS..

Table 4.1 also provides information (columns) pertaining to:

- a) Acceptable Quality Level (AQL),
- b) Monitoring Method,

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- c) Incentive/Disincentive for meeting or not meeting AQL (+1 or -1) and
 - d) Assigned Weighing of x3, x2 and x1 in accordance with the relative importance of the respective metrics for FAS' mission.

Of the above, the Acceptable Quality Level (AQL) and Assigned Weighting values will be further fine-tuned and mutually agreed upon between FAS and the Contractor to best suit FAS objectives.

A more detailed cross-reference table of Performance Requirements Summary (PRS) versus Performance Metrics is provided in Appendix-A of this PWS.

The Contractor shall confirm its ability to meet the performance metrics and demonstrate its knowledge of the performance management methodology (e.g. automated measurement and reports) to best achieve the envisioned objectives. Should the contractor believe that it can either do better or not meet performance metrics as suggested in the PWS, it may propose alternate thresholds with justification.

#	A	B	C	D
	Category	Performance Objectives (Desired Outcomes)	Required Services (PWS Section #)	Performance Standards (Performance Metrics, Key Performance Indicators - KPIs)
1	A: Satisfaction Rating & Evaluation	Ensure a high level of overall user satisfaction for all FAS IT services	1.3, 3.1, 3.3, 3.4, 3.5, 3.10	User Satisfaction Rating: For 100% calls/tickets and random sample of general users on user-perceived service quality for all services; Score 5 to 1 [5:Excellent, 4:Very Good, 3:Satisfactory, 2:Marginal 1: Unsatisfactory (Re-open ticket)]; Monthly Report. AQL: > x% scores at score 4 and 5
2		Ensure a high level of Management/Staff satisfaction on the contract's day-to-day performance in all functional areas and meeting FAS envisioned goals.	1.3, 3.1, 3.2, 3.3, 3.4, 3.5, 3.8, 3.9, 3.10, 3.11, 10.1, 16	Management Evaluation Rating. Rating by Management & Staff of FAS ITD & Contract Office is solicited, obtained, reported and stored quarterly for each of the required services, and annually for meeting FAS ITD envisioned goals pertaining to: (A) Cost Reduction, (B) Technology Innovation, (C) Milestones, (D) General Performance, and (E) Environmental Impacts . Rating score 5 to 1 . AQL: > x% scores at score 4 and 5
3	B: Infrastructure /Network	Ensure proper operation of infrastructure to guarantee service availability (up-time) for all services.	3.3, 3.4, 3.8	Availability: Ensure proper operation of infrastructure to guarantee service availability (up-time) for all services: Network, Intranet, Internet WWW, E-mail, Remote Access, Messaging, Virus/intrusion protection, Virus-clean-up and Server Operations. AQL: x% availability.
4		Ensure quick response and resolution for addressing service and network problems.	3.3, 3.4	Time-to-Resolution: Respond to all windows servers and network infrastructure problems within 30 minutes, and resolve the problems within 1 hour of failure: AQL: x % of the time
5	C: Operation & Maintenance	Ensure a high quality of operations and maintenance support.	1.3, 3.1, 3.3, 3.4, 3.8, 3.9	Maintenance/Backup Audit: Perform all system maintenance, backup and upgrade pursuant to PWS specifications and/or as directed by FAS/ITD staff - AQL: > x % completion versus set target
6	D: Help Desk	Ensure a high quality of Tier-1 user support	3.5	Tier-1 Resolution: Tier-1 call resolution support is handled solely by service desk personnel. ≥85% resolved by Help-desk; ≤15% passed to second level. Help-desk tickets (Tier-1) are responded to within 2 operational hours and resolved within 4 operational hours. AQL: x % of the time
7		Ensure a high quality of Tier-2 user support	3.5	Tier-2 Resolution: Tier-2 call resolution support is provided with the help of Contractor Technical Staff outside of the Help-Desk: ≥x % resolved at Teir-2, and < (100 -x) % passed to Tier-3 support, all within 8 hours. AQL: x% of the time
8		Ensure a high percentage of trouble tickets are resolved during first contact.	3.5	First-Call Resolution: x% of Help-desk tickets are resolved during first call/contact. AQL: x %
9		Ensure short waiting time for all calls requesting help.	3.5	Caller Wait Time: x% of all calls placed to the Help Desk are answered by Help Desk staff within 30 seconds of call initiation and y% within 1 minute (60 seconds). AQL: x% and y %.
10	E: Reporting	Ensure contract reporting fulfils all PWS and FAS management requirements	6, 3.2, 3.3, 3.4, 3.5, 3.7, 3.9, 16	Reporting Assessment: All reports and notifications (daily, weekly, monthly and ad-hoc reports, and incident notification,.. etc) as stipulated in PWS are submitted on-time and in the format specified x% of the time. AQL: x%
11	F: Documentation & Process	Ensure comprehensive, accurate, timely and professional infrastructure documentation and compliance with standard operating procedures.	3.11, 1.3, 3.1, 3.2, 3.4, 3.5	Documentation & Process Audit: Ensure infrastructure documentation, configuration management, security/privacy procedures, disaster recovery plan, and standard operating procedures (SOPs) are meeting the targets specified in PWS and/or set by FAS/ITD management/staff. Quarterly Audit: 98% of set target achieved. AQL: 98%
12	G: Security	Ensure compliance with security guidelines and requirements	3.7, 15	Risk Mitigation: Evaluate current threats to the application environment: High risk events should be mitigated within one business day x% of the time . AQL: x%
13			3.7, 15	Security Audit: Ensure compliance with all relevant government Information System Security Requirements, including FISMA, POA&M, COMSEC, incident handling, certification & accreditation x% of the time, AQL: x%
14	H: Inventory	Ensure comprehensive, accurate and timely inventory management of IT equipment and resource.	3.6, 3.5	Inventory Audit: Maintain an inventory of all equipment and system resources (i.e. disk storage, memory usage, network load) and update assess management system in any calendar month. Semi-annual Inventory Audit for data/reports of past 6 months. AQL: x% accuracy

E	F	G	H	
Acceptable Quality Level (AQL)	Monitoring Method	Incentive/ Disincentive for Meeting/Not Meeting AQL	Assigned Weighting : sum: [-24, +24]	#
95%	User Satisfaction Rating: For 100% calls/tickets per tracking system, and random sample of general users on user-perceived service quality for all services; Monthly Report	≥AQL +1 <AQL -1	x3	1
95%	Management Evaluation Rating : Quarterly Rating by Management & Staff of FAS ITD & Contract Office is solicited, obtained, reported and stored once a quarter for each of the required services; Annual FAS/ITD Management Evaluation of overall contract performance in meeting FAS/ITD envisioned goals pertaining to: (A) Cost Reduction, (B) Technology Innovation, (C) Milestones, (D) General Performance, and (E) Environmental Impacts	≥AQL +1 <AQL -1	x3	2
99.9%	Availability: Compilation of Availability statistics for all services from respective monitoring and tracking systems. Availability = 1 - { [Sum: (hours of each outage * number of users affected by each outage)] / [total number of users * days in month * 24 hours]}. Note: Exclude pre-scheduled outages.	≥AQL +1 <AQL -1	x2	3
98%	Time-to-Resolution: Monthly compilation of Time-to-Resolution statistics for all services from respective monitoring and tracking systems	≥AQL +1 <AQL -1	x1	4
98%	Maintenance/Backup Audit: Monthly compilation of maintenance, backup and upgrade records and reports.	≥AQL +1 <AQL -1	x1	5
95%	Tier-1 Resolution: Monthly compilation of Help Desk tacking system records (e.g. FootPrint, Remedy, TrackIt).	≥AQL +1 <AQL -1	x2	6
95%	Tier-2 Resolution: Monthly compilation of Help Desk tacking system records (e.g. FootPrint, Remedy, TrackIt).	≥AQL +1 <AQL -1	x1	7
80%	First-Call Resolution: Monthly compilation of Help Desk tacking system records (e.g. FootPrint, Remedy, TrackIt).	≥AQL +1 <AQL -1	x1	8
x:95% -30 sec; y:100% - 60 sec.	Caller Wait Time: Monthly compilation of Help Desk tacking system records (e.g. FootPrint, Remedy, TrackIt).	≥AQL +1 <AQL -1	x1	9
99.50%	Reporting: Quarterly compilation of all types of reporting status.	≥AQL +1 <AQL -1	x2	10
98%	Documentation & Process Audit: Quarterly Documentation and Process Audit.	≥AQL +1 <AQL -1	x2	11
98%	Risk Mitigation: Monthly compilation of monitoring and tracking data for Security.	≥AQL +1 <AQL -1	x2	12
100%	Security Audit: Semi-annual audit of monthly reports on password and privileged account information for the past 6 months for correctness and timeliness.	≥AQL +1 <AQL -1	x2	13
98%	Inventory Audit: Semi-annual audit of inventory tracking and asset management data/reports of past 6 months.	≥AQL +1 <AQL -1	x1	14

5 Incentives/Disincentives

An incentive/disincentive structure in the form of **Award Term** provision is provided to reward superior performance and encourage the contractor to deliver information technology support services that achieves FAS' mission.

The objective is to enter into a potentially long term contractual relationship with a company over multiple years consisting of Base Year, Options Years and Award Term Years. The Award Term criteria (for reward and penalty) will be based on the performance factors stipulated in the Performance Evaluation Matrix in Section 4 (Performance Standards).

The incentive structure includes:

- a) Use an award term provision to provide maximum incentive to the contractor to excel
 - o Initial (base) year for transition and implementation with no evaluation of performance in terms of potential award terms. This allows the contractor to focus on transition, implementation, and successful operations.
 - o Two option years where FAS has unilateral right to extend the period of performance annually and the contractor can earn one additional award term period per option year (year four and five of the contract)

- b) Award term criteria based on the following factors stipulated in the Performance Evaluation Matrix partially shown below, including:
 - Performance Standard (14 Metrics),
 - Acceptable Quality Level (AQL),
 - Monitoring Method,
 - Incentive/Disincentive Point (+1 or -1 for measured metric meeting or not meeting AQL), and
 - Additional Assigned Weighting (x3, x2 and x1) in accordance with the relative importance of the metrics for achieving FAS' mission, resulting in fully **weighted sum** in the range of [-24 to +24] points.

- c) Earning award terms. The contractor may earn one or more additional award term periods of contract extensions by achieving an overall rating at an "Excellent" level during the initial option periods (2nd and 3rd year following the base) or a half year additional award term by achieving a "Good" rating for each option period. Conversely the contractor can be penalized by performing at less than a "Satisfactory" level and lose either a half or full year based on the rating assigned.

- d) Rating Scheme:
 - Excellent : [+21 to +24] points receives 1 full year
 - Good : [+17 to +20] points receive half year

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- Satisfactory : [+13 to +16] points is neutral
 - Marginal : [+9 to +12] points is penalized half year
 - Unsatisfactory : less than or equal to +8 points is penalized 1 full year

e) Performance Measurement and Evaluation. The performance metrics will be measured every quarter.

- During the Base Year, the performance metrics will be measured but the performance scores will not be used for award term decisions (as incentive or penalty). Nonetheless, quarterly measurements will be made to allow continuous improvement on contract performance.
- At the end of the first Option Year, the average of the performance scores of the four quarters of the year will be used for the first Award Term decision according the Rating Scheme as stipulated in e). Similarly, at the end of the second Option Year, the averaged score of the year will be used for the second Award Term decision.

f) Contract provision.

5.1 a) Award Term

- 1) Period of Performance: The initial contract period is three years (base plus two option years). This period may be increased in set increments as set forth in accordance with the contract's approved Award Term Performance Evaluation Plan (AT PEP). It may be increased up to an additional two years, to a maximum of five years from the date of contract award. Conversely performance rated at less than satisfactory will be cause for deduction in set increments consistent with the AT PEP.
- 2) Award Term Performance Evaluation Plan (AT PEP): The AT PEP will be negotiated with the contractor prior to issuance of the contract award. The AT PEP may be unilaterally revised by the Government and re-issued to the Contractor prior to the commencement of any new option/award term evaluation period or during any evaluation period with Contractor and the Contracting Officer approval. The AT PEP will provide for evaluation of technical performance and serve as the basis for any award term decisions. An Award Term Determination Official (TDO) will be appointed by the Government and is responsible for the overall award term evaluation and subsequent award term decisions.
- 3) Award Term Administration: The award term evaluation will be completed on an annual basis. The first year of the contract will be evaluated on a "shadow" basis where the results will not be used in making an award term decision. Award term decisions that affect the award term periods will commence in the second contract year and will conclude at the end of contract year five, if all terms have been awarded.
- 4) Award Term Decisions: For the evaluation periods at the conclusion of contract year two, the final annual adjectival rating must be a "Very Good" or above for the Contractor to receive an additional contract term. If the contractor receives a rating of less than "Satisfactory" at any time during the initial four annual (non award term) periods, no award term periods will apply and the contract will end no later than the last option period. The award term decisions are unilateral decisions made solely at the discretion of the Government.

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- 5) Cancellation: Award terms that have been earned and awarded are subject to the Termination and Limitation of Funds clauses of this contract. Cancellation of an award term that has not yet commenced will not entitle the Contractor to any termination settlement or any other compensation. The Government can cancel unearned award term periods by providing written notice to the Contractor not less than 60 days before the start of an annual contract year.
 - 6) Review Process: The Contractor may request a review of an annual award term decision. The request shall be submitted in writing to the Contracting Officer within 15 days after notification of the award term decision. FAS will appoint a Review Official to review any award term decision. Decisions by the Review Official are considered "Final" and are not subject to further reviews or appeals. Decisions regarding the award term, including-but not limited to-the period of the award term, if any; the methodology used to calculate the award term; calculation of the award term; the supplier's entitlement to the award term; and the nature and success of the contractor's performance, are made by the TDO. These decisions are final and are not subject to dispute. The Contractor hereby expressly waives any right of appeal or judicial review of the Award Term Performance Evaluation Plan and the award term decisions except as expressly set forth in this clause.
 - 7) Contractor's Self-Assessment. The Contractor's self-assessment is voluntary, but shall be submitted to the Contracting Officer within five (5) days after the end of the evaluation period. This written assessment of the contractor's performance throughout the evaluation period should contain any information that the Contractor wishes to provide to the Performance Evaluation Board (PEB) and the TDO for consideration in evaluating the Contractor's performance. The Contractor's self-assessment may not exceed ten (10) pages (8.5" x 11", not smaller than New Times Roman 12 point type).
 - 8) Award Term Extension. If the annual award term evaluations result in an increase to the period of performance, a unilateral modification will be executed by the Government to reflect the increase in total contract value. In no event will the contract be extended beyond the five year period of performance via the award term process.
 - 9) Marginal or Unsatisfactory Performance. If at the end of any contract year, the contractor performance is judged to be "Marginal" or "Unsatisfactory", the Government at its sole discretion may choose to not extend the contract for any additional terms including option periods or award terms. The government may, however, choose to extend the contract for a certain number of months using previous year's pricing to facilitate the selection of a new contractor via a new contract competition.

6 Deliverables and Reporting

Deliverable	Scope	Description	Delivery Date
Configuration Management Plan	Active Directory Backups Desktop Email FASCF Firewall IIS Remote Access Security (scanning / patching) SharePoint Telecommunications Wireless Devices Visual SourceSafe	The plan should establish a baseline and include system design, hardware and software configurations, etc.	Annually – December 31
Daily output control register	FASCF	Contains dated, time stamped entries and other pertinent information related to all output products processed.	Monthly – End of month
Inventory report	All IT hardware	A complete inventory of IT hardware. Inventory shall include manufacturer, model, and year.	Quarterly – End of quarter
Maintenance Log	All hardware	The contractor shall provide detailed information regarding all equipment maintenance and repairs.	Monthly – End of month
Meeting Minutes			Upon request
Network Diagrams		Network topology and wide area network connections.	Bi-annually – End of 1 st and 3 rd Fiscal Year quarters
Project Plan	All work that has been deemed a project.	Project plan should include (at a minimum) what objectives are to be achieved, milestones, timelines, activities and resources.	Agreed upon date per each project identified and revisions as needed.
Security Plans	All work to support FAS IT security goals as indicated in FISMA, the PMA, and other OMB requirements.	Plans should include (at a minimum) what objectives are to be achieved, milestones, associated activities and resources to be used.	Annually – December 31

Deliverable	Scope	Description	Delivery Date
Standard Operating Procedures	Active Directory Backups Desktop Email FASCF Firewall Helpdesk IIS Remote Access Security (scanning / patching) SharePoint Telecommunications Wireless Devices Visual SourceSafe	Defines system, procedures, steps, and POC.	Annually – December 31
Trip Reports			1 week following the team lead's return to tour of duty
Vulnerability scans	FAS network	IT security scans of entire FAS network using FAS approved tools and devices.	Monthly – End of month
FISMA Patch and Scan Certificates	FAS network	Report to OCIO Cyber Security on the completeness of IT security scans and security patching of entire FAS network. Complete metrics provided via Cyber Security approved form.	Monthly – End of month
Weekly Functional Area Report	Functional Areas: <ul style="list-style-type: none"> ▪ Network Services & Operations ▪ Telecommunications Support ▪ Asset/Inventory Management ▪ Hardware Maintenance 	This report shall include high level summary of status and issues for that reporting period, including: <ul style="list-style-type: none"> ▪ Problems with the systems and solutions to these problems • On -going problems that affect the systems • System availability to the users • A brief narrative of the work, status summary for each task that was active during that period • Reasons for system unavailability and solutions • Other pertinent information the contractor deems important to the management of the system. • Any recommendations, both hardware and software, that would enhance system availability/capacity, cut costs and be beneficial to the Government. 	Weekly – End of week

Deliverable	Scope	Description	Delivery Date
Weekly Helpdesk Report	Help desk calls	<p>The number of help desk calls received and status (open / closed).</p> <p>The number of calls that were elevated to the 2nd and 3rd tier level support.</p> <p>The average amount of time to resolve each call at the Tier 1, 2, and 3 levels.</p> <p>The number of calls that were not closed within the established Tier 1 and 2 levels.</p> <p>The number of complaints received regarding unanswered calls, calls not responded to timely, calls not elevated timely to the next level, calls not documented properly, and calls closed out prematurely.</p>	Weekly – End of week
Earned Value Management (EVM) Report	Program Management	EVM Reports per EVMS guidelines (ANSI/EIA Standard – 748) as stipulated in PWS Section 16.	Quarterly and as stipulated in EVMS guidelines.

7 Quality Control

The Contractor shall provide a Quality Control Plan describing how the contractor will implement its quality policy. This shall address the Performance Requirements Summary (PRS) (Attachment A) and include the responsibilities, procedures, processes, and resources needed to implement quality management. The plan should also describe quality audits or reviews of other quality management activities.

The Contractor shall perform on-going inspections of the work being performed to determine whether results conform to requirements. The metrics and control limits to cost variances, schedule variances, and defects will be defined in the Contractor’s Quality Control Plan.

8 Quality Assurance

The Government will evaluate the contractor's performance under this contract for those tasks listed on the PRS Attachment A pursuant to the Quality Assurance Surveillance Plan (QASP). The Quality Assurance Surveillance Plan contains the high-level IT management requirements and strategies needed to manage and provide the proper quality of IT Infrastructure Management Services for Foreign Agricultural Services (FAS) rendered by the Contractor. It focuses on “how” service quality will be delivered along with targets in the form of Key Performance Indicators (KPIs). These KPIs define the parameters for the ITIL Service Delivery and Support processes as well as for any IT operational management processes.

The detailed work requirements of the IT Management Services contract are set forth in this Performance Work Statement (PWS) and summarized in Appendix-A (“Performance Requirements Summary versus Performance

Metrics”). Specifically, in the table in Appendix-A, Column C specifies the Performance Objectives (Desired Outcomes) for respective PWS sections. A set of Performance Standards (metrics) has been specified in this PWS Section 4 for measuring the achieved quality level against the target Acceptable Quality Level (AQL).

A detailed plan for each ITIL Service Delivery and Support area is then developed by the Contractor (service supplier) to ensure that it meets the service quality requirements set forth in the QASP.

Within 30 days of Contract Award, the Government will provide a Quality Assurance Surveillance Plan (QASP) to the Contractor. A draft QASP is provided as an attachment to the Solicitation.

9 Transition Plan

The Contractor shall provide an organized transition plan that addresses the items identified below. The Transition Plan should propose a logical strategy to mitigate risk to the Government.

- a) Overview of how transition will be implemented and managed.
- b) Transition of key personnel and non-key personnel.
- c) Transition of Existing Efforts.
- d) Staffing plan implementation.
- e) Resources required for the transition.
- f) Responsibilities.
- g) Timeline.
- h) Risks and associated implications.
- i) Risk mitigation procedures.

9.1 Phase In

The period between Contract award and Contract start will constitute the phase-in period. During the phase-in period, the Contractor shall prepare to assume full responsibility for assigned service areas in accordance with the terms and conditions of this Contract. The Contractor shall take all actions necessary for a smooth transition of the Contract operations.

9.2 Phase Out

An outgoing Contractor shall continue performance to completion on any contract scheduled to be completed within six months from the contract expiration date. Any contract expected to extend beyond that date shall be terminated at the convenience of the Government on a no cost termination basis and reissued to the incoming Contractor unless it is deemed to be in the best interest of the Government to allow the outgoing Contractor to continue performance until completion. In the event the follow-on contract is awarded to an entity other than the incumbent, the incumbent Contractor shall cooperate to the extent required to ensure an orderly changeover to the successor Contractor. With regard to the successor Contractor's access to incumbent employees, a recruitment notice may be placed in each facility.

10 Contractor Staff

The contractor shall not employ persons for work on this contract if such employees are considered by the CO to be a potential threat to the health, safety, security, general well being, or operational mission of the installation and its population.

- a) All contractor key personnel provided under this contract shall hold a national security clearance at the secret level or greater, prior to reporting to FAS facilities. Contractor shall bear any/all costs related to obtaining national security clearances. All contractor non-key personnel will ensure that they are fingerprinted and receive a National Agency Check with Inquiries (NACI) investigation in accordance with Homeland Security Presidential Directive (HSPD)-12, prior to commencing work under this contract. Contractor shall bear any/all costs related to obtaining national security clearances and NACI investigations.
- b) The Contractor shall provide the skilled personnel, supervision, management and administrative services necessary to successfully meet the Government's requirements. The Government reserves the right to accept or reject personnel based on individual résumés and contract requirements. Furthermore, the Government reserves the right to review the résumé of any proposed individual for work under this contract, including sub-contractor personnel and consultants. The supervision of Contractor employees shall be the responsibility of the Contractor.
- c) All personnel, both key and support assigned to work on the contract, must be acceptable to the Government in terms of capabilities and professional qualifications. Should the Government deem that any person in the Contractor's organization assigned to the contract to conflict with the interests of the Government, the Contractor shall be required to remove that person from the assignment and replace him/her with an individual with qualifications acceptable to the Government.
- d) Contractor personnel shall present a neat appearance and be easily recognized as contractor employees. Note: FAR 37 114(c) requires that contractor personnel attending meetings, answering phones, and working in other situations where their status is not obvious to identify themselves as such to avoid creating the impression that they are Government employees.
- e) The contractor shall make sure employees have current and valid professional certifications before starting work under this contract.
- f) The contractor shall not employ any person who is an employee of the U.S. Government if employing that person would create a conflict of interest.
- g) All persons employed under this contract must be able to read, write, speak, and understand English.

10.1 Key Personnel

The Contractor shall propose the Key Personnel to best support the FAS Infrastructure Management contract. Contractor agrees that no key personnel substitution will be made unless necessitated by compelling reasons including, but not limited to, illness, death, maternity leave, or termination of employment. FAS has envisioned the following Key Personnel for supporting the major functional areas in its IT environment.

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- a) **Program Executive.** The Contractor shall identify a senior executive in the Company who will be the Company's off-site Program Executive and will be the person responsible for all issue resolutions via project-related escalations and for achieving Program's long-term goals.
- b) **Program Manager.** The Program Manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The name of this person, and an alternate(s) who shall act for the contractor when the manager is absent, shall be designated in writing to the CO. The Program Manager shall interface with the COTR and is responsible for the overall management of services under this contract.
- 1) A minimum of five (5) years of IT experience managing staff within infrastructure management and helpdesk services is required.
 - 2) A PMP certification is required.
 - 3) The Program Manager shall have a minimum of eight (8) years experience in supervisory principles and practices to direct, review, and evaluate the work of subordinate personnel. The Program Manager shall be capable of planning, directing and coordinating the work of the technical personnel involved.
- c) **Network Services Team Leader.** The Network Services Team Leader shall be responsible for the operation of FAS's LAN servers.
- 1) Microsoft Certified Systems Engineer(MSCE)
 - 2) A minimum of five (5) years of LAN networking experience
 - 3) A minimum of three (3) years experience in supervisory principles and practices to direct, review, and evaluate the work of subordinate personnel. The Team Leader shall be capable of planning, directing and coordinating the work of the technical personnel involved.
- d) **Telecommunications Team Leader.** The Telecommunications Team leader shall assist the governments personnel in the daily operation of FAS's LAN and WAN.
- 1) Certified Information Systems Security Professional (CISSP)
 - 2) A minimum of five (5) years of telecommunication experience.
 - 3) A minimum of two (2) years experience in supervisory principles and practices to direct, review, and evaluate the work of subordinate personnel. The Team Leader shall be capable of planning, directing and coordinating the work of the technical personnel involved.
- e) **Helpdesk Support Team Leader.** The Helpdesk Support Team leader shall lead the daily operation of FAS's IT Helpdesk to support FAS IT system users.
- 1) Microsoft Certified Systems Engineer(MSCE)
 - 2) A minimum of five (5) years of IT infrastructure support and customer support experience
 - 3) A minimum of three (3) years experience in supervisory principles and practices to direct, review, and evaluate the work of subordinate personnel. The Team Leader shall be capable of planning, directing and coordinating the work of the technical personnel involved.
- f) **E-Mail Services Team Leader.** The E-Mail Services Team Leader shall be responsible for the operation of FAS's E-Mail system.
- 1) Microsoft Exchange Certification and/or Lotus Notes Administrator certification

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- 2) A minimum of five (5) years of e-mail experience
 - 3) A minimum of two (2) years experience in supervisory principles and practices to direct, review, and evaluate the work of subordinate personnel. The E-Mail Team leader shall be capable of planning, directing and coordinating the work of the technical personnel involved.
- g) **COMSEC (Secure Communications) Team Leader.** The **COMSEC** Team leader shall assist the government personnel in the daily operation of the FAS secure communications facility.
- 1) *NSA certified COMSEC manager.*
 - 2) *A minimum of three (3) years of secure communications experience.*
 - 3) *A minimum of one (1) years experience in supervisory principles and practices to direct, review, and evaluate the work of subordinate personnel. The COMSEC team lead shall be capable of planning, directing and coordinating the work of the technical personnel involved.*

11 Hours of Operation

a) Normal Hours of Operation

- 1) The Contractor shall perform the services required under this contract between the hours of 6:30 a.m. and 6:30 p.m. Monday through Friday, Eastern Standard/Daylight Time, excluding Federal holidays.
- 2) Exceptions: Any work performed outside the normal hours of operation must be approved in advance by the COTR or the COTR's designated authority.

b) Holidays

- 1) The Contractor is hereby advised that the U.S. Government observes the following days as holidays: New Years Day, Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas.
- 2) In addition to the days designated as holidays, the Government observes any other day designated by Federal statute, Executive Order, or Presidential proclamation.
- 3) Observation of such days by Government personnel shall not be a reason for an additional period of performance, or entitlement of compensation. In the event Contractor personnel work during the holiday, no form of holiday or other premium compensation will be reimbursed as a direct or indirect cost.
- 4) When the U.S. Department of Agriculture or an agency within the U.S. Department of Agriculture supported by this contract, grants administrative leave to its employees, Contractor personnel working under this contract may also be dismissed. The Contractor agrees to continue to provide sufficient personnel as specified in Section C to perform critical tasks already in operation or scheduled, and shall be guided by instructions from the CO. In each case the Contractor shall invoice the Government based on a normal work day.

c) Period of Coverage

- 1) Period of coverage for all services covered under this contract shall be 6:30 a.m. to 6:30 p.m. unless otherwise specified below.
- 2) Facilities Management: The period of coverage (POC) at the FASCF shall be 6:00 a.m. to 10:00 p.m., Monday through Friday, except Government holidays. The contractor shall respond to problems reported for electrical power, air conditioning or environmental controls 24-hours per day,

7-days per week, including holidays and other non-work days. The maximum response time shall be two (2) hours by a fully trained, qualified technician.

- 3) IT Equipment Maintenance: The Period of Coverage (POC) for the maintenance of the equipment listed in Appendix B shall be 8:00 a.m. to 5:00 p.m., Monday through Friday, except Government holidays. The Government expects the majority of the preventive and remedial maintenance to be performed during the POC by the contractor's on site Maintenance Technician, telecommunications technicians, LAN Specialists, and Helpdesk personnel. During other hours not included in POC, the contractor need not be onsite but must designate a technically qualified point of contact that can be reached either by telephone or through an answering service. All maintenance performed during non-POC except for equipment listed in Appendix B must have prior approval from the COTR or designated representative.
 - 4) Telecommunications Support: The Period of Coverage for Telecommunications support shall be 7:00 a.m. to 6:00 p.m. Monday thru Friday, except Government holidays.
- d) Use of Overtime
- 1) Use of overtime will be authorized in certain emergency cases. Overtime must be authorized in advance by the COR or a designated Government representative. Overtime will be limited to periods outside the prime Period of Coverage (PPC) in cases that systems, communications or applications become inoperable and need to become operational. The COR or a designated Government representative will decide in all cases which systems, communications or applications need to be operational.
 - 2) Unless the Schedule prescribes otherwise, the hourly rates in the Schedule shall not be varied by virtue of the Contractor having performed work on an overtime basis.

12 Government Furnished Property

The Government will provide workspace in the South Building of the Department of Agriculture, 14th Street and Independence Ave, S.W. Washington, D.C. Other sites at which services may be provided include the Reporters Building at 300 7th Street, S.W. Washington, D.C., and the Portals Building located at 1280 Maryland Ave. S.W. Washington, D.C.

The Government shall provide the contractor equipment listed below.

- a) The Government will provide PCs, desks, and telephones for each contract employee. The Government will also provide access to printers, FAX machine and photocopiers.
- b) The Government shall provide the Contractor all necessary information to include documentation, data, and materials necessary to support this Performance Work Statement.

13 Travel Procedures

- a) Area of Travel – performance under this contract may require travel by contractor personnel. If travel is required, the contractor is responsible for making all needed arrangements for their personnel. All travel to be reimbursed under this contract shall be approved in writing, in advance, by the CO/COTR(s). Travel not specifically approved in writing by the CO/COTR(s) in advance will be considered non-reimbursable by the Government.
- b) The contractor will be reimbursed by the Government for travel and per diem expenses incurred by the contractor personnel specifically authorized to travel for contract purposes by the CO/COTR. The contractor shall obtain written approval from the CO/COTR before initiating any travel under this

contractor, Travel authorization will be included as part of the DO issuance process. The Government will not pay for travel unless specifically authorized in the DO (AD838).

- c) Entitlement – Travel and subsistence for travel time may be authorized when in a travel status for more than 12 hours, whenever the DO required work to be accomplished at a temporary alternate work site. No travel, subsistence, or associated labor charges for travel time shall be charged for work performed while in travel status for less than 12 hours. Mileage reimbursement is authorized whenever the DO require work to be accomplished at a temporary alternate work site that is less than 12 hours travel status.
- d) Reimbursement shall not exceed the rates and expenses allowed by Federal Travel Regulations for a Government employee traveling under identical circumstances, and will not exceed maximum limits authorized in the DO.
- e) Payments may be made for the use of privately-owned vehicle (POV) for official business in connection with approved travel rates not to exceed those allowed by the Federal Travel Regulations to a Government employee traveling under identical circumstances, and will not exceed maximum limits authorized in the DO. When a POV is used, it is the responsibility of the contractor to prepare and submit to the CO/COTR a cost comparison between the use of POV and other transportation, considering the cost of per diem and productive hours for actual travel time. Payment will be made at the lesser of two rates. Rental car will not be approved for use on temporary assignments if POV has been approved for travel to the temporary duty station.
- f) The contractor may charge General and Administrative expenses, but no fee when any transportation cost are billed directly and subsequently paid by the Government.
- g) Travel Reimbursement – The contractor’s employee shall be reimbursed for actual expenses not to exceed the maximum per diem rates in effect at the time of travel as set forth in the Federal Travel Regulation prescribed by the GSA, for travel in the contiguous 48 United States, available on a subscription basis from the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402, Stock No. 022-001-81003-7.
- h) When the Government requires contractor staff to travel outside of assign work location, the Government will reimburse the contractor for transportation, lodging, meals, and incidental expenses incurred by contractor personnel.
 - 1) Transportation – cost for transportation will be based on mileage rates, actual costs incurred, or a combination thereof, provided the method used results in a reasonable charge.
 - 2) Cost for lodging, meals and incidental may be based on per diem, actual expenses, or a combination thereof, provided the method used results in a reasonable charge. Regulation prescribed by the GSA, for travel in the conterminous 48 United States, available on a subscription basis from the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402, Stock No. 022-001-81003-7, phone(202) 783-3238.
 - 3) The contractor shall incur all travel related expenses in advance without the assistance of contract financing or Government assistance. Upon completion of travel that has been pre-approved by the CO, the contractor shall invoice the Government for reimbursement of the actual cost incurred. Invoices for travel cost must be supported in an organized manner.
 - i Name of traveler
 - ii Destination(s)

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- iii Inclusive dates of travel
 - iv Receipts exceeding \$75
 - v Contract number
- 4) The contractor shall make reservations as far in advance as possible in order to avoid incurring unrestricted airfare rates whenever possible. When booking reservations, the contractor is not authorized the use of the USDA Travel Agent.
- i) Airfare costs in excess of the lowest customary standard, coach, or equivalent airfare offered during normal business hours are unallowable. Exceptions are when travel accommodations require circuitous routing, when travel is required during unreasonable hours, excessively prolonged travel, travel resulting in incurred costs, travel accommodations are not reasonably adequate for the physical or medical needs of the traveler, or when standard travel arrangements are not reasonably available to meet the mission requirements. If any of the exceptions are applicable, the contractor shall justify in writing to the CO/COTR who shall approve or disapprove each request on an individual basis.

14 Security

- a) Security Clearance
- 1) All contractor employees provided under this contract shall hold a national security clearance at the secret level or greater, prior to reporting to FAS facilities. Contractor shall bear any/all costs related to obtaining national security clearances.
 - 2) The Contractor is required to have Top-Secret Facility Clearance.
- b) Privacy and Security Safeguards (FAR 52.239-1)
- 1) All Contractor personnel must satisfy the Government's security requirements as delineated in HSPD-12 and other security policies.
- c) Physical Security
- 1) The contractor shall be responsible for safeguarding all Government property provided for contractor use. At the end of each work period, all Government facilities, equipment and materials shall be secured.
 - 2) The contractor shall prohibit the use of keys issued by the Government by any persons other than the contractor's employees. Opening of locked areas by contractor employees to permit entrance of persons other than contractor employees engaged in performance of contract work requirements in those areas is prohibited.
 - 3) The contractor shall not duplicate any keys issued by the Government.
 - 4) The contractor shall immediately report to the COTR or CO any occurrences of lost or duplicated keys.

In the event keys are lost or duplicated, the contractor may be required, upon written direction of the CO, to re-key or replace the affected lock or locks without cost to the Government. The Government may, however, at its option, replace the affected lock or locks or perform re-keying and deduct the cost of such from the monthly payment due the contractor. If a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and the total cost deducted from the monthly payment due the contractor.

15 Earned Value Management (EVM)

A. NOTICE OF EARNED VALUE MANAGEMENT SYSTEM - PRE-AWARD INTEGRATED BASELINE REVIEW (IBR)

- (a) The Contractor shall provide documentation that the Cognizant Federal Agency has determined that the proposed earned value management system (EVMS) complies with the EVMS guidelines in ANSI/EIA Standard - 748 (current version at time of solicitation).
- (b) If the Contractor proposes to use a system that has not been determined to be in compliance with the requirements of paragraph (a) of this provision, the Contractor shall submit a comprehensive plan for compliance with the EVMS guidelines.
 - (1) The plan shall—
 - (i) Describe the EVMS the Contractor intends to use in performance of the contracts;
 - (ii) Distinguish between the Contractor's existing management system and modifications proposed to meet the guidelines;
 - (iii) Describe the management system and its application in terms of the EVMS guidelines;
 - (iv) Describe the proposed procedure for administration of the guidelines, as applied to subcontractors; and
 - (v) Provide documentation describing the process and results of any third party or self-evaluation of the system's compliance with the EVMS guidelines.
 - (2) The Contractor shall provide information and assistance as required by the Contracting Officer to support review of the plan.
 - (3) The Government will review and approve the Contractor's plan for an EVMS before contract award.
 - (4) The Contractor's EVMS plan must provide milestones that indicate when the Contractor anticipates that the EVM system will be compliant with the ANSI/EIA Standard - 748 guidelines.
- (c) Contractors shall identify the major subcontractors or major subcontracted effort if major subcontractors have not been selected subject to the guidelines. The prime Contractor and the Government shall agree to subcontractors selected for application of the EVMS guidelines.
- (d) The Government will conduct an Integrated Baseline Review (IBR), as designated by the agency, prior to contract award. The objective of the IBR is for the Government and the Contractor to jointly assess technical areas, such as the Contractor's planning, to ensure complete coverage of the contract requirements, logical scheduling of the work activities, adequate resources, methodologies for earned value (budgeted cost for work performed (BCWP)), and identification of inherent risks.

B. NOTICE OF EARNED VALUE MANAGEMENT SYSTEM - POST AWARD INTEGRATED BASELINE REVIEW (IBR)

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- (a) The Contractor shall provide documentation that the Cognizant Federal Agency has determined that the proposed earned value management system (EVMS) complies with the EVMS guidelines in ANSI/EIA Standard - 748 (current version at time of solicitation).
 - (b) If the Contractor proposes to use a system that has not been determined to be in compliance with the requirements of paragraph (a) of this provision, the Contractor shall submit a comprehensive plan for compliance with the EVMS guidelines.
 - (1) The plan shall—
 - (i) Describe the EVMS the Contractor intends to use in performance of the contracts;
 - (ii) Distinguish between the Contractor's existing management system and modifications proposed to meet the guidelines;
 - (iii) Describe the management system and its application in terms of the EVMS guidelines;
 - (iv) Describe the proposed procedure for administration of the guidelines, as applied to subcontractors; and
 - (v) Provide documentation describing the process and results of any third-party or self-evaluation of the system's compliance with the EVMS guidelines.
 - (2) The Contractor shall provide information and assistance as required by the Contracting Officer to support review of the plan.
 - (3) The Government will review and approve the Contractor's plan for an EVMS before contract award.
 - (4) The Contractor's EVMS plan must provide milestones that indicate when the Contractor anticipates that the EVM system will be compliant with the ANSI/EIA Standard -748 guidelines.
 - (c) Contractor shall identify the major subcontractors, or major subcontracted effort if major subcontractors have not been selected, planned for application of the guidelines. The prime Contractor and the Government shall agree to subcontractors selected for application of the EVMS guidelines.

C. EARNED VALUE MANAGEMENT SYSTEM

- (a) The Contractor shall use an earned value management system (EVMS) that has been determined by the Cognizant Federal Agency (CFA) to be compliant with the guidelines in ANSI/EIA Standard - 748 (current version at the time of award) to manage this contract. If the Contractor's current EVMS has not been determined compliant at the time of award, see paragraph (b) of this clause. The Contractor shall submit reports in accordance with the requirements of this contract.
- (b) If, at the time of award, the Contractor's EVM System has not been determined by the CFA as complying with EVMS guidelines or the Contractor does not have an existing cost/schedule control system that is compliant with the guidelines in ANSI/EIA Standard - 748 (current version at time of award), the Contractor shall—
 - (1) Apply the current system to the contract; and

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- (2) Take necessary actions to meet the milestones in the Contractor's EVMS plan approved by the Contracting Officer.
 - (c) The Government will conduct an Integrated Baseline Review (IBR). If a pre-award IBR has not been conducted, a post award IBR shall be conducted as early as practicable after contract award.
 - (d) The Contracting Officer may require an IBR at—
 - (1) Exercise of significant options; or
 - (2) Incorporation of major modifications.
 - (e) Unless a waiver is granted by the CFA, Contractor proposed EVMS changes require approval of the CFA prior to implementation. The CFA will advise the Contractor of the acceptability of such changes within 30 calendar days after receipt of the notice of proposed changes from the Contractor. If the advance approval requirements are waived by the CFA, the Contractor shall disclose EVMS changes to the CFA at least 14 calendar days prior to the effective date of implementation.
 - (f) The Contractor shall provide access to all pertinent records and data requested by the Contracting Officer or a duly authorized representative as necessary to permit Government surveillance to ensure that the EVMS conforms, and continues to conform, with the performance criteria referenced in paragraph (a) of this clause.

Appendix A Performance Requirements Summary (PRS) versus Performance Standards (Metrics)

A	B	C	D	E
PWS Sec. #	PWS Section Title	Performance Objectives (Desired Outcomes)	Performance Requirements	Covered by Metrics (Key Performance Indicators - KPIs)
1.3 & 3.1	Scope & General Requirements	Ensure that FAS IT resources are managed, supported, sustained and upgraded as necessary to keep pace with changing technology and mission requirements in an efficient and effective manner		Management Evaluation Rating, User Satisfaction Rating, Maintenance/Backup Audit, Documentation & Process Audit
			Perform program and project management, network operations and services, security operations and services, desktop management, email management, server management, IIS administration, helpdesk services, telecommunications support, foreign installation of hardware and software. The contractor shall provide all personnel, tools, materials, supervision and other items necessary to perform these tasks. The services under this contract cover all FAS locations.	
3.2	Program & Project Management	Provide effective Program and Project Management to fulfill FAS goals and ITD management expectations		Management Evaluation Rating, Documentation & Process Audit
			<ul style="list-style-type: none"> a) Use Projects Management standards to develop systems and processes necessary for tracking the executions of projects. b) Use the agency's project management software to track projects and tasks. c) Ensure completions of deliverables, track milestones and adherence to timeliness across projects and institute necessary workflow alterations 	
3.3	Network Services & Operations	Ensure effective management of all FAS LAN servers, in a large multi-server network environment operating Microsoft windows servers and firewall between agency LAN and USDA backbone.		Availability, Time-to-Resolution, User Satisfaction Rating, Management Evaluation Rating, Maintenance/Backup Audit, Reporting Assessment
			High availability for LAN, Web, E-mail, remote-access, wireless servers/services	
			Responsive resloution of IT system problems	
			IDS/vulnerability scans	
			Performance monitoring and reporting	
			Successful & On-time Backups	
3.4	Telecom Support	Ensure reliable data communications services between components within the FASCF, the FAS LAN, interconnection to the departmental backbone and other local/remote systems in fulfilling the FAS mission.		Availability, Time-to-Resolution, User Satisfaction Rating, Management Evaluation Rating, Maintenance/Backup Audit, Reporting Assessment, Documentation & Process Audit
			Network proactive monitoring & statistics report	
			Maintain high availability for services	

A	B	C	D	E
PWS Sec. #	PWS Section Title	Performance Objectives (Desired Outcomes)	Performance Requirements	Covered by Metrics (Key Performance Indicators - KPIs)
			Physical and Logical Network topology and WAN Links Documentation	
3.5	Help Desk Management	To ensure high-quality and responsive IT support for all users of FAS IT systems, including resolving remote user's hardware and software problems, with high user and management satisfaction.		Tier-1 Resolution, Tier-2 Resolution, First Call Resolution, Caller Wait Time, User Satisfaction Rating, Management Evaluation Rating, Documentation & Process Audit, Inventory Audit, Reporting Assessment
			Use Industry best practices - ITIL	
			Automated procedure for recording, tracking, and resolving all issues and trouble tickets.	
			Timely problem escalation to upper Tiers when needed	
			Maintain Knowledge Base to improve Tier-1 resolution	
			Timely and satisfactory resolution of all trouble tickets	
3.6	Asset/Inventory Management	Ensure comprehensive, accurate and timely inventory management of IT equipment and resource.		Inventory Audit
			Maintain complete, up-to-date and accurate inventory database for all IT equipment.	
3.7	Security Support	Ensure effective support to assist FAS with Information System Security Program for its multi-server worldwide network environment, in compliance all relevant government information system security requirements		Security Audit, Risk Mitigation, Reporting Assessment
			Comply with all relevant government Information System Security Requirements, including FISMA, POA&M, COMSEC, incident handling, certification & accreditation.	
3.8	Facility Management	Ensure complete, orderly and efficient operational support of the FAS Computer Facilities (FASCF)		Management Evaluation Rating, Maintenance/Backup Audit, Availability
			Monitoring of equipment performance	
			Maintain temperature between 65-75 degrees Fahrenheit. Maintain humidity levels within 40-50% range.	
			Preventive maintenance of electrical power equipment	
			Analyze and recommend equipment upgrades	

A	B	C	D	E
PWS Sec. #	PWS Section Title	Performance Objectives (Desired Outcomes)	Performance Requirements	Covered by Metrics (Key Performance Indicators - KPIs)
3.9	Hardware Maintenance	Ensure high-quality and on-time technical support for warranty repair, preventive maintenance and out-of-warranty equipment repair services for equipment inside and outside FASCF		Management Evaluation Rating, Maintenance/Backup Audit, Reporting Assessment
			Provide effective hardware support on time and meeting ITD management requirements	
3.10	Foreign Installations	Ensure high-quality support to users in foreign installations		Management Evaluation Rating, User Satisfaction Rating
			Provide all necessary personnel to install, upgrade, test, configure and document hardware and software to FAS overseas offices.	
3.11	System Documentation and Operating Procedures	Ensure comprehensive, accurate and timely infrastructure documentation and compliance with standard operating procedures.		Documentation & Process Audit
			Documentations for: Ad-hoc service procedures, Network diagram, Off-Hours/emergency team contact list, User manuals, Configuration, Contingency Planning and System Recovery Procedures, Custom programming, Ethernet address/equipment location database, Dial-in access database, Equipment inventory, registration and repair log database, Onsite and offsite backup tape library inventory, Production migration requests and results, Computer facility visitor log, etc.	
6	Deliverables and Reporting	Ensure timely, updated, accurate, comprehensive and unified reporting to FAS management on all activities and status in all functional areas of the Infrastructure		Reporting Assessment, Management Evaluation Rating
10.1	Key Personnel	Ensure stable and highly qualified contract key personnel team for support of FAS key functional area and effective communication with Contractor's senior corporate executive for achieving Program's high-level goals and issue escalation.		Management Evaluation Rating
15	Security	Ensure effective support to assist FAS with General Security Program for its multi-server worldwide network environment, in compliance all relevant government information system security requirements		Security Audit, Risk Mitigation, Reporting Assessment
16	Earned Value Management (EVM)	Ensure that Contactor's earned value management system (EVMS) complies with the EVMS guidelines in ANSI/EIA Standard - 748 required by the contract.		Management Evaluation Rating, Reporting Assessment

Appendix B Network Architecture and Equipment

FAS Network Architecture Technology Summary	
Network Types:	LAN, WAN, VPN, Dial Up, VLAN, FTP
Communications Protocols:	TCP, IP V4, IP Sec, IP V6, LDAP, SMTP, MIME, IMAP
Network Appliances:	PIX Firewall WatchGuard FireBox Firewall Dragon Intrusion Detection
Authentication / Authorization:	Active Directory (Windows 2000 and 2003 Domains)
Server Operating Systems:	Windows Server 2003 Standard Edition Windows Server 2003 Enterprise Edition Windows 2000 Advanced Server Windows 2000 Standard Edition Tru64 Unix V5.1B
IP Address Assignment:	DHCP, Static IP Assignment
IP Name Resolution:	DNS, WINS
Services:	File and Print:
	Windows File and Print Services NAS SAN
	Remote Access:
	Citrix, VPN, Dial Up
	Email:
	Lotus Notes / Domino Outlook / Exchange OWA Blackberry
	Backup / Recovery:
	Veritos CommVault Tape Backup Silos
	Virus Protection:
	Symantec
	Network/Performance Monitoring:
	MOM
	Software Services:
	WSUS
	Web Hosting:
	IIS V5.0, IIS V6.0
	DMZ Maintenance
	Robocopy
	Special Hardware Items
	External Modems Passport Reader

FAS VLAN Network Architecture Technology Summary	
Network Types:	LAN, VLAN, FTP, VPN
Communications Protocols:	TCP, IP V4, IP V6, LDAP, MIME
Network Appliances:	None
Authentication / Authorization:	Active Directory (Windows 2000 Domains – No Trust to FAS Network Domain)
Server Operating Systems:	Windows Server 2003 Enterprise Edition Windows 2000 Advanced Server Red Hat Linux AS Standard Server
IP Address Assignment:	DHCP
IP Name Resolution:	DNS, WINS
Services:	File and Print:
	Windows File and Print Services NAS SAN
	Remote Access:
	None
	Email:
	None
	Backup / Recovery:
	NetVault: Backup Tape Backup Silos SAN Snapshots
	Virus Protection:
	Symantec
	Network/Performance Monitoring:
	None
	Software Services:
	PatchLink
	Web Hosting:
	IIS V5.0, JRun V4
	DMZ Maintenance
	Robocopy
	Special Hardware Items
	External Modems Passport Reader Garmin GPS Model 76S

Equipment

FAS Equipment			
Device Type	Manufacturer	Model	Number of Devices
Printer	Brother	HL5150D, LaserJet	1
Printer	Cannon	LaserClass 710	1
Printer	DELL	5110CN	2
Printer	Dell	Laser P1500	5
Printer	Dell	M1700	20
Printer	Dell	M5100n	28
Printer	Dell	M5200n	20
Printer	Dell	MFP1600	16
Printer	Hewlett Packard	LaserJet 1200n	76
Printer	Hewlett Packard	LaserJet 1300n	5
Printer	Hewlett Packard	LaserJet 4000n	1
Printer	Hewlett Packard	LaserJet 4100n	14
Printer	Hewlett Packard	LaserJet 4200n	10
Printer	Hewlett Packard	1320N	9
Printer	Hewlett Packard	2600 DN	1
Printer	Hewlett Packard	3600 DN	4
Printer	Hewlett Packard	4250n	11
Printer	Hewlett Packard	5SI	1
Printer	Hewlett Packard	9011A, DeskJet 995ck	2
Printer	Hewlett Packard	C3916A, LaserJet 5	7
Printer	Hewlett Packard	C6455A, DeskJet 950cxi	10
Printer	Hewlett Packard	CA520A	1
Printer	Hewlett Packard	Color laserjet 2600n	11
Printer	Hewlett Packard	DeskJet 340cbi	16
Printer	Hewlett Packard	DeskJet 350cbi	57
Printer	Hewlett Packard	DeskJet 6540	1
Printer	Hewlett Packard	Deskjet 950	1
Printer	Hewlett Packard	DeskJet 950c	4
Printer	Hewlett Packard	HP Laserjet 1320	1
Printer	Hewlett Packard	InkJet 2500CM	17
Printer	Hewlett Packard	LaserJet 1200N	1
Printer	Hewlett Packard	LaserJet 1300	4
Printer	Hewlett Packard	LaserJet 1320N	1
Printer	Hewlett Packard	LaserJet 2	1

Printer	Hewlett Packard	LASERJET 2015D	4
Printer	Hewlett Packard	LaserJet 2500	1
Printer	Hewlett Packard	LaserJet 2550N	1
Printer	Hewlett Packard	LASERJET 2600N	3
Printer	Hewlett Packard	LaserJet 3	25
Printer	Hewlett Packard	LASERJET 3800DN	6
Printer	Hewlett Packard	LaserJet 4	10
Printer	Hewlett Packard	LaserJet 4+	13
Printer	Hewlett Packard	LaserJet 4000	4
Printer	Hewlett Packard	LaserJet 4050N	2
Printer	Hewlett Packard	LaserJet 4100	1
Printer	Hewlett Packard	LaserJet 4100DTN	3
Printer	Hewlett Packard	LaserJet 4100N	91
Printer	Hewlett Packard	LaserJet 4101MFP	1
Printer	Hewlett Packard	LaserJet 4200dtn	1
Printer	Hewlett Packard	LASERJET 4250	1
Printer	Hewlett Packard	LaserJet 4250, Network	1
Printer	Hewlett Packard	LaserJet 4250/4350	13
Printer	Hewlett Packard	LaserJet 4250DTN	12
Printer	Hewlett Packard	LaserJet 4250N	18
Printer	Hewlett Packard	LaserJet 4300	1
Printer	Hewlett Packard	LaserJet 4550n	1
Printer	Hewlett Packard	LaserJet 4650	2
Printer	Hewlett Packard	LaserJet 4650DN	3
Printer	Hewlett Packard	LaserJet 4650DN, 110v	3
Printer	Hewlett Packard	LaserJet 4650DN, 220v	1
Printer	Hewlett Packard	LaserJet 4700	2
Printer	Hewlett Packard	LaserJet 4700DN	6
Printer	Hewlett Packard	LaserJet 4Si	4
Printer	Hewlett Packard	LaserJet 5	76
Printer	Hewlett Packard	LaserJet 5N	7
Printer	Hewlett Packard	LaserJet 5Si	18
Printer	Hewlett Packard	PF2	1
Printer	Hewlett Packard	PRO K550	6
Printer	Hewlett Packard	SNPRC-0307, 450wbt	1
Printer	Lexmar	T634N	1
Printer	Optical	Sigtire Pro	1
Printer	Tektronix	Phaser 220I	1

Printer	Tektronix	Phaser 340	1
Printer	Wang	LaserJet 3	17
Printer	Xerox	LaserJet 7750	1
Printer	Xerox	Phaser 8400N	1
Printer	Xerox	Tektronix Phaser 1235n	14
Server	Dell	Poweredge 1750	2
Server	Dell	Poweredge 1800	39
Server	Dell	Poweredge 2650	12
Server	Dell	Poweredge 2850	6
Server	Dell	Poweredge 6600	1
Server	Dell	Poweredge 6850	8
Server	HP	Alpha 2000	1
Server	HP	Alpha 2100	1
Server	HP	Alpha 4000	1
Server	HP	Alpha DS-20	3
Server	HP	Alpha DS-25	4
Server	HP	Alpha ES-40	5
Server	HP	ProLiant 2500	1
Server	HP	ProLiant DL140	14
Server	HP	ProLiant DL360	2
Server	HP	ProLiant DL580	1
Server	HP	ProLiant DL585	2
Server	HP	ProLiant ML530	12
Server	HP	ProLiant ML570	1
Server	IBM	XSERIES 232	98
PC	Dell	OptiPlex GX270	5
PC	Dell	OptiPlex GX280	752
PC	Dell	OptiPlex GX520	45
PC	IBM	Net Vistas	3
Switch	Cisco	Catalyst 2950	13
Switch	Cisco	Catalyst 2960	101
Switch	Cisco	Catalyst 3524	4
Switch	Cisco	Catalyst 3548	42
Switch	Cisco	Catalyst 3550	17
Switch	Cisco	Catalyst 3560	84

Switch	Cisco	Catalyst 6509	1
Switch	Cisco	Content	4
Router	Cisco	1750	103
Router	Cisco	1840	1
Router	Cisco	2500	6
Router	Cisco	2507	12
Router	Cisco	2600	14
Router	Cisco	2611	2
Router	Cisco	2801	101
Router	Cisco	3030	1
Router	Cisco	3550	1
Router	Cisco	3660	1
Router	Cisco	3700	2
Router	Cisco	3745	4
Router	Cisco	3800	3
Router	Cisco	3845	20
Router	Cisco	6504	4
Router	Cisco	7500	1
Firewall	Cisco	PIX 525	4
Firewall	Cisco	PIX 515E	5
VPN	Cisco	Concentrator	1
NAS	NetApp	Shell Controller	24
Tape Backup	Quantum	Tape Library	1
	Dell	Tape Desk	3