



ENVIRONMENTAL PROTECTION AGENCY

Hosting

**TASK ORDER REQUEST FOR QUOTATION
TORFQ # ITS-EPA II-RFQ-10-0013**

04/23/10

Table of Contents

	Page
1. QUOTATION INSTRUCTIONS.....	2
1.1 Technical Factor.....	4
1.2 Cost/Price Factor.....	9
1.3 Other Quotation Information.....	9
1.4 Quality Assurance.....	12
2. EVALUATION CRITERIA.....	14
3. PERFORMANCE WORK STATEMENT (PWS).....	16
4. TASK ORDER CLAUSES.....	51
5. TASK ORDER PROVISIONS.....	62
6. ATTACHMENT #1 CLIENT AUTHORIZATION LETTER.....	64
7. ATTACHMENT #2 PAST PERFORMANCE QUESTIONNAIRE....	65
8. ATTACHMENT #3 TASK ORDER OBJECTIVES	
9. ATTACHMENT #4 WAGE DETERMINATION 2005-2103 & 2005-2401	

Task Order Request for Quotation

This Task Order Request for Quotation (TORFQ) for Hosting is being issued by the Environmental Protection Agency with the intent to award a Task Order under an ITS-EPA II Blanket Purchase Agreement (BPA). The terms and conditions of the contractor's BPA and the contractor's corresponding GSA contract apply to this task as appropriate.

This task order is NOT being issued for small business participation only in accordance with the BPA clause entitled "Notice for Small Business Participation."

1. QUOTATION INSTRUCTIONS

The contractor shall comply with the following instructions for preparing the Task Order Quotation. Failure to do so may result in the vendor's quotation being considered non-compliant with the terms and conditions of their BPA.

The first page of the technical portion of the quotation and the cost/price portion of the quotation should each indicate the TORFQ Number ITS-EPA II RFQ-10-0013 and title: Hosting.

The Contractor's Technical Quotation shall be a Combination Written Quotation and Oral Presentation.

Written Quotation

The contractor shall submit a written quotation as outlined in the table below.

ITS-EPA II Contractor Quotation	Page Limit (Double sided)
Technical Approach	*
Task Level Experience	*
Quality Assurance Plan	*
Staff Plan	*
Transition Plan	*
Past Performance	See Section 1.1
Cost/Price Quotation	See Section 1.2

*** Combined limit 70 text pages**

Written and Oral Quotations

Please note that the page limitations are double sided, i.e. 35 double sided equates to 70 total pages of text. Each section shall stand alone on its own merits without reference to any other section. For purposes of this RFQ, quotations shall be prepared using "Arial" or "Times New Roman" 12-point font style on 8½ x 11 inch white paper. Tables and illustrations may use a reduced font style, not less than 8-point. Margins shall be not less than one (1) inch on all sides. All material submitted may be single-spaced.

The Written Quotation shall contain a Table of Content with page numbers for all major sections. Cover pages, transmittal letters, table of contents, deliverables, resumes, letters of intent, pages left intentionally blank and milestones do not count toward the page limits. Submit your technical quotations as a separate part of the total proposal package. Omit all pricing details from the technical quotation.

Those vendors evaluated as the most highly rated quotations offered, considering both technical and price will be invited to participate in oral presentations. This presentation must include participation by those individuals who play key roles in the performance of the task order. Any clarifications identified by the Government as a result of their initial technical/price review must be addressed by the vendors during this presentation. After the initial presentation, the vendor will be given a scenario to present to the evaluation panel. EPA may have additional clarifying questions regarding a vendor's initial technical/price review and scenario presentation. Vendors will have time to prepare the answers to any additional questions. The Vendor will be allowed up to 30 MS PowerPoint slides.

This section will not be scored in the first round of technical evaluation. The Contracting Officer will provide the format, date and time for the oral presentations to participating vendors. If a participant is determined to be unable to meet the EPA's requirements or terminates employment, Vendors will have one opportunity to substitute that person and submit the required resume and letter of commitment.

The information presented as a result of the clarifications requested from the initial technical/price review will constitute the contractor's revised proposal. If the answers to the government's questions require a change or addition to the technical proposal, these must be presented to the Government at the presentation.

Quotes are due by 12:00 PM Eastern Time on June 7, 2010.

Please note that there are distinct addresses designated for quote submission for US Mail and Other Than US Mail.

Vendors are responsible for ensuring that their quotes (and any amendments, modifications, withdrawals, or revisions thereto) are submitted so as to reach the Government office designated prior to the designated date and time established for receipt. Vendors are also responsible for allowing sufficient time for the quote to be processed through EPA's internal mail distribution system described below so as to reach the designated location for quote receipt on time.

Seven (7) copies, inclusive of one (1) original and six (6) copies of the technical quote and Three (3) copies, inclusive of one (1) original and two (2) copies of the cost quote. These quotes shall be submitted by 12:00 ET on June 7, 2010 to: Quotations shall be clearly marked "SOLICITATION NUMBER TORFQ# ITS-EPA II-RFQ-10-0013 FOR HOSTING" and sent to the following address:

Courier & Hand Carrier
U.S. Environmental Protection Agency
Attention: Laconda Cannady
RTP Procurement Operations Division (D143-01)
4930 Page Road
Durham, NC 27703

U.S. Mail
U.S. Environmental Protection Agency
Attention: Laconda Cannady
RTP Procurement Operations Division (E105-02)
109 T.W. Alexander Drive
Research Triangle Park, NC 27711

1.1 Technical Factor

Contractors shall include the following in their Task Order Quotation.

Sub-Factor 1 – Technical Approach: Vendors shall provide a clear and concise narrative description that addresses their knowledge to meet the technical requirements for each section in the PWS and shall demonstrate a thorough understanding of the technical requirements in the PWS. Vendors shall concisely and accurately discuss the nature of the services to be performed.

Vendors shall demonstrate a detailed and workable approach to performing all of the required services in the PWS. They shall provide detailed information that addresses their proposed approach and capabilities to meet the technical requirements for the PWS. This approach must be technically sound, logistically appropriate, and efficient.

The vendors approach must explain how they will coordinate work that involves multiple task orders, EPA customers, and other development contractors. Vendors must explain their approach for managing projects that depend upon performance of other ITS-EPA II task orders.

The approach shall include an itemized schedule of all milestones and deliverables for the managing the Task Order. The contractor shall describe their plan for incorporating customer and stakeholder input and review throughout the project life.

Vendors shall demonstrate that their proposed approach reflects a significant understanding of the program’s objectives, operating environment and constraints, and relationship of information and IT to those objectives.

Sub-Factor 2 – Task Level Experience: Contractors shall provide project experience similar in size, scope, and complexity to the effort in this TORFQ. This section of the Written Quotation shall describe similar Task Level experience:

1. For 3 efforts during the last 2 years.
2. Include a description and scope of the effort with dollar value,
3. Provide details of the results of the effort and how they relate to this TORFQ effort in terms of size scope and complexity.
4. If a teaming arrangement is proposed, each firm in the teaming arrangement will be evaluated on its task level experience. In the case of a teaming arrangement where the entity is relying on the experience of personnel, partners on the team, or a major subcontractor, the proposal must clearly explain “whose” experience, and “how” that experience is relevant to the effort required under the

Performance Work Statement for this RFQ.

Sub-Factor 3 –Quality Assurance: Contractors shall provide a specific Quality Assurance Plan that will ensure compliance with the performance indicators specified in the Performance Work Statement. The Quality Assurance Plan must include systems and methods for periodic measurement, collection, and reporting of its performance data.

Sub-Factor 4 – Staffing Approach: Contractors shall describe their staffing approach including resumes for key personnel, letters of intent and any specialized expertise as required by section 1.3.5 key personnel. The contractors shall provide a description of the qualifications for personnel not specified as “Key” as required by section 1.3.5.1 other support personnel and their experience in projects of similar size, scope, complexity and results. Contractors shall demonstrate their ability to select, provide, maintain, and retain appropriate personnel, staffing levels, both in number and expertise, and necessary technical skills throughout the life of the task order. Retention of good employees is important for the stability of any program. The vendor’s retention plan should specify in detail their corporate approach to retention of employees, including a detailed description of all employee benefits and incentives.

Sub-Factor 5 –Past Performance: (a) Contractors shall submit the information requested below as part of their quotation for both the contractor and any proposed subcontractors for subcontracts expected to exceed \$5,000,000. The information may be submitted prior to other parts of the quotation in order to assist the Government in reducing the evaluation period.

(b) Contractors shall submit a list of at least 3 contracts and subcontracts completed in the last 3 years, and all contracts and subcontracts currently in process, which are similar in nature to this requirement.

(1) The contracts and subcontracts listed may include those entered into with Federal, State and local governments, and commercial businesses, which are of similar scope, magnitude, relevance, and complexity to the requirement which is described in the Performance Work Statement (PWS). Include the following information for each contract and subcontract listed:

- (a) Name of contracting activity (include address, phone number & fax number)
- (b) Point of Contact (include phone number and email address)
- (c) Contract number.
- (d) Contract title.
- (e) Contract type.
- (f) Brief description of contract or subcontract and relevance to this requirement.
- (g) Total contract value.
- (h) Dollar value of relevant work-Name of project/contract number
- (i) Period of performance.

(j) Specify, by name, any key personnel who participated in this contract and are proposed to support the task order resulting from this RFQ. Also, indicate their contractual roles for both contracts.

(k) Contracting officer, telephone number, and E-mail address (if available).

(l) Program manager/project officer, telephone number, and E-mail address (if available).

(m) Administrative Contracting officer, if different from (k) above, telephone number, and E-mail address (if available).

(n) List of subcontractors (if applicable).

(o) Compliance with subcontracting plan goals for small disadvantaged business concerns, monetary targets for small disadvantaged business participation, and the notifications submitted under FAR 19.1202-4 (b), if applicable.

(c) Contractors should not provide general information on their performance on the identified contracts and subcontracts. General performance information will be obtained from the references.

(1) Contractors may provide information on problems encountered and corrective actions taken on the identified contracts and subcontracts.

(2) References that may be contacted by the Government include the contracting officer, program manager/project officer, or the administrative contracting officer identified above.

(3) If no response is received from a reference, the Government will make an attempt to contact another reference identified by the offeror, to contact a reference not identified by the offeror, or to complete the evaluation with those references who responded. The Government shall consider the information provided by the references, and may also consider information obtained from other sources, when evaluating an offeror's past performance.

(4) Attempts to obtain responses from references will generally not go beyond two telephonic messages and/or written requests from the Government, unless otherwise stated in the solicitation. The Government is not obligated to contact all of the references identified by the contractor.

(d) If negative feedback is received from a contractor's reference, the Government will compare the negative response to the responses from the contractor's other references to note differences. A score will be assigned appropriately to the contractor based on the information. The contractor shall be given the opportunity to address adverse past performance information obtained from references on which the contractor has not had a previous opportunity to comment, if that information makes a difference in the Government's decision to include the contractor's quote as or exclude the contractor's quote as the most highly rated quotations. Any past performance deficiency or significant weakness will be discussed during discussions with contractors whose quotation was considered as the most highly rated quotation.

(e) Contractors must send Client Authorization Letters (see attachment 1) to each reference listed in their quotation to assist in the timely processing of the past performance evaluation. Contractors are encouraged to consolidate requests whenever possible (i.e., if the same reference has several contracts,

send that reference a single notice citing all applicable contracts). Contractors may send Client Authorization Letters electronically to references with copies forwarded to the contracting officer.

(1) If a contractor has no relevant past performance history, a contractor must affirmatively state that it possesses no relevant past performance history.

(2) Client Authorization Letters should be mailed or E-mailed to individual references no later than five (5) working days after proposal submission. The contractor should forward a copy of the Client Authorization Letter to the contracting officer simultaneously with mailing to references.

(f) Each contractor may describe any quality awards or certifications that indicate the contractor possesses a high-quality process for developing and producing the product or service required. Such awards or certifications include, for example, the Malcolm Baldrige Quality Award, other Government quality awards, and private sector awards or certifications.

(1) Identify the segment of the company (one division or the entire company) which received the award or certification.

(2) Describe when the award or certification was bestowed. If the award or certification is over three years old, present evidence that the qualifications still apply.

(g) Past performance information will be used as an evaluation factor for award. The Past Performance Questionnaire identified in attachment 2 will be used to collect information on a contractor's performance under existing and prior contracts/subcontracts for products or services similar in scope, magnitude, relevance, and complexity to this requirement in order to evaluate contractors consistent with the past performance evaluation factor. References other than those identified by the contractor may be contacted by the Government and used in the evaluation of the contractor's past performance.

(h) Any information collected concerning a contractor's past performance will be maintained in the official contract file.

(i) Contractors with no relevant past performance history, or for whom information on past performance is not available, will be evaluated neither favorably nor unfavorably on past performance.

Sub-Factor 6 – Transition Plan: Offerors shall provide a detailed Transition Plan to affect a smooth transition so as to be fully operational on the effective date of the contract. The offeror shall describe the methodology to be used to affect the transition. In addition to regular transition for this specific task order, vendors should be aware that this Task Order is closely tied to performance and operation of two other Task Orders. It is EPA's intent to have all three Task Orders be effective the same day and thus transition of the three Task Orders must occur simultaneously and seamlessly. The other two affected Task Orders are Custom Application and COTS Applications. It is critical that the transition from the previous NCC support contract to the National Hosting sub-task be performed in an efficient and non-disruptive manner. NCC customers rightfully expect stability within their hosting infrastructure and are not sympathetic to transition failures. The proposed Transition Plan shall address the vendor's approach to this and provide specific information as to approach and coordination with other vendors if the proposing vendor is not the selected contractor for either of the other Task Orders. EPA will evaluate the specificity and effectiveness of the offeror's transition plan (plan to assume the functions currently being performed) based on the following elements. EPA considers the following elements of equal importance and will not separately score them:

- a. The plan must address how the vendor proposes to assure minimum disruption to the EPA services described in the PWS.
- b. The plan must identify and discuss the resolution of all problems that the vendor foresees.
- c. The plan shall describe the methods, policies and procedures for accomplishing a timely and effective transition
- d. The plan must identify specific steps and a timeline for accomplishing the transition. Include any meetings required with government staff necessary to accomplish the transition, and outline any critical accomplishments necessary for the assumption of responsibilities outlined in the RFQ.
- e. The plan shall describe any meetings required with government staff necessary to accomplish the transition, and shall outline any critical accomplishments necessary for the assumption of meeting the requirements of the performance indicators/service level agreements as listed in section VI of the RFQ entitled "Acceptance Criteria."
- f. The plan shall describe any meeting required with government staff or other parties, including other vendors, to ensure that the transition of this Task Order is coordinated with the Custom Application and COTS Application Task Orders and that the transition of all three Task Orders is seamless and effective.

Sub-Factor 7. Oral Presentation

Those contractors evaluated as the most highly rated quotations offered, considering both technical and price will be invited to present an oral presentation of their Written Quotation. This presentation must include the key personnel plus up to two additional individuals who will play key roles in the performance of the task order. Any clarifications identified by the Government as a result of their initial technical/price review must be addressed by the contractors during this presentation. After the initial presentation, the vendor will be given a scenario to present to the evaluation panel. EPA may have additional clarifying questions regarding a vendor's initial technical/price review and scenario presentation. Vendors will have time to prepare the answers to any additional questions. The information presented as a result of the clarifications requested from the initial technical/price review will constitute the contractor's revised proposal. If the answers to the government's questions require a change or addition to the technical proposal, these must be presented to the Government at the presentation. The Vendor will be allowed up to 30 MS PowerPoint slides.

Oral presentations will be scored to determine if proposed personnel validate the experience and resumes submitted with the written proposal and to evaluate technical knowledge and abilities that are not easily ascertainable through resumes. This section will not be scored in the first round of the technical evaluation. If a participant is determined to be unable to meet the EPA's requirement or terminates employment, Vendors will have one opportunity to substitute that person and submit the required resume and letter of commitment.

1.2 Cost Factor

The contractor shall prepare a Price Quotation in accordance with the information below.

Time & Material (T&M) Task Order

Cost – the contractor shall provide a T&M cost quotation for this Task Order. The cost quotation should provide an estimate of hours to accomplish the work described in the Task Order and shall provide a breakdown of these hours by labor category and rates per the contractor's GSA contract. Any discounts provided at the BPA level should be reflected in the price quotation and any additional offered discounts for this task order should be reflected and detailed as well. If subcontractor(s) labor rates are being proposed and the subcontractor(s) is a GSA contractor, the published labor rates plus any offered discounts should be provided as well. All other direct costs (ODC) shall be listed and detailed supporting information shall be provided with the initial price quotation. A task order ceiling shall be proposed and reflected in the Task Order.

Other Direct Costs

All vendors shall use the following ODC estimates for use in their Cost Quotation:

Travel: \$60,000.00
Supplies: \$3,000.00
ODCs: \$850,000.00
Shipping: \$3,000.00
Other: \$98,000.00
Tools: \$1,020,000.00

These ODC amounts apply to each task order year.

Service Contract Act

A wage determination is attached. If Vendors proposed any labor categories subject to the attached wage determination, the Vendor shall identify those labor categories and provide a certification that the wages paid to these employees are at least the prevailing rates and fringe benefits as set forth in the attached wage determination.

1.3 OTHER QUOTATION INFORMATION

This section provides additional information on the task order requirements, period of performance, key personnel, COI, etc.

1.3.1 On-site Contractor Support

☐ Yes ☐ No ☒ Both The task order requires on-site contractor support.

All technical areas under the Shared Services subtask of this TORFQ will require on-site contractor support staff. The equipment, hardware and software to be developed, administered, supported and managed by each technical area are located in EPA Headquarters (HQ) buildings.

The Facilities and HPC subtasks also require on-site support at the NCC.

1.3.2 Government Furnished Space or Property (GFP)

☒ Yes ☐ No. The task order involves the provision of government space.

For the Shared Services subtask, no less than forty square foot work spaces will be provided to each on-site contractor needed to meet Task Order requirements. These offices will be located in a building in the EPA HQ area located at Washington D.C. Offices will either be a hard-walled or cubicle configuration with a desk and chair.

☒ Yes ☐ No. The task order involves the provision of GFP.

The GFP listing will be provided in an amendment to the TO RFQ.

1.3.3 Additional Progress or Financial Reporting

☒ Yes ☐ No. The task order requires additional progress or financial reporting.

The contractor shall provide a monthly Estimate at Complete (EAC) report for the entire task order, broken down by each sub-task described in the Performance Work Statement.

1.3.4 Period of Performance (POP)

☒ Yes ☐ No. The task requires services beyond one year.

Base Period:

Date of award to September 30, 2010

Option Period:

1. October 1, 2010 to September 30, 2011
2. October 1, 2011 to September 30, 2012
3. October 1, 2012 to September 30, 2013
4. October 1, 2013 to September 30, 2014
5. October 1, 2014 to September 30, 2015
6. October 1, 2015 to September 30, 2016

1.3.5 Key Personnel

☒ Yes ☐ No The task will specify specific positions that are considered key.

Contract Task Order Manager is responsible for all aspects of the task order including coordination with the EPA TOCOR, EPA subtask TOCORs, other task orders, and NCC EPA customers. Contract Task Order Manager must have demonstrated experience managing similar work of similar size and complexity. Demonstrated ability to work with Task Order customers is highly desirable. The Contract Task Order Manager must have a four year degree or equivalent work experience, and at least 15 years work experience.

1.3.5.1 Other Support Personnel for Shared Services Sub-task

The following are requirements for specific positions that are considered important positions necessary to ensure success in this sub-task area. Vendors must provide resumes and letters of intent for those individuals expected to fulfill these positions. If these position will be filled after award, vendors must provide evidence of how they will ensure these positions are filled with personnel who meet or exceed these requirements.

Network Engineer: Must have a minimum of five years experience configuring and maintaining storage area networks. Experience includes SAN switching, zoning, creation of LUN's, troubleshooting RAID, configurations, installation and configuration of blade and stand alone servers, knowledge of backup and recovery technology, installation and configuration of multiple server operating systems in a clustered environment, understanding of data center operations, data center management, ability to work closely with a variety of customers, knowledge of server virtualization technology, clustering technology, knowledge of distributed file system replication

System Administrator: Must have experience installing, configuring, maintaining, and troubleshooting server operating systems on stand alone and blade servers in a clustered and SAN attached environment. Must have experience with configuring SAN attached backup devices. Must have experience with server and file level backup restorations and knowledge of distributed file system replication.

Technical Writer: Must have experience developing, maintaining, and revising; security plans, standard configuration documents (SCD), policies, standard operation procedures (SOP), memorandum of understanding (MOU), service level agreements (SLAs), organizational level agreements (OLAs), Root/Cause/Analysis (RCA) reports and after action reports (a report rendered after any action is performed) .

1.3.6 Conflict of Interest

The services to be performed under this Task Order present:

☒ No Conflict of Interest

☐ An Actual Conflict of Interest

☐ Potential Conflict of Interest

1.4 QUALITY ASSURANCE

The contractor shall propose a Quality Assurance Plan that is commensurate with the size and complexity of this task order.

The contractor's Quality Assurance Plan shall describe the quality assurance measures (e.g., type, method, and frequency of product review) to be applied to the task. The contractor shall propose measures related to quality and timeliness of deliverables. The contractor shall provide a TO-specific Quality Assurance (QA) Plan addressing at a minimum the expectations for ITS-EPA II TO QA Plans developed by the Service Integrator, including specific expectations related to:

- Roles and responsibilities related to QA
- Processes for maintaining staff preparedness and qualifications (e.g., training)
- Processes for tracking, analyzing, and using performance measures
- Processes for assuring the quality of each deliverable
- Processes for conducting internal assessments/evaluations of the contractor's performance, including obtaining customer feedback
- Processes for carrying out corrective and preventive actions and for promoting continuous improvement

1.5 EQUIPMENT MANAGED

1.5.1 Shared Services Hosting (see Sub-Task 3.3)

Notes Servers

43 Dell Servers

File and Non Notes Servers

46 Dell Servers

Storage and Backup Equipment

Device Name	System Model Type
5	PowerEdge 1850
DELL/EMC SAN	CX-700
DELL/EMC SAN	CX-500
DELL/EMC SAN	CX-300
DELL/EMC SAN(coop)	CX3-20
OVERLAND	NEO 4100LTO

OVERLAND	NEO 4100LTO
OVERLAND	NEO 4100LTO
DELL	POWERSVAULT ML6020
DELL	POWERSVAULT ML6020
DELL	POWERSVAULT ML6020
DELL (coop)	POWERSVAULT ML6000

1.5.2 National Hosting (see Sub-Task 3.4)

The NCC server and storage environment has the following composition:

IBM P570 POWER5	5 units, 64 cores total
IBM P570 POWER6	2 units, 24 cores total
IBM BladeCenter HS20/21	11 units, 14 Bladeservers per unit
Nortel GbE Switches and Qlogic 5200/5400 Edge Switches	
Dell 2850/2950	100+ units
Dell R900	4 units, 80 cores total
Sun Blade/Fire/Ultra	46 units
IBM DS4500	2 units, 32 TB storage total
3PAR S800	1 unit, 72 TB storage total
IBM P505/P550 Master/Media Servers	9 units (2 located in Boulder, CO)
Cisco 9509 Fiber Channel Switches	6 units
DataDomain DDR560	4 units (2 located in Boulder, CO)
StorageTek 9310 Silo	1 unit, 22 tape drives
F5 BigIP Local Traffic Manager	4 units
F5 BigIP Global Traffic Manager	2 units (1 located in Denver, CO – planned)

1.5.3 High Performance Computing (HPC) Systems Operations Monitoring (see Sub-Task 3.8)

- 1 SGI Altix 4700, 232 Itanium 2 CPUs, SLES 10 OS (amber)
- 2 SGI Altix 4700, 128 Itanium CPUs, SLES 10 OS (vortex)
- 3 SGI XE250 (1) and XE320 (4) cluster, SLES 10 OS, total 40 CPUs (garnet00 through garnet4)
- 4 SGI Altix 350, 4 Itanium CPUs, SLES 10 OS (tulip)
- 5 SGI Prism, 20 Itanium CPUs, SLES 10 OS (sapphire) – will be replaced shortly with a Dell 7500n high-end graphics workstation and 4-node (total 32 CPU) Dell R410 cluster
- 6 Sun Fire 4600 Server, Solaris 10 OS (coral1), used as ASM1
- 7 Sun Fire 4600 Server, Solaris 10 OS (coral2), used as ASM2
- 8 Sun Fire 4600 Server, Solaris 10 OS (coral3), used as ASM3 (in RTF Building)
- 9 Sun Fire 2100 Server, Solaris 10 OS (quercus), used as ACSLS
- 10 Sun Fire 2200 Server, SLES 10 OS (smttools), used as Data Management Server

Notes:

- a) All systems, except Item 8, are located in the NCC. Item 8 is located in the RTF Building.

- b) Items 6 and 7 manage tape volumes in 3 (three) Sun STK 9310 tape silos at the NCC and Item 8 manages a Sun STK 8500 tapesilo and a soon-to-be-decommissioned 9310 tape silo at the RTF Building.
- c) Tape silos use a mix of Sun STK 9840C, 9940B, T1000A and T10000B tape drives.

2. EVALUATION CRITERIA

EPA intends to issue the Task Order to the contractor offering the best value to the Government. The Technical and Cost Factors will be evaluated to determine the solution with the highest quality and lowest risk providing the best value to the Government. Quotations will be evaluated on the basis of strengths, weaknesses, and risks for each of the following factors, with the Technical Factors being significantly more important than the Price Factor.

2.1 Technical Factor

Sub-Factor 1 – Technical Approach (35 points):

Knowledge of and Technical Approach to the Performance Work Statement (PWS)

The following factors will be evaluated and are considered of equal importance:

- a. Understanding of the technical requirements in the PWS.
- b. Illustration of a technical approach that is technically sound, logistically appropriate, and efficient.
- c. Demonstration of an approach that reflects an understanding of the program's objectives, operating environment and constraints, and relationship of information and IT to those objectives.

Sub-Factor 2 – Task Level Experience (10 points): The contractor shall be evaluated on its demonstrated experience in projects of similar size, scope, complexity and results for each sub task in this TO RFQ.

Sub-Factor 3 –Quality Assurance (10 points):

The vendor's proposed Quality Assurance Plan will be evaluated to the extent that it is:

- a) Aligned clearly with the project objectives,
- b) Comprehensive in its ability to measure, quantify, track, and report operational performance(e.g., decision-making), program implementation, project management, customer satisfaction, and mission results, where feasible, and
- c) Tied to performance incentives and disincentives that are outlined in the Task Order's PWS.

Sub-Factor 4 – Staffing Approach (10 points): EPA will evaluate the demonstrated capability of proposed Key Personnel to perform the PWS, as evidenced by meeting the required minimum work experience, education, demonstrated ability, and availability. For personnel other than those specified as “Key”, will be evaluated on their qualifications to provide the requested services and demonstrated experience in projects of similar size, scope, complexity and results. Vendors will also be evaluated on the demonstration of their ability to select, provide, maintain, and retain appropriate personnel, staffing levels, both in number and expertise, and necessary technical skills throughout the life of the task order.

Sub-Factor 5 – Past Performance (25 points): Quotes will be evaluated on the extent to which they show relevant performance and likelihood of success in meeting the Government's requirements as identified in the Statement of Work with a demonstration of successful past performance in quality of products or services, timeliness of performance, effectiveness of management, initiatives in meeting requirements, response to technical direction, responsiveness to performance problems, compliance with cost estimates, customer satisfaction, and overall performance.

Demonstrated successful past performance of the offeror and any major subcontractors as evidenced by information gathered concerning the identified list of contracts and subcontracts completed during the past three (3) years and those currently in process or if work is ongoing, a substantial amount of the work shall have been performed by the date of quote submission. Work which would be considered similar includes: Information technology support comparable in size and complexity to the services requested in this Request for Quotations. The operation(s) should be specifically identified, and information submitted must include the scope of operations and any other information you feel is pertinent to establish your firm's capability to perform under this requirement. The vendor's past performance will be evaluated based on the information contained in the Past Performance Questionnaires or any other information that is available to the Government.

-- (Instructions: As discussed in the quotation instructions, offerors shall submit information on the three (3) most recent contracts and subcontracts completed during the past three (3) years and all contracts and subcontracts currently in process for similar work. This should include information on three (3) contracts and subcontracts and may include similar contract(s) with the Federal, state and local governments, as well as commercial businesses. Information should be provided as indicated in the provision.)

-- Note: As discussed in the quotation instructions, if an offeror has no available past performance, a neutral rating of "Adequate" (score = 3) will be assigned for the past performance factors.

Sub-Factor 6 – Transition Plan (10 points):

EPA will evaluate the vendor's transition plan of how work will be transitioned from ITS-EPA to ITS-EPA II for completeness and feasibility. All six factors a-f of Section 1.1 sub-factor 6 will be considered in the evaluation.

Sub-Factor 7 – Oral Presentation (15 additional points):

Vendors will be given a scenario of a possible event that could occur under this task order. EPA will evaluate the vendor's approach to the situation, including completeness of the solution, their presentation of the solution, and if proposed personnel validate the experience and resumes submitted with the written proposal and to evaluate technical knowledge and abilities that are not easily ascertainable through resumes.

2.2 Cost Factor

Proposed costs will be evaluated to determine if the estimates are realistic for the work to be performed, reflect a clear understanding of the requirements, and are consistent with the unique methods of performance. The proposed cost will be evaluated to determine if it is unreasonable in relation to the proposed technical and management approaches and in comparison with the Independent Government Cost Estimate (IGCE).

3. Performance Work Statement (PWS)

3.1 Background

The U.S. Environmental Protection Agency (EPA), as a collector, user, and disseminator of vast amounts of environmental data relies heavily upon technology to gather, organize, analyze, present, and distribute environmental information to a wide range of audiences. Partnerships formed with other Federal Agencies, states, tribes, industry, and citizens groups, along with our largest customer, the public, strengthen the Agency's resources for dealing with difficult environmental problems. A sound, interoperable, and secure IT hosting infrastructure is a critical element for building program specific applications and interfaces that support the Agency's mission.

The Agency initiated a major IT optimization effort in 2008 to address cost efficiency and to identify opportunities for improvements in IT infrastructure service levels. Computer rooms, servers, and storage were identified as Infrastructure Support Services and targeted for uniform management regardless of physical location or organization. The Computer Room Server and Storage Management (CRSSM) cross-organizational task force continues to work toward Agency-wide solutions and consolidations.

This task order is referenced in sections 2, HQ and National Technology Solutions, and 6, Computer Room Server & Storage Management, of the Statement of Objectives (SOO). The scope of the task order is anticipated to expand as the Agency implements the CRSSM design (see SOO section 6) beyond the NCC and Headquarters campus environments. The task order will in the future remotely operate and maintain servers and storage systems located at additional sites, including EPA regional office computer rooms. While the implementation timeline for this scope expansion is not currently known, the tools, technologies, and capability necessary for the full implementation of CRSSM must be available upon task order activation.

In addition to new responsibilities associated with CRSSM, OTOP anticipates that this task order will eventually absorb server operational responsibilities previously distributed across a number of OTOP functional areas including Email, network, and security. The justification for this change is based on the assumption that a single group can operate all OTOP servers consistently, securely, and efficiently. However, the successful consolidation of server operations shall require careful coordination between multiple task orders and the sharing of administrative responsibilities. Since each of these groups will

essentially be consumers of OTOP Hosting services it is imperative that OTOP Hosting meet their requirements without jeopardizing the standardization configuration or overall security of each server.

The OTOP Hosting Task Order sets forth the requirements for infrastructure services to include the provisioning and management of the following:

- Computer Room – Physical space to include environmentals, physical security, inventory and safety.
- Servers – Planning, provisioning, operating, and maintaining individual devices and their logical and physical configurations from hardware through the operating system and related utilities. Includes, Incident and Problem Management, Change Control & Release Management, Availability Management, Configuration Management, Security Management, and Continuity Management
- Storage - Planning, provisioning, operating, and maintaining individual devices as well as logical and physical configurations. Includes Incident and Problem Management, Change Control & Release Management, Availability Management, Configuration Management, Security Management, and Continuity Management

Specifically excluded from this task are network connectivity, the management of application layer software, and centralized administration of utilities such as anti-virus software. These services are provided under other task orders; however timely and effective communication and coordination are required with other task order groups to ensure the quality of service delivery

The EPA mission depends upon the NCC and Shared Services for reliable, secure, and technologically advanced computing resources. This task order is required to ensure that the necessary computing resources are provided efficiently and effectively for all EPA users, partners, and customers.

3.2 Sub-Tasks

For management purposes, the Task Order is divided into the following major subtasks. Each sub-task has an EPA sub-task Contracting Officer Representative, (sub-task COR), who will provide technical direction on the sub-task. The contractor shall designate a sub-task lead for each sub-task.

3.3 Shared Services Hosting

3.4 National Hosting

3.5 Facilities Management

3.6 Disaster Recovery

3.7 Distributed Systems Support

3.8 High Performance Computing (HPC) Systems Operations Monitoring.

3.9 Managed Toxic Substances (MTS) Support

3.3 Shared Services Hosting

3.3.1 Overview

In 1999 the Agency led an effort to consolidate all file and print services at Headquarters under one office and to call that effort Shared Services. Shared Services was defined as:

- Sharing of computer resources
- Consolidation of servers and networks
- Centralized management
- Network standards
- Security and operational standards

The fundamental concept of Shared Services was to move the individual Program offices running their own file and print and email servers to a centrally managed file and print and email servers under the Office of Environmental Information (OEI).

Office of Environmental Information assumed responsibility for:

- Server hardware/software which was to be shared across Headquarters
- Local and Campus Area Network
- Standard applications on those shared servers
- Non Program Office application servers
- Standard EPA applications (Microsoft Office, Adobe reader, etc.)
- Data servers and storage devices
 - End-user's home directory
 - Other software used by the Program Office
 - Program Office shared directories

Shared Services also includes Headquarters Email support. Customers at the various Headquarters locations receive, use of centralized servers to access network resources, as well as access to EPA's Intranet and Metropolitan Area Network (MAN) and Wide Area Network (WAN). This network provides a high-speed communications infrastructure that connects all the buildings in the Washington Metropolitan area, namely:

1200 Pennsylvania Avenue, NW, Washington, DC (Ariel Rios Building)

1201 Constitution Avenue, NW, Washington, DC (EPA East Building and Connecting Wing)

1300 Pennsylvania Avenue, NW, Washington, DC (Ronald Reagan Building)
1301 Constitution Avenue, NW, Washington, DC (EPA West Building)
1099 14 Street, NW, Washington, DC (Franklin Court Building)
1310 L Street, NW, Washington, DC (1310 L Street Building)
1025 F Street, NW, Washington, DC (Woodies Building)
1341 G Street NW, Washington, DC (Colorado Building)
2777 Crystal Drive, Arlington, VA., (One and Two Potomac Yards)
COOP, Fort George G. Meade Army Base, 2118 Annapolis Road, Fort Meade, MD 20755
2325 Dulles Corner, Herndon, VA. (Herndon Resident Office)
8335-8361 Ardmore Ardwick, Landover, MD (Ardwick Industrial Plaza)
3025 V Street NE, Washington, DC (V Street Warehouse), United Industrial District Warehouse
Building A, 6810, Franconia, VA (Building A)

Shared Services is responsible for:

- Installation, maintenance and support for all resources under the Shared Services model.
- Troubleshooting for problems and technical support for network wiring and configuration support for all networked devices.
- Clustering to eliminate network downtime, management and future planning for server and disk space capacities.
- Use of dedicated servers and associated software, including remote access servers used to reach the EPA network from offsite is also supported.
- Access to the EPA mainframe.
- Connecting, installing, wiring, and testing of all new hardware are also included.
- Administration and management of all changes made to the production environment through a Telecommunications Service Request (TSR) process and/or Change Management process.
- Monitoring of all devices within the campus network and guarantee of service operation within EPA's technology infrastructure.

These central servers and resources house all EPA standard applications, Lotus Notes Email, as well as data storage, backup and restoration. The service consists of the following elements:

- Active Directory File & Print
- Novell eDirectory Support
- Centralized Network Operations (network connectivity and device monitoring)
- E-mail Server Support
- Windows 2003 Server Support
- Centralized Data Management (Backup/Restoration)
- Warehouse and Inventory
- Information Security Systems
- Coop Coordination

This service also includes the installation, management, implementation, and oversight of the Operating Systems (OS) of approximately 90 servers located in EPA computer rooms at Ariel Rios (6033), EPA East (B149) and One Potomac Yard (S-4920).

The following is a subset of the above services and is defined as Hosting – Shared Services.

EPA's Call Center call tracking system (Remedy) and the Change Management system will be used for all support under this task order.

Services provided under this sub-task order will be charged to Working Capital Fund (WCF) Cost Center WH.

All Hosting Special Projects under this sub-task order will be charged to Working Capital Fund (WCF) Cost Center TC.

3.3.2 Scope of Requirements

3.3.2.1 Server, Data Storage, and Data Backup and Recovery Management Support

The Contractor shall:

Ensure hosting service is fully functional 24/7/365 days. Outages or server issues reported during the core hours must be addressed immediately upon notification or detection of a problem to be addressed. The problem/outage should be reported to the EPA sub-task COR, researched, and resolved within 30 minutes. If the problem cannot be resolved within 30 minutes, a report that provides the plan/proposed steps to be taken to resolve the problem is to be presented to the EPA sub-task COR, within 4 hours. Provide Root/Cause/Analysis (RCA) reports for any unplanned outages affecting the delivery of services to EPA customers.

3.3.2.1.1 SERVER AVAILABILITY

The Contractor shall:

1. Create, update and comply with Network Operating System Standard Configuration Documents (SCD).
2. Develop and maintain SCD, LAN operating procedures (LOPS) and Standard Operating Procedures (SOP) documentation for server builds, server configurations, deployments and implementations of hardware and software specific to the EPA Headquarters.
3. Fill out an equipment form before adding or taking equipment out of any EPA computer room or LAN closet. (see example under attachment 3)
4. Install, remove, and maintain Storage Area Network (SAN) attached, blade, and stand alone servers in accordance with the Agency SCD and SOP.
5. Install, analyze, test, and upgrade server hardware and operating systems.
6. Install and configure network interface cards and host bus adapters.
7. Maintain Windows Clustering and network printing services.
8. Maintain Distributed Files System (DFS) replication between Federal Triangle and Ft. Meade COOP site.
9. Monitor server response times and take appropriate action when necessary to maintain acceptable levels of server performance.
10. Provide Root Cause Analysis (RCA) reports for any unplanned outages affecting the delivery of services to EPA customers.

11. Provide assistance and support for all EDSD tasks and special projects during the planning and implementation of new projects, through written technical direction.
12. Create, update and test Hosting – Shared Services contingency plans in accordance with NIST and EPA guidelines.
13. Attend Weekly Headquarters Task Order Status Meeting and Weekly Project Review Meetings.
14. Provide installation and upgrade plans to the EPA sub-task COR, for review and approval.
15. Follow the existing patch management strategy for Hosted servers and SANs. This includes the tracking and distribution of firmware upgrades, operating system patch level maintenance, Windows server updates, and application patch level maintenance to ensure efficient operation of SAN and server hardware and software.
16. Plan, develop and implement a routine maintenance schedule for all Hosting - Shared Services resources and provide a copy of such schedule to the EPA sub-task COR as required by the EDSD's Change Management process.
17. Continually investigate research, improve, identify new developments (server virtualization) and stay abreast of any new processes, or hardware and software technology that could enhance or improve EDSD Headquarters computer operations.
18. Inventory all Server / SAN / Backup equipment supporting HQ operations, quarterly.
19. Must have an on-call person ready to respond to after hour outages/issues within 1 hour after the start of the outage or notification of a problem/issue.
20. Report all Hosting-Shared Service resource outages as soon as they are detected and when they are resolved and providing a Root/Cause/analysis within 4 hours to the EPA sub-task COR.
21. Provide a list of on call personnel and their contact information.
22. Provide diagram of all racks. This will include the equipment brand, model and serial number, IP addresses, MAC addresses, and how the wires are connected.

3.3.2.1.2 STORAGE MANAGEMENT

The Contractor shall:

1. Create SAN configuration documents.
2. Monitor SAN data traffic.
3. Monitor Disk space usage.
4. Maintain SAN switches.
5. Execute contingency plan tests and exercises in accordance with the Shared Services Contingency Plan and provide After Action Reports to EDSD management and staff.
6. Create, update, and test EDSD contingency plans in accordance with NIST and EPA guidelines.
7. Attend Weekly Headquarters Task Order Status Meeting and Weekly Project Meeting.
8. Provide installation and upgrade plans to the EPA sub-task COR for review and approval.
9. Provide maintenance, troubleshoot, identify problems and deploy solutions to EDSD Headquarters SAN and server environment.
10. Keep the EPA sub-task COR informed of any issues or problems with the servers and SAN equipment or software.
11. Perform routine maintenance on the COOP servers and SAN and interface with the EOC/COOP task.
12. Plan, develop and implement a routine maintenance schedule for all Hosting - Shared Services resources and provide a copy of such schedule to the EPA sub-task COR.

13. Continually investigate research, improve, identify new technology (e.g. archiving/de-duplication) and stay abreast of any new processes, or hardware and software technology that could enhance or improve EDSD Headquarters storage management systems.
14. Maintain an updated inventory list of all storage equipment.
15. Create, manage, repair volumes, monitor SAN usage, archive and purge files, design, maintain directory and file systems, create and manage logical unit numbering (LUN) storage hardware, add servers to the SAN, manage SAN switch configuration, and provide SAN problem resolution and maintenance support.
16. Notify the EPA Representative immediately when SAN and server hard drives start to go bad and when a drive warning light is lit on SAN and standalone servers.
17. Provide LUN and RAID group creation and management.
18. Ensure that SAN and clustering failover operations are maintained and execute without failure.
19. Provide operation, problem resolution, and maintenance support for the EPA SAN and provide RCA reports when required.
20. Ensure that the servers and SAN are secure and protected by following standard operating procedures and notifying the EPA sub-task COR of any security issues.

3.3.2.1.3 DATA BACKUP and RESTORATION

The Contractor shall:

1. Utilize EDSD approved (Symantec Backup Exec) backup software.
2. Create, update and comply with backup software SCD and deployment documentation.
3. Ensure that the appropriate drivers and agents are loaded on all Hosting - Shared Services resources to ensure that they are backed up.
4. Comply with security, contingency and disaster recovery plans.
5. Provide physical and remote console access for EDSD Hosting Shared services staff.
6. Comply with the 30 day backup and retention policy and comply with the backup and restoration SOP which includes the tape rotation procedures. (see example under attachment 6)
7. Perform file restorations.
8. Coordinate shipment of the data backup tapes to the alternate off-site storage locations.
9. Perform all server and file system level restores requested through the EPA Call Center.
10. Continually investigate research, improve, identify new technology and stay abreast of any new processes, or hardware and software that could enhance or improve EDSD Headquarters backup and restoration support.

3.3.2.1.4 Monitoring

The contractor shall:

- Use monitoring tools that are able to interface with EPA owned monitoring tools. The tools must provide at a minimum the ability to monitor availability, capacity, access, and forensics of the Hosting equipment and adherence to EPA security policy.
- Develop and analyze reports based on monitoring data and escalate and address issues as appropriate.

3.3.2.2 SERVER SECURITY

The contractor shall:

- Be in compliance with Bindview, Patchlink, BigFix, and SAV Security Profile requirements
- Be in compliance with the EDSD Security Plan
- Provide physical security for all EDSD peripherals and hardware
- Be responsible for Account and Password security
- Be responsible for File System security
- Be responsible for Information security
- Be responsible for Computer security
- Be responsible for mitigation of risk
- Be responsible for compliance with Security and Contingency Plan updates
- Perform risk assessment on all EDSD servers and SAN to identify any issues that would jeopardize this equipment or Headquarters and COOP operations
- Coordinate and assist Network Infrastructure Services (NIS) Security Team, in Research Triangle Park, with the resolution of any known security issues
- Ensure compliance with applicable security policies, standards, and procedures, including but not necessarily limited to federal (e.g., OMB, FISMA, and EPA) and contract-specific requirements
- Review, analyze, and implement necessary fixes to alerts issued by EPA's Computer Incident Security Response Capability (CSIRC) and/or other security advisories
- Develop and maintain the System Security Plan in accordance with EPA security policy
- Respond to assigned Automated System Security Evaluation and Remediation Tracking (ASSERT) tasks as directed by the EPA sub-task COR.

3.3.2.3 ADDITIONAL COOP SUPPORT AND RESPONSIBILITIES

The contractor shall:

- Provide support for "mock" exercises and actual emergencies. Contractor support is needed for the mock COOP exercises prior to, during, and after all exercises. The contractor shall participate in the COOP mock exercises by providing support in the event of issues involving a server or SAN.
- Report to the Fort Meade COOP site within 4 hours of the notification of an actual emergency.
- Submit the Post-Exercise report to the EPA sub-task COR within 72 hours after an exercise ends.
- Hold meetings on any special projects, deployments, and upgrades of hardware and software. This also includes any new or improved processes.
- Keep the government informed of any COOP activities or issues.
- Report to the COOP during the COOP exercise and activation and provide onsite support through out the duration of the exercise.

3.3.2.4 SPECIAL PROJECTS

Services provided under this section shall be charged to the Working Capital Fund (WCF) cost center, TC.

Below listed are the special projects currently applicable to the task order. Additional projects may be established during the performance of this Task Order for which a process must be followed for providing estimates which will be required to complete this work.

The Task Assignment process will be as follows:

1. EDSD will issue written Technical Direction including a Requirements Statement. Usually the requirements statement originates with an EDSD end customer.
2. Each Technical Direction issued under this process will have a unique Task Assignment number for tracking.
3. If needed, the contractor and the TOCOR will meet with the customer to clarify the requirements.
4. The contractor will respond with a project plan detailing how it will fulfill the requirements.
5. The contractor will prepare a detailed cost projection for fulfilling the project plan.
6. EDSD will review the project plan and cost projection with the end customer.
7. If EDSD and the end customer agree to proceed, EDSD will give written Technical Direction approving the Task Assignment.
8. The contractor will track all work approved under this process by Task Assignment, WCF Service Code, and Project Code.
9. The contractor will submit WCF billing for those WCF Service Codes which are CPFF Services.

3.3.2.4.1 Office of the Chief Financial Officer (OCFO) Notes Backup (TC)

1. The contractor shall perform differential and full tape backups and file restores for the Lotus Notes DCOFCONOTES01 in accordance with EPA policy.
2. The backup tapes will be maintained for 30 days. After 30 days, the tapes are reused.
3. Growth in space utilization or in the number of servers may require additional tapes and/or agent licenses.
4. The daily backups will be performed on standard work days excluding weekends and holidays.
5. Tapes will be reused each month.
6. The contractor shall participate in meetings as required with the EPA sub-task COR to coordinate project activities and report progress.
7. The following table reflects the current servers and the amount of data being backed up based on the current server configuration:

Server Name	Server Type	Differential Backup	Full Backup
DCOCFONOTES01	Lotus Notes Mail Server	28 Gigs	32 Gigs

Based on the current server data backups the tape requirements are as follows:

Backup Type	Weekly	Monthly
Differential	1	5

3.3.2.4.2 Office of Air and Radiation (OAR) Server Backups (TC)

1. The contractor shall perform tape backups for the OAR backbone in the EPA EAST/West buildings. In accordance with EPA policy, the backup tapes will be maintained for 30 days. After 30 days, the tapes are reused.
2. The contractor shall perform data restores as required during the period of performance.
3. The daily backups will be performed on standard work days excluding weekends and holidays.
4. Tapes will be reused each month.
5. The contractor shall participate in meetings as required by the EPA sub-task COR to coordinate project activities and report progress.
6. The following table reflects the current servers and the amount of data being backed up based on the current server configuration:

Server Name	Server Type	Differential Backup	Full Backup
W2758DDCAY001	Database	18 Gigs	30 Gigs
W2756PDCAY001	Database	40 Gigs	100 Gigs
W2758DDCAY002	Database	1 Gig	150 Gigs
W2727DDCPK001	Database	25 Gigs	270 Gigs
W2727DDPGU001	Domino	350 Gigs	380 Gigs

Backup Type	Tape Quantity for Daily Backups	Tape Quantity for Monthly Backups
Differential	1	20
Full	2	10

3.3.2.4.3 OCFO Budget Automation System (BAS) Backup (TC)

1. The contractor shall perform (full and differential) tape backups and file restorations for the OCFO BAS server (W1742BDCTH001) on volumes BUDSHARE01 and BUDAPPS01 in accordance with EPA policy.
2. The backup tapes will be maintained for 30 days. After 30 days, the tapes are reused.
3. Provide restore services, as needed.
4. Provide technical assistance to the Office of Budget (OB) IT staff for the migration of data for the OCFO BAS server from Novell to Windows.
5. The contractor shall provide post-migration support for the OCFO BAS Active Directory migration.
6. The daily backups will be performed on standard work days excluding weekends and holidays.
7. Tapes will be reused each month.
8. The following table reflects the current servers and the amount of data being backed up based on the current server configuration:

Server Name	Server Type	Differential Backup	Full Backup
W1742BDCTH001	Windows Server	2.5 GB	65.5 GB

Based on the current server data backups the tape requirements are as follows:

Backup Type	Weekly	Monthly
Full/Differential	1	5

3.3.2.4.4 OCFO PM Tools Server (TC)

1. The contractor shall provide Windows 2003 server hardware and software maintenance support.
2. The contractor shall perform full and incremental backups Monday through Thursday and full backups on Friday (excluding government holidays).
3. The contractor shall provide system administration support.
4. Contractor shall apply vendor updates and patches.
5. Contractor shall apply latest virus protection files as required.
6. Contractor shall apply SQL updates.
7. Contractor shall test and validate SQL updates approved by the customer.
8. Contractor shall retain all tapes for 30 days after backup. At the end of the 30 day period, the tapes will be reused.
9. Contractor shall provide data restoration as necessary upon receipt of a Remedy ticket from the EPA Call Center.
10. The contractor shall create, modify, and delete user accounts and other duties required to provide system availability.
11. The contractor shall monitor server availability using Hosting monitoring software daily.
12. The contractor shall be available for onsite support from 8:00 am to 5:00 pm, Monday through Friday, excluding government holidays.

3.3.2.4.5 Landmark Backup Tape Storage (TC)

The original task was for the restoration of email and user files from OEI and Office of Solid Waste and Emergency Response (OSWER) data backup tapes.

The purpose of this SOW is to maintain approximately 2100 GB of data from backup tape media restored under a previous contract. Data should remain available to meet information requests by Office of General Counsel (OGC) upon receipt of data requirements. Data is currently stored at eMag Solutions, LLC-Atlanta (HQ), 3495 Piedmont Road, Eleven Piedmont Center, Suite 820, Atlanta, GA 30305.

3.3.3 Service Level Agreements

Desired Outputs	Required Services	Performance Indicator	Monitoring Method	Incentives Positive & Negative
Resources are available to users during core business hours. <i>Value = 10% of cost of labor for Subtask 3.3 Shared Services Hosting,</i>	Shared services resources must be available to users during core business hours, 6:00 a.m. – 8:00 p.m.	Hosting Services are fully functional 99.9% of the time during core business hours.	100% Inspection quarterly	When performance exceeds the standard, the contractor will earn .5% of the Value specified. When performance is below the standard, 1% of the Value specified will be assessed against the contractor.

<i>quarterly, not to exceed \$_____ (to be determined at award)</i>				<i>See Note Below</i>
Resources are available to users during non-core business hours. <i>Value = 10% of cost of labor for Subtask 3.3 Shared Services Hosting, not to exceed \$_____ (to be determined at award), quarterly.</i>	Shared services resources must be available to users during non-core business hours, 8:00 p.m. -6:00 a.m.	Hosting Services are fully functional 95% of the time during non-core business hours.	100% Inspection quarterly	When performance exceeds the standard, the contractor will earn .1% of the Value specified. When performance is below the standard, 1% of the Value specified will be assessed against the contractor. <i>See Note Below</i>
Consistent and timely resolution of Hosting – Shared Service servers or SAN outages <i>Value = 10% of cost of labor for Subtask 3.3 Shared Services Hosting, not to exceed \$_____ (to be determined at award), quarterly.</i>	A report is provided to EPA whenever an outage occurs and the outage is resolved in a timely manner	After notification, the contractor shall resolve any issues or problems with the servers or SAN within 2 hours	100% Inspection quarterly	When performance exceeds the standard, the contractor will earn .5% of the Value specified. When performance is below the standard, 2% of the Value specified will be assessed against the contractor. <i>See Note Below</i>
All Servers and volumes are successfully backed up <i>Value = 10% of cost of labor for Subtask 3.3 Shared Services Hosting, not to exceed \$_____ (to be determined</i>	The contractor shall ensure that all servers and volumes are backed up in accordance with the SOP	All servers and volumes are successfully backed up in accordance with the SOP 98% of the time	100% Inspection quarterly	When performance exceeds the standard, the contractor will earn .1% of the Value specified. When performance is below the standard, 1% of the Value specified will be assessed against the contractor. <i>See Note Below</i>

<i>at award), quarterly.</i>				
File restoration is performed in accordance with SOPs and other requests <i>Value = 10% of cost of labor for Subtask 3.3 Shared Services Hosting, not to exceed \$_____ (to be determined at award), quarterly.</i>	The Contractor shall perform file restoration as specified in SOPs and as requested	File restoration is complete within 2 hours of request, 95% of the time	100% Inspection quarterly	When performance exceeds the standard, the contractor will earn .1% of the Value specified. When performance is below the standard, 1% of the Value specified will be assessed against the contractor. <i>See Note Below</i>

NOTE: Each quarter's incentive, positive or negative will be accumulated in a pool. At the end of the contract year, this pool will be assessed and if the amount in the pool is positive, the contractor will be paid the accumulated pool amount. If the amount is negative, the negative amount in the pool will be withheld in a subsequent voucher.

DESIRED OUTPUTS	REQUIRED SERVICES	PERFORMANCE INDICATOR
After hour outages/issues are addressed by an on-call person	The contractor shall provide an on-call person ready to respond to after hour outages/issues in a timely manner.	An on-call person must be provided for any after hour outages/issues within 1 hours of the outage or notification of a problem/issue
All equipment is accounted for	The Contractor must fill out an equipment form for each piece of equipment when adding or moving equipment in or out of an EPA computer room or LAN closet	Equipment forms are filled out for each piece of equipment when adding or moving equipment in or out of an EPA computer room or LAN closet 100% of the time

3.3.4 Schedule of Deliverables

Server, Data Storage, and Data Backup and Recovery Management Support

1. Server/Cluster Status Report/DFS status report- Daily.
2. Activity Report (Remedy Ticket/Problem Resolution) – Weekly.
3. Maintenance Schedule and Status Report - Monthly.
4. Inventory Report - Quarterly.
5. RCA (Root/Cause/Analysis) Reports for all outages, planned and unplanned- No later than 2 business days after the outage.
6. After Action Reports (reports on any action taken on any Hosting equipment, this includes but is not limited to maintenance, planned outages, additions, deletions and moves) are due to the EPA representatives 4 hours after action is completed. The report must contain at a minimal of the following who/what/when/where/how and affect on services.
7. SCD/LOPs/SOP documentation - Quarterly.
8. Computer Room rack diagram - Quarterly.
9. New Technology Research and Development - Quarterly.
10. List of contractors supporting Hosting – Shared Services – Quarterly.
11. Security Plan - Yearly or when revised.
12. Contingency Plan - Yearly, when revised, or results after test.
13. Server Backup Status Report- Daily.
14. Storage Availability Report: The contractor shall provide a weekly Storage Availability Report. This Report will include items such as the total amount of storage, amount of storage used, and percentage of remaining space available for all systems hosted on the Hosting-Shared Services servers. This Report shall be submitted via email each Friday by 9am.
15. Low Disk Space Report: The contractor shall provide a daily report of all systems hosted by Hosting-Shared Services that have less than 20% space available for storage.
16. New Technology Deployment: Ensure a process-controlled, project-managed, and timely assimilation of new technologies into the Headquarters-supported infrastructure - when requested by EPA representative.
17. Backup Check: Check the integrity of backup data by restoring data from a random date in the previous month and emailing the list of restored files to the EPA representative – 15th of every month.
18. 24 hour daily availability report on resources managed under this task (see example under attachment 4 and 5)
19. Project Status Meeting: The contractor shall participate in a weekly Project Status meeting with the Headquarters LAN managers. During the meeting, the contractor shall provide updates on current projects, time lines for the completion of projects, input on upcoming projects, and will identify any problems associated with the completion of projects. This meeting will be held every week.
20. Escalation Flow Chart: The contractor shall implement escalation procedures and provide an Escalation Flow Chart to outline the approach used to resolve identified problems - when requested by EPA representative.

21. LAN Performance Baselines: The contractor shall ensure accurate LAN performance baselines are established and recorded, to quickly identify and respond to any process variations or anomalies. The contractor shall modify these performance measures as new hardware and software reporting tools are purchased by the EPA.

3.4 National Hosting

The National Computer Center provides computing resources for the processing and storage of EPA data. Applications hosted at NCC support a nationally distributed user community that includes EPA personnel and contractor staff, states, tribes, industry, other governmental organizations, and the public. Access to NCC systems is provided through EPA's private network and the Internet.

The scope of the National sub-task is the operation of the National Computer Center's (NCC) server and storage infrastructures which support the Web and Application Hosting environment, including the EPA Internet, intranet, and application hosting environments. It includes all aspects of technical support services required to operate, maintain, and manage the hosting environment.

3.4.1 Overview

The National Hosting sub-task supports the midrange hosting environment in the National Computer Center (NCC). This includes ongoing operational support for the UNIX, Linux and Windows servers and operating systems, storage and backup systems, the various utilities associated with server security and management, and the NCC computer room support. The NCC hosting infrastructure supports the Application Management task order and associated application platforms which include, but are not limited to: ColdFusion, Domino, Oracle Internet Application Server, Oracle Database, JRUN, Weblogic, Tomcat, JBOSS, ArcGIS, EMC Documentum, MySQL, SQLserver, WebForms, ASP, ASP.NET, and Web 2.0. The Agency and the NCC require the successful operations and management of the hosting infrastructure for these applications to allow the Agency to meet its mission.

The provision of network and electrical connectivity is not a function of this sub-task however requests for services must be developed and submitted to the appropriate groups. Similarly, firewall rules are managed by the NCC security team but requests for firewall changes originate within this sub-task. (TSR and FRR request forms attached)

3.4.2 Objective

The primary objective of the National Hosting sub-task is to provide operational and technical support for the EPA's internal and Internet application hosting platforms. This includes all aspects of technical support services required to design, implement, operate, maintain, load balance (as implemented), and manage the server and storage infrastructure supporting Internet, Extranet and Intranet application hosting environments for EPA information systems hosted in EPA's National Computer Center and alternate locations as specified. Support for alternate locations includes, but is not limited to, NCC infrastructure located in Potomac Yard and other Headquarters computer rooms, Regions 5, 8, and other

regional offices, and IBM's Boulder Colorado Recovery Site. Activities include, but are not limited to, communications, assessments, deployments, upgrades, planning, testing, documentation, coordination, operation, monitoring, and maintenance of all Internet, intranet and DMZ systems.

The primary customers of the NCC are EPA application owners and their supporting technical consultants and developers, which may be Agency or contract staff. NCC must be able to accurately track and report the workload consumed by each customer in support of Working Capital Fund (WCF) cost recovery processes and schedule. Significant coordination and communication of plans and activities with NCC customers and other task orders is required.

Work performed under the National Hosting sub-task shall be effectively coordinated and synchronized with work being performed under other task orders to ensure that customer requirements are delivered correctly and on schedule. Specifically, the Custom Applications Management task order is a critical consumer of the National Hosting sub-task's services as they deploy and maintain agency applications. The National Hosting sub-task shall work closely with the Custom Applications Management task order's project management activity to design solutions, plan and schedule work, and implement those solutions.

All systems operated under the task order shall be operated in compliance with EPA policies, NCC Directives, and Standard Configuration Documents, security configuration guidelines, and vendor recommended patch levels. An inventory of all systems operated under the task order shall be maintained and include an accurate accounting of each systems compliance status with regard to operating, configuration, and security requirements. An inventory of all systems and software shall be maintained which identifies the warranty or maintenance status, ensuring consistent maintenance and license coverage.

An equally important objective is maximizing the efficiencies of data center operations, primarily through standardization, consolidation, virtualization, and automation:

The NCC has attempted to standardize on a limited number of server technologies, including IBM P-Series, IBM BladeCenter, and Dell PowerEdge servers running AIX, VMWare, Red Hat Linux, and Windows Server operating systems. Accurate accounting of costs associated with the operation of standard technologies is necessary to ensure the development of adequate customer chargeback rates. All costs associated with the operation of non-standard environments shall be clearly identified, ensuring that those environments are in no way subsidized by the standard environments.

EPA has identified multiple opportunities for consolidation including the CRSSM plan and consolidation of OTOP server support activities previously described. The responsibilities of the National Hosting sub-task are anticipated to grow significantly due to infrastructure consolidation however the operational effort will be minimized through the use of automation.

The NCC intends to aggressively expand the use of server virtualization technologies in both UNIX and X86 environments, developing cost models which emphasize the benefits of utilizing standard technologies while documenting and fully recovering costs associated with non-standard configuration required by customers. The NCC must clarify the cost benefits of virtualization for NCC customers.

The NCC must leverage automation tools which reduce operational costs for both physical and virtual servers and storage. The tools shall be proposed and functionality documented, along with a practical return on investment.

Finally, NCC must offer services with greater flexibility to customers, providing customers with temporary hosting environments and “do it yourself” alternatives. NCC customers expect their provider to be able to quickly establish and retire servers according to their requirements. Many customers also desire the ability to perform application platform administration functions themselves, according to their schedules and NCC must offer a solution which supports that requirement while maintaining the security and integrity of the environment.

3.4.3 Requirements for National Hosting

This section states the performance-based objectives relating to this specific task. The Contractor shall achieve the following objectives in support of the mission and functions as outlined above.

3.4.3.1 Administer and Operate Server and Storage Systems

The contractor shall administer the server and storage systems located in the NCC and remote locations as designated. This administration includes the following activities which the contractor shall perform in accordance with EPA, OEI, OTOP, NCC, and WCF policies, procedures, and standards:

3.4.3.1.1 OPERATIONS

1. Install, connect, configure, upgrade, and patch server and storage hardware and operating systems in accordance with EPA standards and vendor recommendations.
2. Operate and manage the server and storage systems in accordance with EPA policies and procedures.
3. Support continuous operation of all environments with the exception of the weekly planned maintenance period, currently scheduled between 8 PM Sunday evening and 7 AM Monday morning, local time.
4. Improve the efficiency of, and minimize the resources required for ongoing operations of the NCC computing environments, including the provision of system management tools and utilities.
5. Utilize system tools to manage system resources such as CPU utilization, system memory, disk storage, and tape storage to achieve efficient utilization and high performance of the system in a shared processing environment.
6. Coordinate UNIX, Linux, Windows, and storage systems administration activities for NCC managed systems to ensure that systems are maintained and operated in a manner consistent with EPA policy, guidance, standard configuration requirements, and secure operational procedures.
7. Utilize EPA change management procedures for all changes and emergency changes.
8. Provide support necessary to manage disk space, tape storage, and libraries to maximize utilization and minimize cost. Allocate space to users as requested and approved by the designated EPA representative.

9. Manage user access by adding, expiring, removing and assigning access privileges for user accounts as requested and approved by the designated EPA representative and in compliance with NCC, EPA and federal policy.
10. Provide system access to customers, as requested by EPA, for the purpose of managing or deploying application software in a manner which provides adequate access without sacrificing the integrity of the system configuration.
11. Provide 24/7 pager or cellular phone support for production systems in NCC.
12. Improve the knowledge and skills of the system administrators through ongoing training.

3.4.3.1.2 *MONITORING, WORKLOAD CAPTURE, AND REPORTING*

1. Provide monthly status reports containing information on average response times, processor utilization, memory usage, and summaries of problems.
2. Monitor utilization, performance, and system response times, reporting status and trends, identifying current and future capacity issues and reporting issues to EPA.
3. Monitor storage usage and data traffic, identifying capacity issues affecting the SAN and other storage systems.
4. Recommend capacity changes, including specific hardware and software upgrades, necessary to meet projected requirements to maintain adequate levels of performance. Acquire hardware and software to enhance capacity as directed by EPA.
5. Monitor all systems for outages or changes in operational status. Continuously available systems: Provide on-site (as necessary) response within two hours of the initial alert impacting systems. Workday available systems: Provide on-site (as necessary) response within two hours of the initial alert impacting systems or within two hours of the start of the next business day.
6. Utilize EPA standard monitoring tools including Nagios and/or ScienceLogic EM7 as required.
7. Resolve problems and errors impacting systems, reporting problems to EPA in accordance with established escalation procedures.
8. Capture and report complete workload information for the WCF services supported by the systems required for WCF reporting and billing. This is currently limited to disk utilization. However it is anticipated that future requirements may include CPU utilization, memory usage, data volume transfer, or other measurements associated with the management of virtualized computing resources. Support the resolution of NCC customers' WCF workload disputes.
9. Provide system metering (accounting) to ensure that metered system and process data are correctly captured, stored, and available for customer use. Manage the monthly workload processing to ensure that the monthly workload is submitted to Working Capital Fund billing office without errors.
10. Develop transparent cost models which identify labor costs associated with each operational environment including physical servers running UNIX, Linux, and Windows, virtual servers, multi-tiered storage, and backup.

3.4.3.1.3 *COMMUNICATIONS AND COORDINATION*

1. Respond to customer requests for information, support, and problem resolution.
2. Coordinate and oversee problem escalation with other task orders and with hardware and software maintenance vendors (e.g. 3PAR, Dell, IBM, Microsoft, and Sun)
3. Report unplanned outages to the customer community.

4. Escort vendors and other technicians performing maintenance in secured facilities.
5. Participate in weekly scheduled NCC meetings, including the Change Management, Application Deployment Checklist (ADC) review, NCC project status, and hosting operations status meetings.
6. Communicate with EPA and customers as directed regarding the status of the systems, resolution of problems in the systems, and status of operational activities in the systems.
7. Schedule preventative and remedial hardware maintenance in accordance with vendor recommendations, including vendor and security patches.
8. Broadcast scheduled outages in support of approved change requests, and other scheduled outages which are to occur during the periods of reserved system maintenance time via System Login Message (on supported platforms), Hosting Systems Availability Web Page, Public Access Systems Availability Web Page (outages impacting Public Access systems), and Intranet Systems Availability Web Page (outages impacting EPA Intranet systems).
9. Coordinate activities with other task orders, and, to the extent directed by the EPA, with other contracts. This includes, but is not limited to, areas such as application management, database support, WCF workload capture, reporting, and billing, security and telecommunications.
10. Develop processes and procedures, in conjunction with the Application Management task order, supporting the timely and effective installation, configuration, and patching of all application layer software. The solution shall ensure the integrity of hosting systems without unnecessarily delaying application deployment activities.
11. Attend EPA conferences and meetings, providing technical details and explanations of NCC architecture and performing technical analysis, guidance, and solutions.

3.4.3.1.4 *DOCUMENTATION*

1. Maintain configuration control of all systems, including configuration records, software license compliance, and system end-of-life schedules reporting changes proposed, planned or, implemented.
2. Maintain web based hardware and software standard configurations and system management documentation for each system.
3. Develop and maintain operational procedures, operators' guides, disaster recovery procedures, contingency plans, system runbooks, operating procedures, and security guidelines where applicable.
4. Maintain an (accessible internally and via approved remote access tools) inventory of all systems hardware and software operated under this sub-task.
5. Maintain a (accessible internally and via approved remote access tools) web site which provides access to all documentation and reports supporting system administration and customer use of system resources, reports of system hardware and software performance, availability, utilization, and system responsiveness.
6. Document and implement a patch management strategy including the tracking and distribution of firmware upgrades and operating system patches.

3.4.3.1.5 *OPERATIONAL SECURITY*

1. Configure, implement, and maintain security of the environments in accordance with EPA security policy including configuration, patches, and access control.
2. Maintain systems in compliance with Agency-approved scanning tools including BindView, Patchlink, BigFix, Tripwire, and the Foundstone Vulnerability Management Tool.

3. Coordinate and track responses to alerts issued by EPA's Computer Incident Security Response Capability (CSIRC).
4. Perform continuous security monitoring of the environment and annual assessments.
5. Assess risks to the availability, confidentiality, and integrity of systems.
6. Develop and maintain the system security plan in accordance with EPA security policy.
7. Perform security scanning of systems.
8. Facilitate Technical Vulnerability Assessment (TVA) scans by outside parties, such as OTOP/ Technology & Information Security Staff (TISS), staff, or other contractors.
9. Respond to scans and TVAs by writing point by point responses to scan findings and by remediating any vulnerabilities found.
10. Maintain security database documenting breaches, issues, alerts, and status, including open issues, applicable alerts for each system, response to date, and tasks needed to complete response.
11. Review, analyze, and implement necessary fixes to minimize security vulnerabilities in response to CERT and/or other security advisories.
12. Capture, rotate, and review system activity logs daily (weekend logs reviewed the following Monday) to identify and investigate unusual and/or unauthorized use.
13. Report all security incidents to CSIRC in accordance with security procedures.
14. Implement data encryption systems and procedures for sensitive data.
15. Ensure compliance with applicable security policies, standards, and procedures, including but not necessarily limited to federal (e.g., OMB, FISMA, EPA), and contract-specific requirements (e.g., the ITS-EPA User Agreement).
16. Ensure compliance with controls and safeguards that are cost effective for supported systems.
17. Ensure assurance of controls and safeguards for supported systems.
18. Support Computer Security Incident Response Center (CSIRC) as required for alert notification and incident response and reporting processes relating to supported systems.
19. Ensure contingency planning for supported systems.
20. Support CSIRC as required in incident analysis, containment, countermeasures, and reporting for supported systems.
21. Implement applications and platform security plans relating to supported systems.
22. Monitor Standard Configuration and Audit logs for centrally managed resources and systems.
23. Provide contingency support for supported systems.
24. Establish and implement a central POC for CSIRC alerts and incident remediation efforts.
25. Share reliable incident reporting data with EPA's CSIRC Team.

3.4.3.1.6 *BACKUP AND FAILOVER*

1. Maintain continuity of operations and failover capability consistent with the specific requirements of the NCC systems.
2. Utilize the Veritas system (Symantec NetBackup, Symantec Backup Exec), or an EPA-approved replacement, for backup and restore functions in such a fashion as to guarantee optimal protection of data assets.
3. Perform incremental backups Monday through Thursday and full weekly backups over the weekend, scheduled to minimize impact on normal operations.

4. Document and maintain an on-line backup schedule.
5. Manage the backup and restore systems, ensuring that data can be retrieved consistent with EPA retention policies.
6. Periodically test file restoration capabilities and report outcomes.
7. Implement and manage failover systems located at an alternate EPA data center for a subset of NCC applications. This activity is currently hosted at IBM's BCRS.
8. Execute contingency plan tests and exercises.

3.4.3.1.7 TECHNOLOGY PLANNING

1. Plan and implement a transition from the existing StorNext storage sharing environment to a more robust solution which meets current requirements.
2. Plan and implement a transition from the existing StorageTek 9310 tape silo system to the SL8500 system located in the Reproductive Toxicology Facility (RTF) building.
3. Plan and complete the transition of server workload from physical to virtual machines, resulting in the most efficient mixture of physical and virtual servers.
4. Plan and implement server-based desktop virtualization solutions as required.
5. Identify and present new server and storage technology information to EPA.
6. Evaluate new technologies and recommend implementation strategies and solutions.
7. Develop specifications and procure hardware and software as requested.
8. Recommend, test, plan, and schedule the implementation of new technologies.
9. Support and initiate administration and operation of "new" systems not historically managed by the NCC hosting organization including servers associated with the Email, LAN/network, security, and test lab functions.
10. Provide orderable hardware and software configurations for new systems or components as required to support NCC or customer requirements.
11. Configure and test system software on designated test systems prior to customer testing on staging systems.

Prior to installation of any new system, the contractor shall complete a NCC Facilities Service Request (FSR) in addition to the formal Change Request. The contractor shall prepare a project plan subject to TPOC approval indicating all steps and time schedules to be followed to install and implement any additional server. Requirements for production-level status include implementation of appropriate accounting/charge back software, Telecommunications Service Request (TSR), TSSMS hardware code addition, application(s)/utility installation, addition to all pertinent recurring reports, addition to the system inventory database, addition to appropriate monitoring/management utilities, and request and receive authority to operate from the designated EPA representative.

3.4.4 Schedule of Deliverables

TO Section	Deliverable	Schedule	Distribution
3.4.3	System Availability Report	Daily	Sub-task Manager, COTOR

3.4.3	Server and Storage Capacity Report	Monthly	Sub-task Manager, COTOR
3.4.3	Change Management Report	Weekly	Sub-task Manager, COTOR
3.4.3	Incident Management Report	Weekly	Sub-task Manager, COTOR
3	WCF Report	Monthly	Sub-task Manager, COTOR, Customers
3.4.3	Root Cause Analysis	5 business days after unscheduled outage	Sub-task Manager, COTOR
3.9	Security Status Report	Monthly	Sub-task Manager, COTOR
3.4.3	18-month Upgrade Schedule	Quarterly	Sub-task Manager, COTOR

3.4.5 SERVICE LEVEL AGREEMENTS

Desired Outputs	Required Services	Performance Indicator	Monitoring Method	Incentives Positive & Negative
Provide operational and technical support for the EPA's internal and Internet application hosting platforms <i>Value = 25% of cost of labor for Subtask 3.4 National Hosting not to exceed \$_____ (to be determined at award), quarterly.</i>	Monitor all systems for outages or changes in operational status	For Continuously available systems, on-site response is provided within two hours of the initial alert impacting systems	100% Inspection quarterly	When performance exceeds the standard, the contractor will earn .5% of the Value specified. When performance is below the standard, 1% of the Value specified will be assessed against the contractor. <i>See Note Below</i>
Provide operational and technical support for the EPA's internal and Internet application	Monitor all systems for outages or changes in operational status	For Workday available systems, provide on-site response within two hours of the initial alert impacting system	100% Inspection, quarterly	When performance exceeds the standard, the contractor will earn .5% of the Value specified. When performance is below the standard, 1% of the Value specified

hosting platforms <i>Value = 25% of cost of labor for Subtask 3.4 National Hosting not to exceed \$_____ (to be determined at award), quarterly.</i>		or within two hours of the start of the next business day		will be assessed against the contractor. <i>See Note Below</i>
---	--	---	--	---

NOTE: Each quarter's incentive, positive or negative will be accumulated in a pool. At the end of the contract year, this pool will be assessed and if the amount in the pool is positive, the contractor will be paid the accumulated pool amount. If the amount is negative, the negative amount in the pool will be withheld in a subsequent voucher

3.5 NCC Facilities Management

3.5.1 Background

The Data Center at the Environmental Protection Agency's (EPA) National Computer Center (NCC) and the Reproductive Toxicology Facility (RTF) raised floor require efficient facility support. The NCC is a recently built (2001), state-of-the-art computer center for the EPA. Its mission is to support the EPA in the area of scientific and administrative applications. The secure NCC serves EPA customers and other qualified agencies nationwide through a vast telecommunications network which allows the distribution of computer services to remote locations. The NCC operates 24x7/365 days a year and hosts a range of information resources in such areas as UNIX and Windows services, high performance scientific computing services, and IBM enterprise server.

The offsite electronic tape vault located at the RTF contains several tape silos, a tape library, and other computing hardware. Although not as complex as the NCC, it also requires 24x7/365 days a year facility support.

3.5.2 Statement of Requirements

The contractor shall manage the overall computer facility operations and provide the necessary personnel to continually monitor environmental controls, heating, ventilation, and air conditioning (HVAC) systems on a 24x7x365 schedule. The contractor shall facilitate visitor access to the computing facilities and maintain visitor and access logs for the data center and RTF facilities according to EPA policy and procedures. The contractor shall coordinate the activities of vendors who provide preventive

and remedial maintenance for automated data processing equipment within the EPA facilities.

The contractor shall participate in infrastructure management and provide expert advice concerning infrastructure activities and improvements. This includes supporting the effective and efficient use of facility space as well as maintaining accurate facility space drawings of equipment. The contractor shall follow established failure resolution procedures when unplanned outages occur within the EPA computing facilities or environmental warnings for these facilities. The contractor shall perform periodic inspections and tests of fire suppression and alarm systems in accordance with EPA policy and procedures.

The contractor shall provide the planning and coordination of new equipment deployment into the supported EPA facilities as well as the retirement of systems. The contractor shall perform asset management of equipment supporting the activities within the NCC and RTF as well as the supporting equipment at peripheral sites. The contractor shall track property and maintain lists of EPA hardware and software as well as any third party assets within their control.

The contractor shall provide maintenance and administration for the online Data Center Access Certification (DCAC). The DCAC is an online program that has been developed to inform authorized personnel about Security, Safety, Emergency systems and procedures established at the NCC.

Even though the following functions are specific to the Enterprise Server, they shall be performed under the Hosting Task Order. These functions will include:

- a) facilitate the delivery of printout to customers, tape billing and handling, and media maintenance.
- b) operate printers and distribute their output;
- c) provide operational support for the Enterprise Server as well as peripheral devices, 24x7x365 days of the year;
- d) provide Input/Output support and tape maintenance for the Enterprise Server;

3.5.3 Communication Management Process

The facilities group has a small and easily manageable community. The NCC facilities manager is the sub-task COR of these activities. Communication is a very important aspect of this function. Communications in the project are managed, but not limited to, face-to-face meetings, teleconferences, phone, status meetings, reports, and email. The contractor will be expected to respond to customer questions and/or problems in a timely manner. The facility program uses the EPA Call Center and Remedy Suite Management System (RSMS) to record problems, which ensures that customer concerns are recorded and addressed. Remedy is also utilized for Change Management.

The contractor shall provide logistical support in arranging the weekly facility meetings which consists of EPA management and contractor support personnel. These meetings may become more or less frequent at the discretion of the EPA TPOC. In these meetings, the contractor shall provide the

necessary coordination to ensure a successful program. The contractor shall be responsible for recording the meeting minutes and sending them to the EPA TPOC via email within one week.

3.5.4 SERVICE LEVEL AGREEMENTS

Desired Outputs	Required Services	Performance Indicator	Monitoring Method	Incentives Positive & Negative
Support for the effective and efficient use of facility space <i>Value = 25% of cost of labor for Subtask 3.5 NCC Facilities Management not to exceed \$_____ (to be determined at award), quarterly.</i>	The contractor shall maintain accurate facility space drawings of equipment	Accurate drawings for equipment must be provided within 120 hours of EPA request	100% Inspection quarterly	When performance exceeds the standard, the contractor will earn .5% of the Value specified. When performance is below the standard, 1% of the Value specified will be assessed against the contractor. <i>See Note Below</i>
Support for the effective and efficient use of facility space <i>Value = 25% of cost of labor for Subtask 3.5 NCC Facilities Management not to exceed \$_____ (to be determined at award), quarterly.</i>	The contractor shall maintain accurate lists of hardware and software	Accurate lists of hardware and software must be provided within 120 hours of EPA request	100% Inspection, quarterly	When performance exceeds the standard, the contractor will earn .5% of the Value specified. When performance is below the standard, 1% of the Value specified will be assessed against the contractor. <i>See Note Below</i>

NOTE: Each quarter's incentive, positive or negative will be accumulated in a pool. At the end of the contract year, this pool will be assessed and if the amount in the pool is positive, the contractor will be paid the accumulated pool amount. If the amount is negative, the negative amount in the pool will be withheld in a subsequent voucher

DESIRED OUTPUTS	REQUIRED SERVICES	PERFORMANCE INDICATOR
Ensure visitor access to the computing facilities is controlled	The contractor shall facilitate visitor access to the computing facilities and maintain visitor and access logs for the data center and RTF facilities	Conduct monthly reviews of visitor and tape logs with the EPA sub-task COR.
Assets of the NCC are tracked and accounted for at all times	The contractor shall perform asset management of equipment supporting the activities with the NCC and RTF as well as the supporting equipment at peripheral sites	Provide an annual asset inventory report.

3.6 Disaster Recovery

3.6.1 Background

Disaster Recovery (DR) services are available on a subscription basis to customers under the Working Capital Fund (WCF) and provide increased data protection and recovery support for Agency mission critical applications running at the National Computer Center (NCC). The Data Center at the Environmental Protection Agency's (EPA) NCC raised floor requires Disaster Recovery support.

The NCC is a recently built (2001), state-of-the-art computer center for the EPA. Its mission is to support the EPA in the area of scientific and administrative applications. The secure NCC serves EPA customers and other qualified agencies nationwide through a vast telecommunications network which allows the distribution of computer services to remote locations. The NCC operates 24x7/365 days a year and hosts a range of information resources in such areas as UNIX and Windows services, high performance scientific computing services, and IBM enterprise server.

The offsite Disaster Recovery facility is currently at the IBM Business Continuity and Recovery Services (BCRS) center in Boulder, CO. Significant effort is required to accomplish the activities associated with Disaster Recovery to ensure a successful program. A mixture of different expertise and abilities are required for the program's success. Personnel need to be capable of traveling on short notice in times of a disaster.

3.6.2 Statement of Requirements

The contractor shall provide Disaster Recovery project management and preparedness for critical applications that subscribe to the Disaster Recovery service through the Working Capital Fund (WCF). This includes maintaining, updating, and safeguarding the DR manual at least annually as well as when changes are noted or required. The DR manual is the operational process authority while conducting recovery activities while at Boulder, CO.

The contractor shall provide a traveling team to support local DR exercises, offsite DR exercises, and actual recovery efforts due to a declared disaster. These exercises shall consist of conducting Enterprise Server DR exercises quarterly for systems assurance, semi-annual exercises for applications, and once a year for formal offsite readiness verification.

The contractor shall ensure that adequate backup of critical application data is performed. Data are stored on tapes and are replicated to the BCRS center. The contractor shall provide a remote data warehouse facility within close proximity of the NCC and manage the transfer of critical application tapes on a biweekly basis as an additional assurance of data availability.

The contractor shall perform the following in the event of a disaster: an initial damage assessment, communicate status to the sub-task COR and senior management, execute the plan for recovery, manage the designated disaster recovery facility during its use, and restore systems at the EPA facility when available for normal processing.

3.6.3 Communication Management Process

The Disaster Recovery program has a small and easily manageable customer community. The DR manager is the sub-task COR of these activities. Communication is a very important aspect of this function. Communications in the project are managed, but not limited to, face-to-face meetings, teleconferences, phone, status meetings, reports, and email. Responses to customer questions and/or problems must occur in a timely manner. The Disaster Recovery program uses the EPA Call Center and Remedy Suite Management System (RSMS) to record problems, which ensures that customer concerns are recorded and addressed.

The contractor shall provide logistical support in arranging the quarterly and annual Disaster Recovery meetings which consists of DR customers, EPA management, and contractor support personnel. These meetings may become more or less frequent at the discretion of the EPA TPOC. In these meetings, the contractor shall provide the necessary coordination to ensure a successful DR program. The contractor shall be responsible for recording the meeting minutes and sending them to the EPA TPOC via email within one week.

3.6.4 Service Level Agreements

DESIRED OUTPUTS	REQUIRED SERVICES	PERFORMANCE INDICATOR
Provide Disaster Recovery project management and preparedness	The Contractor shall provide an updated copy of the Disaster Recovery manual which will contain the last five “Final Reports” from pervious exercises as an appendix	An updated copy of the Disaster Recovery manual is provided within four months of the annual DR exercise
Provide Disaster Recovery project management and preparedness	The Contractor shall provide the DR Final Report which will become a part of the DR manual for future reference	The DR final report will be provided to the sub-task COR within one month of a DR exercise

3.7 Distributed Systems Support Service (DSS)

3.7.1 Background

The Distributed Systems Support Services provide high-level support to system administrators that use, operate, and/or manage UNIX, LINUX, Microsoft Windows Operating Systems (OS), Sun Microsystems MySQL, and Microsoft SQL. This service supports configuration requirements for all EPA network attached resources such as servers, virtual servers and workstations attached directly or indirectly to EPA’s Wide Area Network (WAN). The Distributed Systems Support Services directly supports EPA’s Federal Information Security Management Act (FISMA) compliance efforts for information security.

3.7.2 Statement of Requirements

The contractor shall maintain, update and develop Standard Configuration Documents (SCDs) for EPA operating system environments. All SCDs for which DSS manages shall be kept current with all service packs, patches, anti-virus updates and hot fixes being tested for compatibility, compliance and necessity with the Agency network and security requirements. The contractor shall investigate proposed or actual vendor version changes, upgrades or introductions for Agency approved & non-approved Operating Systems (OS¹) and test them as they become available.

The Contractor shall evaluate and test new operating and application system server environments optimal performance and security and documenting the standard configuration. The contractor provide level 3 customer technical support to administrators for EPA-approved SCDs only.

3.7.3 Communication Management Process

The Distributed Systems Support has a wide customer community, supporting Task Order CORs, Technical Monitors (TMONs), System Administrators (SAs) and the general customer community within EPA. Communication is very important aspect of this function. Communications in the project are managed, but not limited to, face-to-face meetings, teleconferences, phone, status meetings, reports, email and listserve and website notifications. The Contractor must respond to customer questions and/or problems. Distributed Systems Support Service uses the Remedy Suite Management System (RSMS) to record problems, which ensures that customer concerns are recorded and addressed.

The contractor shall provide logistical support in arranging the Monthly DSS Telecom Meeting which consists of system administrators and the general customer community. In these meetings, the contractor shall provide an update on alerts and advisories, updates and changes to DSS SCDs and other general information as it relates to DSS. The contractor shall formally record/transcribe the meetings and send to the EPA TPOC via email for approval prior to posting on the website. The contractor shall maintain and update the DSS website with relevant information.

This task will begin with biweekly DSS Status meetings with the EPA sub-task COR for the first 6 months after this task order becomes effective. This task order will move to monthly status meetings, thereafter, at the discretion of the EPA sub-task COR. The contractor shall be responsible for recording the meeting and sending to the EPA sub-task COR via email a copy.

3.7.4 Deliverables

Develop and publish a Standard Configuration Document: The contractor shall provide a draft SCD within 3 weeks of EPA issued technical direction to the EPA TPOC. After EPA TPOC approves the draft, the final SCD document shall be submitted within 5 days. After the final document has been approved the contractor shall post the SCD document to the DSS website within 3 days.

All other documents as referenced, excluding the SCD, shall be submitted to the EPA TPOC within 3 days after the event has occurred. EPA TPOC will notify the contractor, via technical direction when to post information to DSS listserve.

3.7.5 Service Level Agreements

DESIRED OUTPUTS	REQUIRED SERVICES	PERFORMANCE INDICATOR
Standard Configuration Document (Draft Version)	The Contractor shall submit to the EPA TPOC a draft SCD document.	The draft SCD shall be submitted to the EPA TPOC within 30 days after issuance of technical direction.
Standard Configuration Document (Final Version)	The Contractor shall provide and post a final SCD document to the DSS website	An approved final Standard Configuration Document shall be posted to the DSS website within 3 days after approval
Other documents as listed for Distributed Systems Support Service (excluding SCDs)	The Contractor shall submit the documents as listed for Distributed Systems Support Service to the EPA TPOC.	The Contractor shall submit the documents within 3 days after the event has occurred.

¹ Configuration documents for non-standard technology (not EPA-approved) will only be developed and tested upon issued technical direction from the EPA TPOC. A waiver must be obtained for a non-standard technology is used. DSS does not provide 3rd level support for non-standard technologies.

3.8 High Performance Computing (HPC) Systems Operations Monitoring

3.8.1 Background

This sub-task is intended primarily to provide continuous monitoring of the High-Performance Computing (HPC) systems that are used by EPA scientists for environmental research. Such monitoring encompasses operational status of hardware and system software, power availability, physical access, and environmental variables such as temperature and humidity. These activities would fall under Section 6 of the ITS-EPA II Statement of Objectives (SOO). No unique skill sets are required for this operational support, which is no different from the operations monitoring support required by other compute and data storage systems hosted at the NCC. This activity is essential to ensure high availability of the HPC systems, which is critical to scientific research at the EPA and to EPA's mission.

3.8.2 Scope of Requirements

3.8.2.1 Purpose and Objectives

The principal purpose of this task is to provide round-the-clock operations monitoring support for EPA's High-Performance Computing (HPC) systems located at the National Computer Center (NCC) building and at the Reproductive Toxicology Facility (RTF) building located a mile away from the NCC. A secondary purpose is to consolidate and coordinate the maintenance of the HPC tape storage systems with the maintenance of other non-HPC tape storage systems located at the NCC and the RTF buildings. The costs for this effort will be funded under Working Capital Fund SC (Supercomputing) service.

3.8.2.2 Specific objectives for the effort – Scope

The Contractor shall:

- a) provide continuous hardware and operating system monitoring coverage for designated HPC systems at the NCC and the RTF buildings from a centralized location at the NCC, 24 hours a day, 7 days a week, throughout the year;
- b) notify appropriate System Administrator(s) of problems detected on the designated HPC systems;
- c) initiate Remedy Suite Management System (RSMS) tickets for problem resolution, as appropriate;
- d) acquire maintenance for HPC tape storage system hardware components as part of any overall maintenance coverage for tape storage systems at the NCC;
- e) resolve with the maintenance provider any contractual issues arising from the execution of the maintenance agreement;
- f) ensure the physical security of all HPC systems at the NCC;
- g) maintain environmental controls for temperature and humidity within acceptable limits for the systems covered by this effort; and
- h) ensure uninterrupted power supply (UPS) to the designated HPC systems.

3.8.3 Tasks and Deliverables

The Contractor shall:

- a) deliver a monthly report of activities performed; this could be a separate report or a discrete part of a comprehensive monthly report submitted for this Task Order; and
- b) notify appropriate System Administrator(s) of problems within 15 (fifteen) minutes of their detection.

3.8.4 Schedule of Deliverables

- | | |
|-------------------------|------------------------|
| a) Monthly Report | Same as for Task Order |
| b) Problem Notification | Same as for Task Order |

3.8.5 Service Level Agreements

DESIRED OUTPUTS	REQUIRED SERVICES	PERFORMANCE INDICATOR
Ability to provide EPA's scientists and researchers a stable and highly available HPC environment for their computational needs	The Contractor shall provide round-the-clock operations monitoring support for EPA's High-Performance Computing (HPC) systems located at the National Computer Center (NCC) building and at the Reproductive Toxicology Facility (RTF) building	1) prompt system level problem detection and notification; 2) reduced risk of damage to systems due to adverse environmental conditions or unauthorized physical access; 3) increased availability of systems through use of UPS; and 4) economies of scale and ease of management through a consolidated maintenance agreement

3.9 Managed Toxic Substances (MTS) Support (WCF Service Code TZ)

3.9.1 Background

OEI/OTOP provides administrative support for the Office of Pollution Prevention and Toxics (OPPT) Administrative and Confidential Business Information (CBI) networks and servers. Server support is currently performed via remote access.

3.9.2 Statement of Requirements

The Contractor shall provide support for OPPT's administrative and CBI server infrastructure from 7:30 a.m. through 5:30 p.m. Monday through Friday. The contractor is required to provide server, operating system (OS), and application support for devices on the CBI and Administrative (Admin) LANs at EPA East in Washington, DC. The support team will be based out of the NCC in Research Triangle Park, NC and must be supplemented by near or on-site resources in the Washington, DC area. Support will be provided from designated IP addresses in specific locations only, i.e., no remote access from any other locations such as personal residences, internet cafes, dial-up, etc.

The Contractor shall provide support for three (3) servers on the Admin LAN in terms of day-to-day operations of the server, the OS (Windows), and the application layer (Backup Exec, Lotus Domino Application Database Server, Oracle database).

The Contractor shall provide support for seventeen (17) servers on the CBI LAN in terms of day-to-day operations of the server, the OS (Windows, Linux), Documentum 6.5, Backup Exec 12, Lotus Domino, ND 7.0.3, Input Accel, Documentum, Dispatcher client, Input Accel Server, Domino Administrator, Domino Designer, JBoss, Symantec Anti Virus, and Google Search Appliance).

CBI TSCA CBI Clearances and Support Requirements:

Provide support for firewall, IPS, management server, serial console and related software. TSCA CBI support implies that both the contractor and contractor personnel performing sysadmin, DBA, and related functions are capable of obtaining TSCA CBI clearances.

At this time, OTOP is in the process of accepting responsibility for OPPT's administrative and server infrastructure. A part of this process is negotiating a memo of understanding regarding roles, responsibilities, and service levels. As such, no SLAs have been established at this time but the intent is to make this an element of the MOU.

3.10 Assumptions, Constraints, and General Guidance

The contractor must adhere to all applicable EPA, Office of Environmental Information, Office of Technology and Operation Planning, National Computer Center, and Agency Working Capital Fund policies, procedures, directives and standards.

3.10.1 Interfaces

Coordination and communication across tasks and separate task orders is paramount. Interfaces include, but are not limited to the NCC Management, NCC Deployment Team, NCC Application Management Team, NCC Security team, BIAC, Customers, Contractors, Agency Teams and other technology experts required to deliver the services specified in the task/task order. The contractor shall continuously coordinate and communicate across tasks, task orders and if necessary other contracts including ITS-EPA, ITS-BISS and customer development teams.

Specific process requiring interfaces across task orders and organizations include:

- Firewall Requests
- Facility Requests
- Telecommunication Service Requests
- Application Deployment Checklist
- Authorization to operate
- Audits and technical vulnerability assessments

The contractor shall also use OTOP's Management Information Center (OMIC) for task/work assignments and contract deliverables and eBusiness for Working Capital Fund order processing, reporting, workload and other requirements, as needed.

3.10.2 Standard Configurations

All systems supported under this task order must be configured in accordance with Standard Configuration Documents (SCDs). Where Agency Standard Configuration Documents exist, they must be followed. Agency-level SCDs may not exist for systems unique to the NCC. In these cases, SCDs will be created and maintained under this Task Order. The contractor shall maintain SCDs for all systems.

3.10.3 Quality Standards for Contractor Deliverables

General: When delivering successive iterations of the same document, assign each version a unique version number for clarity of reference. The version number can be linear, date-based, hierarchical, or of some other type but must change in some fashion between deliveries. Identify who is responsible for the creation and maintenance of the deliverable, in terms of organization and person(s), on the principle that signed work is usually better work.

Schedules: Schedule incorporates all necessary steps for the accomplishment of the subject activity. Schedule makes reasonable assumptions about available resources. Level of detail of the schedule is sufficient to track costs on at least a monthly basis, and track project progress on a weekly basis, unless otherwise directed by the government. Schedule delays are sometimes unavoidable, despite the good-faith commitments and efforts of the Contractor or other parties. However, the Contractor shall avoid allowing any delays to become surprises whenever possible. Once the contractor has committed to meeting a target date or accomplishing a milestone in a schedule, the contractor shall adhere to the halfway-point rule governing notification by the contractor to the government regarding the need for any delay in that milestone. The halfway-point rule is that the contractor shall notify the government no more than halfway from the time the contractor committed to the date to the date itself, or halfway between the preceding milestone's date in the schedule and the subject milestone that requires a delay, whichever is later. Notification later than the halfway point is a sign of poor management and communication on the part of the Contractor. If notification prior to the halfway point is not possible, the Contractor shall include an explanation as to why it was not possible when the Contractor informs

the government of the schedule delay.

Draft documents: Draft contains a complete table of contents or outline and at least 75% of the material that is to be present in final, unless the government provides explicit instructions otherwise. Draft is without significant technical or factual errors. A majority of the draft generally conforms to requirements for final documents.

Final documents: Document is complete and well organized. Document uses clear, plain language and everyday words where possible instead of jargon. Document uses "you" and other pronouns, the active voice, and short sentences. Document is without significant spelling or grammatical errors. Document generally uses a serif font in bodies of text extending over multiple lines and a sans serif font in titles and headers. Section headings use appropriately varying font size or indentation or character formatting for decreasing levels, as well as suitable numeric or symbolic indication of the level and position of the section in the document. Document is without significant technical or factual errors. Document presents substantive understanding of the technical material. The document and its contents adhere to applicable Federal and Agency guidance and standards. Document uses good structure and formatting techniques within the application used to generate it. Examples are using space-before paragraph formatting instead of double carriage returns in Microsoft Word; using dynamically-generated tables of contents, page references, etc., in Microsoft Word; using dynamic references to predecessor cells in Microsoft Excel, not typed-in values in successor cells; etc. The document adheres to the attached Style Guide (except insofar as that Style Guide conflicts with any contractual requirements).

Briefings & presentations: Audiovisual aids (i.e., slides, graphics, etc.) are clear and understandable, free of spelling errors, and free of grammatical errors. Briefing is at appropriate level of detail for audience. Briefing is logical and clearly organized. Briefing presents substantive understanding of the technical material correctly and clearly.

3.11 Task Order Status Meetings (TOSM)

The contractor shall schedule and conduct weekly status meetings for the TOCOR, sub-task CORs, and other NCC or OTOP staff. Sufficient task status information shall be reported, such as issues, status of deliverables, progress on sub-tasks, trip reports, and plans for the next month for the Task Manager to determine that sufficient progress is being made. The contractor shall provide a weekly agenda for the meeting. Contractor staff will also attend meetings to represent the associated tasks or work being performed on or related to the Task Assignment as needed.

4. Task Order Clauses

4.1. KEY PERSONNEL (EPAAR 1552.237-72) (APR 1984)

(a) The Contractor shall assign to this contract the following key personnel:
To be filled in at award

(b) During the first ninety (90) days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the Contracting Officer within 15 calendar days after the occurrence of any of these events and provide the information required by paragraph (c) of this clause. After the initial 90-day period, the Contractor shall submit the information required by paragraph (c) to the Contracting Officer at least 15 days prior to making any permanent substitutions.

(c) The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the decision on substitutions. This clause will be modified to reflect any approved changes of key personnel.

4.2. CONTRACT ADMINISTRATION REPRESENTATIVES (EP 52.242-100) (AUG 1984)

Task Order Project Officer(s) for this contract:

Project Officer:

TO BE IDENTIFIED AT TIME OF CONTRACT AWARD

Alternate Project Officer:

TO BE IDENTIFIED AT TIME OF CONTRACT AWARD

Contract Specialist(s) responsible for administering this contract:

Contract Specialist:

TO BE IDENTIFIED AT TIME OF CONTRACT AWARD

Administrative Contracting Officer:

TO BE IDENTIFIED AT TIME OF CONTRACT AWARD

4.3. SUBCONTRACT CONSENT (EP 52.244 100) (APR 1984)

The Contractor shall submit the information required by the "Subcontracts" clause to the Contracting Officer and assigned. The Contracting Officer will provide written notice to the Contractor of his decision.

Consent is given to issue the following subcontracts:

Subcontractor Name	Value	Subcontract Type
_____	_____	_____

4.4. CONTRACTOR PERFORMANCE EVALUATIONS (EPAAR 1552.209 76) (OCT 2002)

The contracting officer shall complete a Contractor Performance Report (Report) within ninety (90) business days after the end of each 12 months of contract performance (interim Report) or after the last 12 months (or less) of contract performance (final Report) in accordance with EPAAR 1509.170 5. The contractor shall be evaluated based on the following ratings:

0 = Unsatisfactory,
1 = Poor,
2 = Fair,
3 = Good,
4 = Excellent,
5 = Outstanding,
N/A = Not Applicable.

The contractor may be evaluated based on the following performance categories:

Quality,
Cost Control,
Timeliness of Performance,
Business Relations,
Compliance with Labor Standards,
Compliance with Safety Standards, and
Meeting Small Disadvantaged Business Subcontracting Requirements.

(a) The contracting officer shall initiate the process for completing interim Reports within five (5) business days after the end of each 12 months of contract performance by requesting the project officer to evaluate contractor performance for the interim Report. In addition, the contracting officer shall initiate the process for completing final Reports within five (5) business days after the last 12 months (or less) of contract performance by requesting the project officer to evaluate contractor performance for the final Report. The final Report shall cover the last 12 months (or less) of contract performance. Within thirty (30) business days after the project officer receives a request from the contracting officer to complete an evaluation, the project officer shall:

- (1) Complete a description of the contract requirements;
- (2) Evaluate contractor performance and assign a rating for quality, cost control, timeliness of performance, compliance with labor standards, and compliance with safety standards performance categories (including a narrative for each rating);
- (3) Provide any information regarding subcontracts, key personnel, and customer satisfaction;
- (4) Assign a recommended rating for the business relations performance category (including a narrative for the rating); and
- (5) Provide additional information appropriate for the evaluation or future evaluations.

(b) The contracting officer shall:

- (1) Ensure the accuracy of the project officer's evaluation by verifying that the information in the contract file corresponds with the designated project officer's ratings;
- (2) Assign a rating for the business relations and meeting small disadvantaged business subcontracting requirements performance categories (including a narrative for each rating).

- (3) Concur with or revise the project officer's ratings after consultation with the project officer;
 - (4) Provide any additional information concerning the quality, cost control, timeliness of performance, compliance with labor standards, and compliance with safety standards performance categories if deemed appropriate for the evaluation or future evaluations (if any), and provide any information regarding subcontracts, key personnel, and customer satisfaction; and
 - (5) Forward the Report to the contractor within ten (10) business days after the contracting officer receives the project officer's evaluation.
- (c) The contractor shall be granted thirty (30) business days from the date of the contractor's receipt of the Report to review and provide a response to the contracting officer regarding the contents of the Report. The contractor shall:
- (1) Review the Report;
 - (2) Provide a response (if any) to the contracting officer on company letter head or electronically;
 - (3) Complete contractor representation information; and
 - (4) Forward the Report to the contracting officer within the designated thirty (30) business days.
- (d) The contractor's response to the Report may include written comments, rebuttals (disagreements), or additional information. If the contractor does not respond to the Report within the designated thirty (30) business days, the specified ratings in the Report are deemed appropriate for the evaluation period. In this instance, the contracting officer shall complete the Agency review and sign the Report within three (3) business days after expiration of the specified 30 business days.
- (e) If the contractor submits comments, rebuttals (disagreements), or additional information to the contracting officer which contests the ratings, the contracting officer, in consultation with the project officer, shall initially try to resolve the disagreement(s) with the contractor.
- (f) If the disagreement(s) is (are) not resolved between the contractor and the contracting officer, the contracting officer shall provide a written recommendation to one level above the contracting officer for resolution as promptly as possible, but no later than five (5) business days after the contracting officer is made aware that the disagreement(s) has (have) not been resolved with the contractor. The individual who is one level above the contracting officer shall:
- (1) Review the contracting officer's written recommendation; and
 - (2) Provide a written determination to the contracting officer for summary ratings (ultimate conclusion for ratings pertaining to the performance period being evaluated) within five (5) business days after the individual one level above the contracting officer receives the contracting officer's written recommendation.
- (g) If the disagreement is resolved, the contracting officer shall complete the Agency review and sign the Report within three (3) business days after consultation.

(h) The contracting officer shall complete the Agency review and sign the Report within three (3) business days after the contracting officer receives a written determination for summary ratings from one level above the contracting officer.

(i) An interim or final Report is considered completed after the contracting officer signs the Report. The contracting officer must provide a copy of completed Reports (interim and final) to the contractor within two (2) business days after completion.

4.5. OPTION TO EXTEND THE EFFECTIVE PERIOD OF THE CONTRACT-TIME AND MATERIALS OR LABOR HOUR CONTRACT (EPAAR 1552.217 75) (JUN 1984)

(a) The Government has the option to extend the effective period of this contract for six additional period(s). If more than sixty (60) days remain in the contract effective period, the Government, without prior written notification, may exercise this option by issuing a contract modification. To unilaterally exercise this option within the last 60 days of the effective period, the Government must issue written notification of its intent to exercise the option prior to that

last 60-day period. This preliminary notification does not commit the Government to exercising the option.

(b) If the option(s) are exercised, the “Ceiling Price” clause will be modified to reflect a new and separate ceiling price of \$__ for the first option period and a new and separate ceiling price of \$__ for the second option period.

(c) The “Period of Performance” clause will be modified to cover a base period from Date of award to September 30, 2010 and option periods from:

Period	Start Date	End Date
Option Period I	October1, 2010	September 30, 2011
Option Period II	October1, 2011	September 30, 2012
Option Period III	October1, 2012	September 30, 2013
Option Period IV	October1, 2013	September 30, 2014
Option Period V	October1, 2014	September 30, 2015
Option Period VI	October1, 2015	September 30, 2016

4.6. TECHNICAL DIRECTION (EPAAR 1552.237 71) (APR 1984)

(a) The Project Officer is the primary representative of the Contracting Officer authorized to provide technical direction on contract performance.

(b) Individuals other than the Project Officer may be authorized to provide technical direction. If individuals other than the Project Officer are authorized to provide technical direction, their names will be specified in the contract, delivery order, work assignment or technical direction document as appropriate. A Delivery Order Project Officer, Work Assignment Manager or Task Manager is authorized to provide technical direction, subject to the limitations set forth below, only on his/her delivery order, work assignment or technical direction document.

(c) Technical direction includes:

- (1) Direction to the contractor which assists the contractor in accomplishing the Statement of Work.
- (2) Comments on and approval of reports or other deliverables.
- (d) Technical direction must be within the contract and the delivery order, work assignment or technical direction document statement of work. The Project Officer or any other technical representative of the Contracting Officer does not have the authority to issue technical direction which (1) institutes additional work outside the scope of the contract, delivery order, work assignment or technical direction document; (2) constitutes a change as defined in the "Changes" clause; (3) causes an increase or decrease in the estimated cost of the contract, delivery order, work assignment or technical direction document; (4) alters the period of performance; or (5) changes any of the other express terms or conditions of the contract, delivery order, work assignment or technical direction document.
- (e) Technical direction will be issued in writing or confirmed in writing within five (5) calendar days after verbal issuance. One copy of the technical direction memorandum will be forwarded to the Contracting Officer and the Project Officer.

4.7. IDENTIFICATION OF ON SITE CONTRACTOR EMPLOYEES (RTP H 2)

All Contractor, subcontractor, and consultant personnel shall wear prominently displayed identification badges at all times when performing work on EPA property or attending meetings in the performance of this contract. The badge shall contain the individual's name, the company name and logo. When participating in such meetings (e.g., as a speaker, panel member), those individuals in Contractor employ must supplement physical identification (e.g., badges, placemarkers) with verbal announcements so that it is clear to the assembled group that they are employees of the Contractor, not Agency staff members. In addition, when working on EPA property, all contractor, subcontractor, and consultant personnel shall have signs visible on their desks or at their work sites that clearly state that they are not EPA employees.

4.8. EPA SPONSORED MEETINGS, WORKSHOPS, CONFERENCES (RTP H 4)

If this contract requires contractor support for an EPA sponsored meeting, workshop, conference, etc., the following shall apply:

EPA meetings shall be held in Federal facilities whenever available. EPA is required to notify GSA when the Agency has a short term need for meeting facilities and such facilities are not available within the Agency. (FPMR 101 17.104 4). The EPA Project Officer or Work Assignment Manager will determine and advise contractor as to the availability of Federal facilities.

Except for contractor, experts, consultants, subcontractor, or other personnel necessary for performance of the work called for by this contract, the cost of travel, subsistence, lodging, etc. for other participants or attendees shall not be an allowable cost under this contract. All such required personnel for which costs are being claimed must be approved by the Project Officer.

Light refreshments for Agency-sponsored conferences are allowed for Federal attendees only, provided at least 50% of the Federal attendees are in a travel status. (Light refreshments are defined as coffee, tea, milk, juice, soft drinks, donuts, bagels, fruit, pretzels, cookies, chips, or muffins.)

The cost of any beverages, food, or refreshments shall not be an allowable charge under this contract if for other than an Agency-sponsored conference, for other than Federal attendees, and/or where 50% of the Federal attendees are not in travel status.

Any registration fees must be approved by the Contracting Officer. If approved, fees collected must be accounted for and turned over to the EPA Finance Office. They may not be used to offset any of the cost for performing the contract.

4.9 APPLICATION OF RIGHTS IN DATA SPECIAL WORKS CLAUSE (RTP H 5)

The Rights in Data Special Works clause (FAR 52.227 17) shall apply to "tasks"...that are primarily for the production or compilation of data (other than limited rights data or restricted computer software) for the Government's own use..." or when the Contracting Officer determines that there is a specific need to limit data distribution first produced under a particular work assignment. The Rights in Data Special Works clause (FAR 52.227 17) shall apply to tasks which are included in the examples set forth in FAR 27.405(a) and also to other tasks specifically identified by the Contracting Officer.

4.10. SUBCONTRACTOR KEY PERSONNEL (RTP H 9)

(a) The Contractor's proposal which resulted in award of this contract indicated that a portion(s) of the work hereunder would be performed under a subcontract(s). As a part of this proposal, certain subcontractor key personnel were identified. It is hereby agreed and understood that the following subcontracts shall contain a provision which requires the following key personnel:

Subcontractor Key Personnel Title

(b) It is further agreed and understood that the subcontract(s) listed above will contain the following provisions:

(1) during the first ninety (90) calendar days of performance the subcontractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment;

(2) the subcontractor shall notify the Contractor within 15 calendar days after the occurrence of any of the events in paragraph (1) above, and provide the information required by paragraph (4) below;

(3) after the initial ninety (90) day period, the subcontractor shall submit the information required by paragraph (4) to the Contractor at least 15 calendar days prior to making any permanent substitutions;

(4) the subcontractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contractor. Proposed substitutes should have comparable qualifications to those of the persons being replaced.

(c) If a substitution in key personnel is considered appropriate by the Contractor, the Contractor shall issue a modification to the subcontract. Prior to any such modification, the Contractor shall obtain the written consent of the Contracting Officer.

4.11. SUBCONTRACTS FAR 52.244 2 (JUN 2007)

(a) *Definitions.* As used in this clause--

“Approved purchasing system” means a Contractor's purchasing system that has been reviewed and approved in accordance with Part 44 of the Federal Acquisition Regulation (FAR).

“Consent to subcontract” means the Contracting Officer's written consent for the Contractor to enter into a particular subcontract.

“Subcontract” means any contract, as defined in FAR Subpart 2.1, entered into by a subcontractor to furnish supplies or services for performance of the prime contract or a subcontract. It includes, but is not limited to, purchase orders, and changes and modifications to purchase orders.

(b) When this clause is included in a fixed-price type contract, consent to subcontract is required only on unpriced contract actions (including unpriced modifications or unpriced delivery orders), and only if required in accordance with paragraph (c) or (d) of this clause.

(c) If the Contractor does not have an approved purchasing system, consent to subcontract is required for any subcontract that—

- (1) Is of the cost-reimbursement, time-and-materials, or labor-hour type; or
- (2) Is fixed-price and exceeds—

(i) For a contract awarded by the Department of Defense, the Coast Guard, or the National Aeronautics and Space Administration, the greater of the simplified acquisition threshold or 5 percent of the total estimated cost of the contract; or

(ii) For a contract awarded by a civilian agency other than the Coast Guard and the National Aeronautics and Space Administration, either the simplified acquisition threshold or 5 percent of the total estimated cost of the contract.

(d) If the Contractor has an approved purchasing system, the Contractor nevertheless shall obtain the Contracting Officer's written consent before placing the following subcontracts:

(e)(1) The Contractor shall notify the Contracting Officer reasonably in advance of placing any subcontract or modification thereof for which consent is required under paragraph (b), (c), or (d) of this clause, including the following information:

- (i) A description of the supplies or services to be subcontracted.
- (ii) Identification of the type of subcontract to be used.
- (iii) Identification of the proposed subcontractor.
- (iv) The proposed subcontract price.
- (v) The subcontractor's current, complete, and accurate cost or pricing data and Certificate of Current Cost or Pricing Data, if required by other contract provisions.
- (vi) The subcontractor's Disclosure Statement or Certificate relating to Cost Accounting Standards when such data are required by other provisions of this contract.

(vii) A negotiation memorandum reflecting—

(A) The principal elements of the subcontract price negotiations;

(B) The most significant considerations controlling establishment of initial or revised prices;

(C) The reason cost or pricing data were or were not required; (D) The extent, if any, to which the Contractor did not rely on the subcontractor's cost or pricing data in determining the price objective and in negotiating the final price;

(E) The extent to which it was recognized in the negotiation that the subcontractor's cost or pricing data were not accurate, complete, or current; the action taken by the Contractor and the subcontractor; and the effect of any such defective data on the total price negotiated;

(F) The reasons for any significant difference between the Contractor's price objective and the price negotiated; and

(G) A complete explanation of the incentive fee or profit plan when incentives are used. The explanation shall identify each critical performance element, management decisions used to quantify each incentive element, reasons for the incentives, and a summary of all trade-off possibilities considered.

(2) The Contractor is not required to notify the Contracting Officer in advance of entering into any subcontract for which consent is not required under paragraph (b), (c), or (d) of this clause.

(f) Unless the consent or approval specifically provides otherwise, neither consent by the Contracting Officer to any subcontract nor approval of the Contractor's purchasing system shall constitute a determination—

(1) Of the acceptability of any subcontract terms or conditions;

(2) Of the allowability of any cost under this contract; or

(3) To relieve the Contractor of any responsibility for performing this contract.

(g) No subcontract or modification thereof placed under this contract shall provide for payment on a cost-plus-a-percentage-of- cost basis, and any fee payable under cost-reimbursement type subcontracts shall not exceed the fee limitations in FAR 15.404-4(c)(4)(i).

(h) The Contractor shall give the Contracting Officer immediate written notice of any action or suit filed and prompt notice of any claim made against the Contractor by any subcontractor or vendor that, in the opinion of the Contractor, may result in litigation related in any way to this contract, with respect to which the Contractor may be entitled to reimbursement from the Government.

(i) The Government reserves the right to review the Contractor's purchasing system as set forth in FAR Subpart 44.3.

(j) Paragraphs (c) and (e) of this clause do not apply to the following subcontracts, which were evaluated during negotiations:

4.12. CEILING PRICE

The ceiling price of this contract is _____. The Contractor shall not make expenditures or incur obligations in the performance of this contract which exceed the ceiling price specified herein, except at the Contractor's own risk.

4.13. EMPLOYMENT ELIGIBILITY VERIFICATION FAR 52.222-54 (JAN2009)

(a) Definitions. As used in this clause—
“Commercially available off-the-shelf (COTS) item”—

(1) Means any item of supply that is—

(i) A commercial item (as defined in paragraph (1) of the definition at 2.101);

(ii) Sold in substantial quantities in the commercial marketplace; and

(iii) Offered to the Government, without modification, in the same form in which it is sold in the commercial marketplace; and

(2) Does not include bulk cargo, as defined in section 3 of the Shipping Act of 1984 (46 U.S.C. App. 1702), such as agricultural products and petroleum products. Per 46 CFR 525.1 (c)(2), “bulk cargo” means cargo that is loaded and carried in bulk onboard ship without mark or count, in a loose unpackaged form, having homogenous characteristics. Bulk cargo loaded into intermodal equipment, except LASH or Seabee barges, is subject to mark and count and, therefore, ceases to be bulk cargo.

“Employee assigned to the contract” means an employee who was hired after November 6, 1986, who is directly performing work, in the United States, under a contract that is required to include the clause prescribed at 22.1803. An employee is not considered to be directly performing work under a contract if the employee—

(1) Normally performs support work, such as indirect or overhead functions; and

(2) Does not perform any substantial duties applicable to the contract.

“Subcontract” means any contract, as defined in 2.101, entered into by a subcontractor to furnish supplies or services for performance of a prime contract or a subcontract. It includes but is not limited to purchase orders, and changes and modifications to purchase orders.

“Subcontractor” means any supplier, distributor, vendor, or firm that furnishes supplies or services to or for a prime Contractor or another subcontractor.

“United States”, as defined in 8 U.S.C. 1101(a)(38), means the 50 States, the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands.

(b) Enrollment and verification requirements.

(1) If the Contractor is not enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall—

- (i) Enroll. Enroll as a Federal Contractor in the E-Verify program within 30 calendar days of contract award;
- (ii) Verify all new employees. Within 90 calendar days of enrollment in the E-Verify program, begin to use E-Verify to initiate verification of employment eligibility of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); and
- (iii) Verify employees assigned to the contract. For each employee assigned to the contract, initiate verification within 90 calendar days after date of enrollment or within 30 calendar days of the employee's assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section).

(2) If the Contractor is enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall use E-Verify to initiate verification of employment eligibility of—

- (i) All new employees.
 - (A) Enrolled 90 calendar days or more. The Contractor shall initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); or
 - (B) Enrolled less than 90 calendar days. Within 90 calendar days after enrollment as a Federal Contractor in E-Verify, the Contractor shall initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); or
 - (ii) Employees assigned to the contract. For each employee assigned to the contract, the Contractor shall initiate verification within 90 calendar days after date of contract award or within 30 days after assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section).
- (3) If the Contractor is an institution of higher education (as defined at 20 U.S.C. 1001(a)); a State or local government or the government of a Federally recognized Indian tribe; or a surety performing under a takeover agreement entered into with a Federal agency pursuant to a performance bond, the Contractor may choose to verify only employees assigned to the contract, whether existing employees or new hires. The Contractor shall follow the applicable verification requirements at (b)(1) or (b)(2) respectively, except that any requirement for verification of new employees applies only to new employees assigned to the contract.
- (4) Option to verify employment eligibility of all employees. The Contractor may elect to verify all existing employees hired after November 6, 1986, rather than just those employees assigned to the contract. The Contractor shall initiate verification for each existing employee working in the United States who was hired after November 6, 1986, within 180 calendar days of—

- (i) Enrollment in the E-Verify program; or

(ii) Notification to E-Verify Operations of the Contractor's decision to exercise this option, using the contact information provided in the E-Verify program Memorandum of Understanding (MOU).

(5) The Contractor shall comply, for the period of performance of this contract, with the requirements of the E-Verify program MOU.

(i) The Department of Homeland Security (DHS) or the Social Security Administration (SSA) may terminate the Contractor's MOU and deny access to the E-Verify system in accordance with the terms of the MOU. In such case, the Contractor will be referred to a suspension or debarment official.

(ii) During the period between termination of the MOU and a decision by the suspension or debarment official whether to suspend or debar, the Contractor is excused from its obligations under paragraph (b) of this clause. If the suspension or debarment official determines not to suspend or debar the Contractor, then the Contractor must reenroll in E-Verify.

(c) Web site. Information on registration for and use of the E-Verify program can be obtained via the Internet at the Department of Homeland Security Web site: <http://www.dhs.gov/E-Verify>.

(d) Individuals previously verified. The Contractor is not required by this clause to perform additional employment verification using E-Verify for any employee—

(1) Whose employment eligibility was previously verified by the Contractor through the E-Verify program;

(2) Who has been granted and holds an active U.S. Government security clearance for access to confidential, secret, or top secret information in accordance with the National Industrial Security Program Operating Manual; or

(3) Who has undergone a completed background investigation and been issued credentials pursuant to Homeland Security Presidential Directive (HSPD)-12, Policy for a Common Identification Standard for Federal Employees and Contractors.

(e) Subcontracts. The Contractor shall include the requirements of this clause, including this paragraph (e) (appropriately modified for identification of the parties), in each subcontract that—

(1) Is for—

(i) Commercial or noncommercial services (except for commercial services that are part of the purchase of a COTS item (or an item that would be a COTS item, but for minor modifications), performed by the COTS provider, and are normally provided for that COTS item); or

(ii) Construction;

(2) Has a value of more than \$3,000; and

(3) Includes work performed in the United States.

5. TASK ORDER PROVISIONS

5.1 TECHNICAL QUESTIONS (EP 52.215 110) (APR 1984)

Offerors must submit all technical questions concerning this solicitation in writing to the contract specialist. EPA must receive the questions no later than ten (10) calendar days after the date of this solicitation. EPA will answer questions which may affect offers in an amendment to the solicitation. EPA will not reference the source of the questions.

5.2 TIME-AND-MATERIALS/LABOR-HOUR PROPOSAL REQUIREMENTS-COMMERCIAL ITEM ACQUISITION 52.216-31

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

5.3 ORGANIZATIONAL CONFLICT OF INTEREST NOTIFICATION (EPAAR 1552.209-70) (APR 1984)

(a) The prospective Contractor certifies, to the best of its knowledge and belief, that it is not aware of any information bearing on the existence of any potential organizational conflict of interest. If the prospective Contractor cannot so certify, it shall provide a disclosure statement in its proposal which describes all relevant information concerning any past, present, or planned interests bearing on whether it (including its chief executives and directors, or any proposed consultant or subcontractor) may have a potential organizational conflict of interest.

(b) Prospective Contractors should refer to FAR Subpart 9.5 and EPAAR Part 1509 for policies and procedures for avoiding, neutralizing, or mitigating organizational conflicts of interest.

(c) If the Contracting Officer determines that a potential conflict exists, the prospective Contractor shall not receive an award unless the conflict can be avoided or otherwise resolved through the inclusion of a special contract clause or other appropriate means. The terms of any special clause are subject to negotiation.

5.4. ORGANIZATIONAL CONFLICT OF INTEREST CERTIFICATION (EPAAR 1552.209-72) (APR 1984)

The offeror [] is [] is not aware of any information bearing on the existence of any potential organizational conflict of interest. If the offeror is aware of information bearing on whether a potential conflict may exist, the offeror shall provide a disclosure statement describing this information.

5.5 PROPOSED CONTRACT START DATE

For proposal preparation purposes, offerors may assume a contract award date of July 6, 2010 and a contract effective date of August 1, 2010.

ATTACHMENT 1

Client Authorization Letter

[Addressee]

Dear "Client":

We are currently responding to the Environmental Protection Agency's RFQ No. ITS-EPA-II-RFQ-10-0013 the procurement of "Hosting " The EPA is placing increased emphasis in their acquisitions on past performance as a source selection factor.

EPA has asked the offeror to send Past Performance Questionnaires to customers to complete and send to the Contracting Officer. Please complete the attached Past Performance Questionnaire and mail to U.S. EPA, Attn: Laconda Cannady, E105-02, RTP, NC 27711 or cannady.laconda@epa.gov, within five (5) days of receipt of this letter.

If you are contacted by EPA for information on work we have performed under contract for your company, you are hereby authorized to respond to EPA inquiries.

Your cooperation is appreciated. Any questions may be directed to _____.

Sincerely,

ATTACHMENT 2

PAST PERFORMANCE QUESTIONNAIRE

S O U R C E S E L E C T I O N S E N S I T I V E I N F O R M A T I O N (TO BE COMPLETED BY OFFEROR PRIOR TO MAILING TO REFERENCE)

Name of Offeror:
Contract Number:
Contract Title:
Contract Value:
Type of Contract:
Period of Performance:

The remainder of this form is to be completed by the reference and returned to EPA as instructed in the Client Authorization Letter.

Performance Elements	Totally Deficient 0	Poor 1	Inadequate 2	Adequate 3	Good 4	Superior 5
1. Quality of Product or Service						
2. Timeliness of Performance						
3. Effectiveness of Management (including subcontractors)						
4. Initiative in Meeting Requirements						
5. Response to Technical Direction						
6. Responsiveness to Performance Problems						
7. Compliance with Cost Estimates						
8. Customer Satisfaction						
9. Overall Performance						

10. Remarks on outstanding performance:

(Provide data supporting this observation; you may continue on a separate sheet if needed.)

11. Remarks on unsatisfactory performance:

(Provide data supporting this observation; you may continue on separate sheet if needed.)

12. Please identify any corporate affiliations with the offeror.

13. Would you do business with this firm again?

14. Information provided by:

Agency/Firm:

Name:

Title:

Mailing Address (Street and P.O. Box):

City, State and Zip Code:

Telephone Numbers:

Fax Number:

Date and Time of Call: